Crime rates are down. Even with Calgary’s massive growth in recent history, statistics are indicating that overall reported instances of criminal activity have decreased. Upon hearing this, you may be inclined to believe that your task of protecting your building against intruders, vandals, and thieves should be easier than ever. The truth is that Calgary’s reduced crime rate is the result of a number of important factors, aside from the hard work and dedication of our police services:

- **Increased Security Measures:** The restaurant, bar, and hospitality industries in Calgary have invested significantly in cutting edge video surveillance systems and partnered with other businesses to keep out undesirable cliental. This has resulted in significantly less crime for those businesses and buildings that have invested in crime prevention, but not necessarily for those that have refrained.

- **More Crimes are Going Unreported:** The Calgary Herald reported that only 58% of victims reported their crimes to the police last year. This was down 15% from the previous year. Many incidents of theft or vandalism go unreported because citizens have little confidence that the perpetrators will ever be caught.

Another concern is that as criminal activity is effectively deterred from businesses in the downtown core, it may eventually lead to opportunity for crime in areas that are less secured such as surrounding areas and residential buildings with security weaknesses.

To avoid making your building a target to criminals looking for opportunities you should consider your entire building in the perspective of CPTED (or Crime Prevention Through Environmental Design). CPTED emphasizes the importance of making your building unattractive to potential thieves and vandals. Buildings that are easy to enter and exit or are poorly lit are attractive to criminals because the chances of getting caught are low. No one solution will eliminate the problem entirely, but the following ideas may be of some help.

**Laundry Rooms**

The attractiveness of laundry rooms lies in both that there is the money that can be obtained and their tendency to be open 24 hours. In some cases laundry rooms have been the scene of unwanted sexual advancements. Ask yourself the following questions about your laundry room:

- **Location:** Is the laundry room hidden in a basement or is it in an area that has lots of traffic? Can it be moved to an area with higher traffic? Can higher traffic be sent towards the laundry room by adding a social room or games room?

- **Access:** How easy is it to get into the laundry room? Is it locked or unlocked? If it is locked, is it a good lock? Is that lock protected by a mechanism that prevents prying the door open? Have you considered a card access system that will also allow you to track who enters the laundry room?

- **Surveillance:** Is the laundry room protected by video cameras? A surveillance system that is being recorded can help deter crime. The footage can also be used to identify criminals who commit vandalism and other crimes.

- **Opportunity:** Is there a lot of money left in the machines? If the money is emptied frequently and you do get broke into, then they will be less likely to return if they don’t get much. Better yet, eliminate cash altogether by going to smart cards or offering free laundry and increasing the rent.

**Parkades**

By far the largest problem in buildings is parkade break-ins. Start by looking at the exterior of your building.

- **Private vs. Public Property:** Is it clear when you leave the public sidewalk and step onto private property when people go to your building? Consider hedges, chain-link or wrought-iron fences, etc. as ways to establish that you are on
The Provincial Election is now behind us and I want to congratulate Premier Alison Redford and her colleagues for their strong showing. I have had the pleasure of meeting Premier Redford on several occasions and have found her to be very engaging, personable and articulate. We have always had a good relationship with the Provincial Government and we are looking forward to working with the Premier and her government.

On Thursday, May 31st I had the pleasure of attending the Grand Opening of VIDA, a 45 unit multi-family affordable housing development in Mount Pleasant in northwest Calgary. This was a joint project between the Province and the City of Calgary.

The City of Calgary’s Deputy Mayor Druh Farrell, and Mike Leathwood, an Assistant Deputy Minister with Municipal Affairs joined Calgary Housing Company’s General Manager Rick Farrell and Alderman Gael MacLeod at the opening. I went on a tour of Vida and was extremely impressed. The layouts were very nice and the suites were large.

Rentals at Vida will be managed by Calgary Housing Company with a ‘mixed income’ approach. This model has proven to be very successful, integrating units that pay rents below, but close to, market rates with rents that are deeply subsidized. This approach ensures that new affordable housing developments are financially sustainable while remaining inclusionary.

In addition to being developed to a BuiltGreen™ Silver standard, Vida is the first city-operated affordable housing building that features a unit dedicated to accommodating the needs of a visually impaired tenant.

Total funding for the development of Vida was $12 million via $8.4 million in provincial Affordable Housing Block Funding and $3.6 million in municipal funding through the Municipal Sustainability Initiative.

The annual Awards Gala was a tremendous success. I want to take this opportunity to congratulate all of the recipients of this year’s Awards. You can read about the Gala, the award winners and the Sponsors in this issue of the newsletter.

Make sure you mark your calendars for the Association’s next BIG event. The CRRA’s annual Golf Tournament will be held at the River’s Edge Golf Course on Wednesday, September 5th. We’re expecting a good turnout so make sure you get your registrations in quickly so you’re not disappointed.

I wish you all a happy and safe summer and we’ll look forward to seeing you in the fall when all of our programs start up again.

For the past two years, I have witnessed a similar pattern in events affecting the general sentiment of the investment community. As we have emerged from the winter months, April 2010 and April 2011 (and April 2012!) brought fresh hope for an improving world economy, and a resulting local sense of optimism. May 2010, and May 2011 saw the introduction of the European Crisis, and then country-specific fallout – foremost Greece. Each of these events crushed any optimism in both 2010 and 2011. This year however, the sense of optimism transcended May, and while uncertainty in Europe and elsewhere remains, so too does optimism. Long-term decisions are being made again, and specific to our industry, there are early signs of the “good times”. Occupancies are high, there is upward pressure on rents, office buildings are almost full and trading at exceptional prices because companies are growing and more people are moving to Calgary again, mortgage rates remain exceptionally low, and housing prices are stabilizing, even trending upward. All of this points to an environment that will be increasingly conducive to real estate investment. It will be interesting to see just how history repeats itself this time.

It has been almost two years now since we began distributing The Rental Review electronically. We are proud to be keeping with the times, but always welcome suggestions on how we can be better. Please let us know if you have any suggestions for how we might improve your online reading experience.
Executive
Director’s Report

Gerry Baxter

Our awards gala on June 7th was one of the best we have ever hosted. We had a terrific turnout and the comments about the location, meal and service were very positive. We added some new awards this year (Blue Award – for water conservation, and Resident Manager of the Year Award). I wish to extend my congratulations to each of this year’s award recipients. A big thank you as well goes to each of our sponsors for helping to make the evening such a huge success. I also want to take a moment to acknowledge and pay tribute to all of our members who volunteered their time to be a part of the Awards Committee. This hard working group of volunteers reviewed all of the submissions, conducted interviews and made site visits to buildings. They did an incredible job sifting through all of the information they collected. Selecting the award winners was not an easy task due to the number and quality of the submissions. We have a story on the awards evening in this issue of the newsletter and I encourage you to read it and check out all of the award winners, sponsors and the list of committee members.

We are in the process of putting together a Special Seminar on “Marijuana Grow Ops - From Investigation to Remediation and How This Impacts the Residential Rental Industry”. Speakers will include Police, Health Inspectors, and representatives from City of Calgary departments. The seminar will also feature a segment with a lawyer speaking about legal liability and tips on how to avoid becoming a victim. This 3-hour Special Seminar is tentatively scheduled for 9:00 a.m. to noon on Thursday, December 6th. More details will follow, and I encourage you to block that morning off in your calendar so you can plan to attend. Grow-ops are a huge problem and they do impact the residential rental industry as well as many other segments of society.

Don’t forget to pick up your FREE copies of the “Information for Landlords” and “Information for Tenants” Tipsheets. Give a copy of the Tenant tipsheet to each of your tenants and put a copy in every tenant move-in package. We have copies of the Tipsheets and other helpful information in the CRRA office. We also take the tipsheets to all of our monthly seminars and luncheons.

— Have a safe, happy summer.

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Lifetime Achievement Award: Bill Jeffray

I was very honoured to be presented with the “Lifetime Achievement Award” at the 10th Annual Awards Dinner”. The whole experience was so humbling. Congratulations to the winners and their sponsors in each of the award categories. Thanks to the Board of the Calgary Residential Rental Association, Gerry Baxter, and everyone responsible for organizing these awards and the evening festivities.

Special thanks and my gratitude to Fireside Property Group, Keith McMullen and Sue Jackson for generously sponsoring this award.

It was a very special evening with very special memories.

— Bill Jeffray

Bill Jeffray accepting his award
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FAX:
Grant Clarke Heimbecker
August 28, 1930 - April 19, 2012

It is with deep sorrow and sadness that we announce the loss of our dear friend Grant Heimbecker, who passed away peacefully on Thursday, April 19, 2012 at the age of 81 years.

Born in Calgary, Grant attended Sunalta School, and Western Canada High School. He then attended University of British Columbia where he obtained a Bachelor of Commerce Degree.

His working career led him to Canada Gulf Oil and Pan American Petroleum in production and accounting. Later, he became quite involved in the Calgary real estate industry.

Grant was a long time member of the Calgary Residential Rental Association. He served with distinction as the Association’s President, first for a one year term in 1985 and then for a two year term in 1990 and 1991. As a result of his love for the Association, its activities and history, Grant volunteered to be the Association’s Archivist. He did a terrific job of collecting and managing the important files for the Association. Each year he provided the Board of Directors with an updated list of the documents which were held in the Archives. He provided numerous articles for the Rental Review newsletter using his regular column “From the Archives” to share information about the rich history of our Association. For years he attended the monthly luncheons with his camera in hand, taking pictures of our speakers and others who were in attendance. He was a lovely gentleman and a strong supporter of the Association. We will miss him.

Grant was an avid hiker and traveler and he spent his spare time with skyline hikers. He was often found exploring earth’s many different cultures. He was also a life-long member of the Calgary Amateur Radio Association.

The Association wishes to express its deepest and most heartfelt sympathy to Grant’s daughter Nancy and her husband Mark; his son Robert; grandchildren - Connor and Kelsey; his brother Raymond; and his extended family.
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• **Light Fixtures:** Is the exterior of the building well lit? Consider adding metal-halide to brighten up the exterior of the building. The use of white or light coloured paints can also go a long way to enhancing the light levels. Lighting should be reviewed to ensure that the area where the vehicles are parked is emphasized over the driving lanes. This allows residents walking towards their vehicles to see if someone is lurking around the vehicles. Too many parkades have the driving lanes over lit compared to the parking stalls. Consider a coat of white paint to really enhance the lighting. If funds are tight, start by painting around the light fixtures and expanding from there.

• **Traffic Levels:** If every parkade operated a 24-hour taxi stand, there would be no crime in parkades. The challenge is how you get more traffic moving through the parkade for legitimate reasons. A 24-hour security guard is very effective but way too expensive for most properties. Consider sharing these types of services with neighbouring buildings.

• **Parkade Egress:** One of the most common mistakes when hardening a parkade is locking the fire exits. If a door has an exit light over it (or if it is part of a designated fire exit route) then you must be able to get through that door (in an emergency) without the use of a key or special knowledge. Once inside the stairwell, you do not have to allow them back into the building unless that is part of the exit route. In many buildings, it is permissible to lock the stairwell doors from the stairwell side so once in the stairwell, you must exit unless you have a key. A word of caution however: Before changing, altering or locking an exit route, consult with a fire inspector.

• **Door Fit:** The locks and doors themselves are very important to keep unwanted people out. Some locks and doors are very easy to defeat. Cheap locks may not have enough “throw.” That is, the latch does not go into the door jamb very far. Other doors are easy to defeat because the door does not fit into the jamb very well. A simple plastic card can be used to defeat a door when the lock and door are sloppy. A block plate can often help overcome this problem.

• **Access Controls:** Key control is another big issue. Traditional keys can be copied. Today Card Access systems allow each user to be issued a unique card and that is tracked by centralized software. It is nearly impossible to replicate a card and each time a user accesses a specific area, there is a record in the system. More importantly, if a card is lost or stolen it can easily be deleted from the system and you do not have to re-key the building. Generally, this type of system has an upfront cost, but its implementation can save you in the long run by deterring unauthorized access and keeping those who use your building accountable for their actions.

• **Guest Access:** Intercom systems are another area to look at. Older intercom systems can easily be crossed up to open the door even if nobody presses the door button. The new telephone entry systems are more secure in that only one resident can be called at a time and they must answer their phone before opening the door. These new systems can also be programmed from the comfort of your office.

**Graffiti**

Graffiti is a very common vandalism problem and is very difficult to deal with. Often the culture surrounding graffiti can have one vandal attempting to claim territory over another leading to a cluster of unwanted markings. Other times they are simply crimes of opportunity. Here are some tips for minimizing graffiti in your building:

• **Immediate Removal:** The most important thing with graffiti is to remove it or cover it up as soon as it is found. Graffiti vandals consider themselves to be artists and they want people to see their work. If it is covered up as soon as it is put up, they will soon move on to other areas. This is not an easy battle, but it can be won. The important thing is to never leave the graffiti there for any length of time.

• **Ongoing Maintenance:** The “broken window theory” has been tested in many cities and many different types of neighbourhoods. Each time the research shows that if a broken window on a property is not repaired, then very soon all of the windows on the property are broken. Simply put, a well-maintained property is less likely to attract crime.

• **Surface Design:** The other thing with graffiti is that it generally occurs on large flat surfaces. These surfaces are the canvas on which graffiti artists work. Walls should have rose bushes or something similar planted at the base to keep people away. Often if you paint the wall yourself with a mural or sign of some sort, they will leave it as well.

**Summary**

Designing your building to deter crime is not about implementing one strategy. Instead it is re-evaluating the entire building and looking for places of weakness. Often times the cost of repairing deficient items seems substantial, but pales in comparison to potential damage that could be done if your building appears unmaintained.

Randy Brown is a security expert for Fahrenheit 451 Fire & Security. If you have any questions regarding CPTED, please do not hesitate to contact Fahrenheit 451 at 403-256-6622 for more information.

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MEMBER IN PROFILE: AMANDA ST. LAURENT

Amanda was born in Scarborough, Ontario. When she was very young her parents moved the family to Vancouver, B.C. and she says she grew up on Canada’s west coast.

After finishing her schooling, Amanda entered the workforce. She says that most of her career has been spent in sales and marketing. She worked for several years as a sales manager and sales trainer for a U.S. based company. Her job required her to travel more than half the year throughout Canada and the U.S.

The company Amanda worked for sent her to Calgary in 2003 asking her to stay for 3 months. It became permanent a few months later. She says she loves Calgary and is very glad she was asked to move here, even though she ultimately left the company that relocated her.

In 2008 while taking some time off, Amanda tells us she was introduced to CUPS (Calgary Urban Project Society). She immediately knew this was what she wanted to do and she has been with CUPS ever since. Her work has been primarily with CUPS housing programs and she says her work has been incredibly satisfying.

For the last few years Amanda has been part of the CUPS Rapid Exit program, which involved searching out housing for those marginalized by poverty. Rapid Exit worked with a number of Calgary’s landlords, so becoming involved with CRRA made sense. She says “it’s been a fantastic relationship for us.”

Amanda has just recently taken on some new challenges with CUPS. She loves her work and is very passionate in her desire to help people. Her outstanding interpersonal skills have certainly endeared her to the landlords who have partnered with CUPS to provide housing for those in need and who work closely with her. This includes many members of the CRRA, who all speak very highly of her.

She feels that she speaks for all of the people involved in CUPS housing when she says “how very much we appreciate the Calgary landlords that we have had the opportunity to work with during the last four years. Together we truly made a difference and we look forward to continuing and strengthening those relationships. Thank you!”

Amanda lives in the Fairview area with her husband and their 2 year old son. They bought an older home and are enjoying fixing it up. She says she has learned that it is a good thing she didn’t decide to make her living as a handyperson, but she and her husband are learning quickly though! She is also a novice gardener and finds getting out and working in her yard is a great way to unwind.

VOLUNTEER IN PROFILE: NEIL FAWCETT

Neil was born in Barrow-in-Furness, County Lancashire, United Kingdom. He moved to Canada with his family while he was still in grade school. The family spent nine months living in Red Deer before moving to Calgary in the Spring of 1975.

Neil completed his grade school in Calgary and graduated from Central Memorial High School in 1988. He says he spent most of his summers travelling with musical groups throughout North America, Europe, Asia and Australia. He went back to school and completed his Honours B.A. at St. Francis Xavier University in Antigonish, Nova Scotia in 1997.

Neil tells us that he began his property management career managing hotels starting in Nova Scotia. He returned to Calgary in 1998 where he continued managing hospitality businesses including restaurants, pubs, hotels and golf course properties. He worked for the Hudson Bay Company for two years before switching gears and moving into the area of condominium management, working for Condominium First Management Services. He says this experience gave him a good understanding of the industry. He later moved to Gateway Property Management and diversified his property portfolio to include commercial, multi-family, rental associations and mixed-use properties throughout Alberta.

Neil currently manages a portfolio of residential properties for Bentall Kennedy (Canada) LP that includes multi-family properties in Alberta, Saskatchewan and British Columbia.

He has continued with courses in Real Estate Management including the Real Estate Agents Program and he will complete his Certified Property Manager (C.P.M.) Designation in July of this year.

Neil has been involved with the CRRA for the last 5 years and has attended numerous seminars and luncheons during this time. He only began volunteering with the CRRA in the last year and he is the co-chair of the Membership Committee.

He is married to Jodi Scarlett and the couple has one daughter Krysta, who is 4 years old. Neil and his family live in Kincora where they built a home 6 years ago. Neil says he loves spending time with his family and friends and has been known to throw a pretty good dinner party. He enjoys travelling and taking his family to new and exciting places around the world. He also enjoys golf, skiing and dining at new restaurants. An accomplished trumpet player since he was 10 years old, Neil says he continues to play in community groups.

The CRRA thanks Neil for sharing his knowledge and expertise as a valuable volunteer member.
This year our Awards Gala was held on Thursday, June 7th at the Carriage House Inn. Based on the feedback we received there can be no doubt that this was one of the best events we have held. Everyone had a great time.

This was one of the best turnouts in the history of our Awards Gala. The venue was perfect, the meal was terrific and the service was outstanding.

The evening began with cocktails and everyone was seated before 7:00 p.m. Awards were presented throughout the evening and we broke long enough to be entertained by Mr. Trent McClellan, a local stand-up comedian, who kept us in stitches during his entire performance.

We are extremely thankful to Jodi Scarlet from ProStar Cleaning and Restoration who donated a very lovely and overflowing gift basket as a door prize. Irene Dallman was the lucky winner of this beautiful gift.

The CRRA thanks Tim Sommer for doing such a great job as our emcee. He was thoroughly entertaining and used his quick wit, great sense of humour, and gracious charm to keep the audience amused. Tim’s pleasant and relaxing manner really contributed to the success of the event.

Following a record number of award nominations this year, the Awards Committee set about the difficult task of selecting the award winners from all of the high quality submissions. This year there were two more award categories added and as a result 17 awards were handed out to very deserving members.

We want to express our profound gratitude to each member who was a part of the Awards Committee. The amount time and the effort that each person provided were exceptional.

The Calgary Residential Rental Association sincerely thanks all of the sponsors whose generosity and support made this year’s Awards Gala such a success.

The Awards Committee wishes to acknowledge and thank all of the members who took the time to submit nominations on deserving people and companies. If you weren’t successful this year, please submit your nomination for next year’s event.
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“PLANNING FOR DISASTER SAVES TIME, STRESS, AND MOST IMPORTANTLY, MONEY”

By Ian Newman

A burst water pipe is a situation that every property manager dreads. Unfortunately, it’s a pretty common one. Even if the water is shut off quickly, the damage caused can be extensive. Multiple floors can be affected, and there is always the risk that mould and other health hazards will emerge.

This is just one of many unexpected incidents, big or small, that property managers have to deal with. With the number of things that can potentially go wrong in a building, more and more are realizing the value of having an emergency response plan (ERP) in place before any disasters actually occur.

We all know that in business, time is money. Being prepared for the unexpected with an ERP will reduce response and recovery time, and save money. The longer any issue is not resolved, the bigger a problem can get. For example, drywall that has been water damaged will likely produce mould in 24 to 48 hours, increasing health hazards and restoration costs. Removing the water and drying the affected areas quickly will mitigate damage and reduce the price of the job.

The first step to creating a plan is to conduct a full risk-assessment of the building in order to identify potential issues, and to create procedures to follow based on the risks found. Every plan should include details about units and areas within the building, such as stairwells, activity rooms, elevators, and laundry rooms.

An ERP is a living document that should be revised, evaluated, and tested on a regular basis. This is critical to the safety of residents. If a plan is neglected and disaster occurs, a crisis isn’t the ideal time to discover that you’re missing a procedure or important piece of information.

A well-designed ERP will not only save time and money for the property owner and the insurer, but it will also ensure that resources are allocated effectively and improve response and recovery times, minimizing potential further losses.

Having a list of professional partners included in the ERP will ensure that the right help is at hand. Partnering with a professional disaster restoration company before an event takes place will greatly improve risk mitigation and restoration efforts. Restoration professionals not only provide valuable input when designing a plan, but they will have a full understanding of the site when disaster strikes.

Designing an effective ERP doesn’t have to be a pain. Public institutions across Canada have created a number of processes for identifying and dealing with health and safety risks, and a great deal of information is available online. For instance, the Alberta government houses a variety of tools and resources on their Alberta Emergency Management Agency web site, including business continuity planning and disaster recovery programs, which provide the foundation for emergency management program decision-making and prioritization. Property and building managers can use these resources to create a plan that best suits their requirements by measuring risks that are based on priorities, probability and consequence. An emergency response plan is a good way for property managers to identify which hazards have the greatest potential to affect their properties and critical infrastructures and detail how emergencies and disasters are to be dealt with.

Here are some best practices to consider when building an ERP:

- Conduct a risk assessment of the property to determine the scope of the project.
- Determine primary risks and secondary risks, and write appropriate procedures.
- Plan an evacuation strategy.
- Set up an emergency management team with contact numbers, including contact information for your disaster restoration partner.
- Make note of shut off valves and other important information. Include the most recent drawings of the building.
- Test, review, and update the plan frequently.

These guidelines are great first steps to create your own ERP. Working with professionals through the planning process will make sure you have your bases covered, and that you have a trusted partner to spring into action when you need a hand.

Ian Newman is the Business Development and Office Manager with FirstOnSite Restoration in Calgary.

Ian is a 12-year veteran of the restoration industry, and is IICRC certified in Water Restoration, Fire and Smoke Restoration, and Commercial Drying. His is also certified as a National Construction Safety Officer. FirstOnSite Restoration is Canada’s largest independent restoration company with 1,100 employees at more than 40 branches nationwide. FirstOnSite provides scale, stability, and 24/7 emergency support for all types of disasters. To find out more, call 1-877-778-6731 or visit: www.firstonsite.ca.
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WATER NO LONGER A CHEAP & EASILY AVAILABLE RESOURCE
By Bob Poole

Many Canadians think it’s the country’s most valuable resource. Conservationists, and not necessarily with tongue in cheek, label it ‘Blue Gold.’ But no matter what you call it, there’s no denying the world’s water supply is disappearing at an alarming rate. Gone are the days when people could water to their heart’s content without raising the anger of neighbours, city officials and the fast growing Green movement.

Remember driving past a shopping mall, park or industrial complex and seeing the sprinklers working flat-out ... in the middle of a rainstorm. That can still happen - though it is the exception rather than the rule- and here in Calgary, city council recently decided on a powerful deterrent that hopefully will abolish these practices altogether.

Faced with a $1.3 billion debt in the city’s water and sewer system, council voted to implement a hefty hike in water rates over the next three years. Reaching well beyond inflation, councillors opted for a 9.8 per cent combined hike in water and wastewater fees, which amounts to 32.4 per cent by the end of 2014.

People and businesses with water meters, will face consecutive leaps of 7.4, 7.5 and 7.6 per cent over the same period. That amounts to a hike of 24.2 per cent. When the issue first arose, Mayor Naheed Nenshi said, “We have to deal with the existing debt and I’m sorry to say councils in the past were not willing to deal with this debt.”

“We have to do it and the only way to do it is to look to the ratepayers.”

That is why more people are being forced to replace the garden hose of our fathers with high-tech irrigation tools that are changing the shape of the irrigation industry and the way people look after landscapes. The new technology includes climate driven controllers, soil moisture sensors, rain sensors, flow sensors and more uniform nozzles.

All of these products save customers time and money. All have their individual merits. But the undisputable biggest saver of water waste amongst the new technologies is climate controlled irrigation. For many years, the City of Calgary has used ‘smart’ weather technology to reduce the mammoth cost of irrigating parks. In fact, Calgary has the largest municipal centrally controlled irrigation system in the world. Now the same knowledge is easily available to anyone who has existing, or is about to install, irrigation. The return on investment for most condominium complexes or industrial sites is typically two years or less. Climate controlled irrigation systems provide the best and easiest way to reduce outdoor water usage, simplify landscape maintenance, keep properties looking great - all the while saving significant amounts of money.

As the name suggests, the new controllers are driven by the climate. They take into account the prevailing weather (including rainfall, wind, sun and humidity) and also site specific conditions such as soil type and depth, slope, shade, trees and annuals. In stark contrast, the traditional timer-based irrigation systems used at most Calgary condominium complexes operate on pre-set days (normally three times a week) and at pre-set times whether the landscape needs a moisture boost or not. As a result, lawns, trees and plants are watered too frequently and/or for too long, which wastes water, wastes money, damages plants and grass health, and can wash harmful lawn and garden chemicals into our Calgary rivers.

It’s sad but true that more trees in urban areas are lost to over-watering than any other cause. A fairly recent City of Calgary audit on residential automatic systems found, on average, that lawns received about 4.5 inches of water a week, more than four times what is actually needed. Professionally-programmed irrigation controllers solve those watering problems by monitoring soil moisture conditions and automatically providing the right amount of water to maintain ideal growing conditions.

During prolonged hot spells, for example, plants require more water than during cooler periods. Smart controllers adjust the amount of water applied accordingly. But if significant rainfall occurs, sensors compensate by reducing an appropriate amount of water. And if you have a soil type that absorbs water very slowly or a property with steep slopes, climate controlled technology will use that information and apply less water, but more often, to minimize run-off. No construction is involved in the installation. A technician will mount the new product near your existing timer-based controller, connect the common wires, and then enter the information that is site specific to your property. In a matter of minutes, your hi-tech controller is ready to receive hourly data from a nearby weather station.

ExactET Systems Inc., Canada’s leader in climate controlled irrigation, has eight highly scientific weather stations in the Calgary area to accommodate the city’s large number of micro-climates. ExactET’s clients watered 24 times in 2009, 27 in 2010, 28 in 2011. People with timer controlled systems watered 66, 63 and 60 respectively across the corresponding period. The company - which has now saved clients over one billion litres of water - saved 312 million litres alone in 2011, which, according to City of Calgary guidelines, is equivalent to the savings from controlled systems watered 66, 63 and 60 respectively across the corresponding period. The company - which has now saved clients over one billion litres of water - saved 312 million litres alone in 2011, which, according to City of Calgary guidelines, is equivalent to the savings from

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It doesn’t matter whether you own or manage a residential or commercial property, you will save both water and money by in 2011, the average water savings delivered on ICIs (industrial, commercial and institutional properties) was 1.3 million litres per property. For multi-family properties (condominiums etc.), the average water savings were a staggering 2.1 million litres per location.

Other benefits of climate controlled irrigation include:

• improved turf quality
• better curb appeal
• reduced pesticide/fertilizer costs
• reduced carbon footprint
• public praise for going ‘green’
• supports BOMA BEST and LEED certification

Bob Poole is the Vice-President of Marketing and Media for ExactET Systems Inc.
He can be reached at: (403) 888-2467 or e-mail: bpoole@exactet.ca
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BENEFITS OF FRONT LOADING WASHERS  By Susan Reynolds

Water and sewer rates are expected to rise significantly over the next few years. Many Canadian cities have aging waterworks infrastructures and the cost to upgrade and replace these is going to be significant. Canadians rank second only to the United States in terms of highest per capita water use in the world. In 2001, the average Canadian used 335 litres a day in domestic water use alone. Measures are being put in place across the country to encourage water conservation and reduce water consumption. Many multi-family building owners are looking for ways to reduce operating costs minimizing the impact of rising costs and have found an opportunity in the common area laundry room.

The difference in water consumption between a regular top-load washer and a high-efficiency front-loading washer is 42%-45%. These water savings are substantial, particularly when one recognizes that most of the energy used in laundry is consumed in heating water.

The high extraction speeds available in front loading washers can significantly reduce rinse water retained in the laundry, reducing dryer times and energy consumption.

The high efficiency front loading washers used in common area laundry rooms require no modifications to the room, and when professionally installed do not need to be bolted down. In the past decade, North American equipment manufacturers have begun emphasizing front-loading machines, as European manufacturers have for decades.

Consumers love front-loading washers. For several years, they have been the top selling washer design in retail markets. They are easy to use, far gentler on fabrics and use less detergent.

Coinamatic Canada Inc. was the first laundry route operator to introduce front loading washers and the significant water savings they provide to our Clients back in 1997. Over the years we have continued to focus on energy conservation and the conservation of our country’s valued natural resources. Today over 80% of our annual washer purchases are high-efficiency, front-loading washers. While front loading washers are more expensive than top loading washers, they are worth the investment for our Clients, their customers and our environment.

Susan Reynolds is the Director, Marketing at Coinamatic Canada Inc. She can be reached at phone: (905) 755-1946 ext. 311; toll free at 1-800-361-2646; email: sreynolds@coinamatic.com

Did You Know... By Keith Petrie

INSECTS AS WEATHER FORECASTERS

There are many superstitions about insects and weather:

- Ants scatter themselves during good weather and they travel in lines when stormy weather comes.
- Bees flying far from their hive foretell good weather. Bees flying close to their hive foretell a bad storm is coming.
- Spiders weaving their webs in the middle of the day indicate good weather. When they leave their web, expect rain.
- Frogs singing in the evening indicate fair weather the next day.

MICE

- Placing Bounce Sheets inside or outside your home does not deter rodents. In fact, the pleasant smell will attract rodents.
- The same goes for placing slivers of Irish Spring Soap.....rodents and other animals will be attracted to the scent.
- Placing catnip around your property does not keep mice away. Instead, it will attract cats that will probably keep the mice away but will also leave little presents for you throughout your yard.
- Mice love cheese....not true. Mice much prefer foods with higher sugar content than cheese. Food items such as peanut butter, dried fruits or muesli are preferred.

WASPS AND BEES

- Hanging paper bags does not repel wasps from your yard. If you had fewer wasps than normal last season, it is because their cycle has been in a down trend. As this cycle changes, the numbers will increase and you will see more wasps whether you have a fake nest or not.
- Bees die after they sting humans because their sting is barbed and get stuck, ripping out half their abdomen.

ANTS

- Placing Cayenne Pepper around the interior perimeter of your home will not prevent ants or other insects from entering the home. You will however have stained carpets.
- Boiling water will kill those ants that are exposed. However the water will cool down before it gets to the centre of the nest where the queen and her eggs live. The nest will not be destroyed and the ants will return.

COCKROACHES

- Can live about a month without food but only a week without water.
- Fried cockroaches are common snacks in Cambodia.
- Cockroaches are omnivores, so they will eat just about anything.
- There are species of wild cockroaches that hibernate.
- Larger cockroaches have been known to bite humans.
- German cockroaches will lay about one egg sac per month, but each sac contains about 40 baby roaches.

Keith Petrie is the owner of CAL - RID Exterminators Inc. and he can be reached at phone: 403-233-0646.
HOW DO I FIX MY LEAKING FLAT ROOF?

By Carmen Gerrard RN, BSN, MS and Co-Owner of Claw Roofing Specialists

If you have a leak in your flat or low slope roof you have probably already discovered that repairing or replacing it is much more complicated and expensive than repairing or replacing a sloped roof. There are several reasons for this price discrepancy including:

1. Water, in its many forms, cannot run off a flat roof and anytime pooling occurs the development of a leak is much more likely thus application expertise is required to ensure that this does not become a problem,
2. The products applied to sloped roofs are common thus they are more cost effective to use and are readily available to anyone,
3. The procedures required to apply flat roof products are much more difficult requiring more application expertise and often added certifications or registrations, and
4. The companies applying these products require additional insurance to ensure the home owner or building owner is not out of pocket should an incident occur.

If you are experiencing leaking or condensation problems first contact a roofing contractor who has expertise in or specializes in flat and low slope roof applications. All roofing contractors should be able to provide the following:

- Ten Year Workmanship Warrantee.
- Permanent Place of Business.
- Affiliations with Industry Organizations.
- Certified Journeyman Roofer.
- Certificate of Recognition (COR) and Safety Program.
- Worker’s Compensation Board Account.
- Licensed and Insured.
- Certified Torch-on applicators.
- Warranted low slope applicators.
- References from previously completed work.
- Free Written Estimate.
- Roofing materials applied according to manufacturer’s instructions, ensuring manufacturer warrantee.
- No Subcontractors.
- Professional Maintenance Program for Commercial Roofing.
- Environmental Program.

You can expect that they will be pleased to send a consultant, free of charge, to assess your flat or low slope roofing needs and make recommendations accordingly. Each of these systems meet different needs and should be used accordingly. Given your specific situation, suggestions may include but are not limited to:

1. Built-Up Roofing Membranes (tar and gravel)
   - Consists of multiple layers or plies of various roofing felts that are adhered with layers of hot or cold asphalt. Built up roofs have the longest proven history of effective performance as long as weight and drainage concerns are addressed.

2. TPO (ThermoPlastic Olefin)
   - Installed with hot-air welded seams and consist of a vapour barrier, roof-top insulation and a single layer membrane that can be installed in a number of ways.
3. EPDM (Ethlyene Propylene Diene Monomer)
   • Installed with adhesive and glued seams and consist of a vapour barrier, roof-top insulation and a single layer membrane that can be installed in a number of ways.

4. PVC (Polyvinyl Chloride)
   • Suitable for buildings exposed to chemicals and solvents. It is installed with hot-air welded seams and consists of a vapour barrier, roof-top insulation and a single layer membrane that can be installed in a number of ways.

5. Modified bitumen membrane (mod-bit or torch-on)
   • Provide unparalleled reliability and serviceability. There are two kinds of mod-bit systems, SBS (Styrene Butadiene Styrene) and APP (Atactic Polypropylene) systems. SBS systems can be applied with cold adhesives, hot asphalt, or can be torch applied. APP systems are almost exclusively torch applied. Both systems are often referred to as “torch-on systems” because of the preferred application method. These systems provide several advantages including:
     • Durability and flexibility in extreme weather allowing expansion and contraction with the building because of the chemical additions and reinforcement fabrics utilized.
     • Easily maintained and repaired.
     • Manufactured in rolls for ease of install and factory quality controls.
     • Available in a wide variety of surface treatments to resist UV rays, reflect heat, and match any décor.
     • Allows for the application of multiple cap layers, reducing long term roofing costs.
     • Environmentally friendly because of the long term reduction of garbage production.

Should your roofing contractor recommend the installation of a modified bitumen membrane as a solution to your flat or low sloped roof leaks make sure the estimate provided to you describes a full two-ply premium roofing system including:
   • SAM Adhesive - acts as a glue to adhere the MVP Vapour Barrier.
   • ISO Insulation - eliminates condensation problems.
   • IKO FR-Base - high density fire resistant fibreboard with SBS modified bitumen laminated to the fibreboard (first ply waterproof membrane).
   • CAP Sheet - outer protective barrier against UV rays and various elements (second and final ply waterproof membrane)

Although often more expensive in the short term, mod bit membranes provide long term savings as they are a two-ply system created for the extreme weather conditions found in Calgary and are cost effective to repair and replace after the first installment. The correct application of this system also eliminates condensation problems common with flat and low sloped roofs.

If you do require roof replacement and it is not replaced, you will eventually incur major water damage resulting in damage to your roof deck, your attic and your interior structures and fixtures - ultimately leading to mold and mildew problems. A roofing contractor who has expertise in or specializes in flat or low slope roof applications will help you save your time, your money, your health and your families’ health as well as avoid needless worry.

Carmen Gerrard RN, BSN, MS is a Co-Owner of Claw Roofing Specialists and she can be reached at:
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UPCOMING EVENTS

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SEPTEMBER 2012

SEMINAR & LUNCHEON
Thursday, September 20, 2012 • Blackfoot Inn

SEMINAR
“COMMON MISTAKES MADE BY LANDLORDS AND HOW TO AVOID THEM”

Presented By: Trevor Schulz
Case Assessment Officer
Investigation Services, Service Alberta

LUNCHEON TOPIC: “TBA”

INFOMERCIAL COMPANIES THIS MONTH: Cougar Technical Services Ltd. & Peddie Roofing & Waterproofing

OCTOBER 2012

SEMINAR & LUNCHEON
Thursday, October 18, 2012 • Blackfoot Inn

SEMINAR: “TBA”

LUNCHEON TOPIC:
“MEET THE DIRECTOR OF RESIDENTIAL TENANCIES”
Learn About His Role, What He Does, and How It Impacts Owners and Managers

Keynote Speaker: Brock Ketcham
Acting Director Residential Tenancies
Service Alberta

INFOMERCIAL COMPANIES THIS MONTH: All Weather Windows & First National Financial LP

NOVEMBER 2012

SEMINAR & LUNCHEON
Thursday, November 15, 2012 • Blackfoot Inn

SEMINAR
“NATURAL NETWORKING: HOW TO SOCIALIZE WITH SAVVY”

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• How to prepare for corporate events
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• Ways to escape conversation cul-de-sacs
• Business dining basics
• What to do when you forget someone’s name
• The value of your RSVP
• Dress code demystification
• The importance of streamlining your contact list
• The “I WONDER™” networking strategy
• How to develop your professional relationships

Presented By: Sue Jacques
The Civility CEO

LUNCHEON TOPIC: “TBA”

INFOMERCIAL COMPANIES THIS MONTH: Action Cabinets & Cougar Technical Services Ltd.

Check the Event Calendar online at crra.ca for updated information on Seminars and Luncheons