



A Guide to Community Facility Rentals

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Created by Cst. Reid Nichol – Edmonton Police Service

Original produced in partnership with:
Edmonton Police Service Crime Prevention Unit
Public Safety Compliance Team
Edmonton Federation of Community Leagues
The City of Edmonton

Updated by Cst. Reid Nichol and Sgt. Jacob Montgomery – Edmonton Police Service
In partnership with:
Alberta Gaming and Liquor Commission
The City of Edmonton
Edmonton Federation of Community Leagues

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Community Facility Rentals

There are hundreds of community facilities owned and operated by community organizations including community leagues, as well as cultural, ethnic, religious, and recreational groups within the city of Edmonton.

Community facilities provide an ideal setting for meetings, small events, private fundraisers, and general activities. Many community organizations rent out their facilities as a source of income; most are rented out at a minimal cost. Generally, there are no issues with most functions, events, and renters.

However, it's increasingly more common that individuals try to rent community facilities for large parties or after-hours events. Many of these events are booked on false pretenses, and are then advertised via mass media (on social networking sites, text messages, etc.). These events are a serious concern for our communities and for the Edmonton Police Service (EPS).

Often, the EPS will attend a call at a community facility without the knowledge of the community organization. EPS members are frequently called to community facilities for incidents ranging from minor (e.g. noise complaints, damage) to major (e.g. homicides). In most cases, incidents occur at rental events with many people in attendance, and where large amounts of alcohol has been served and consumed.

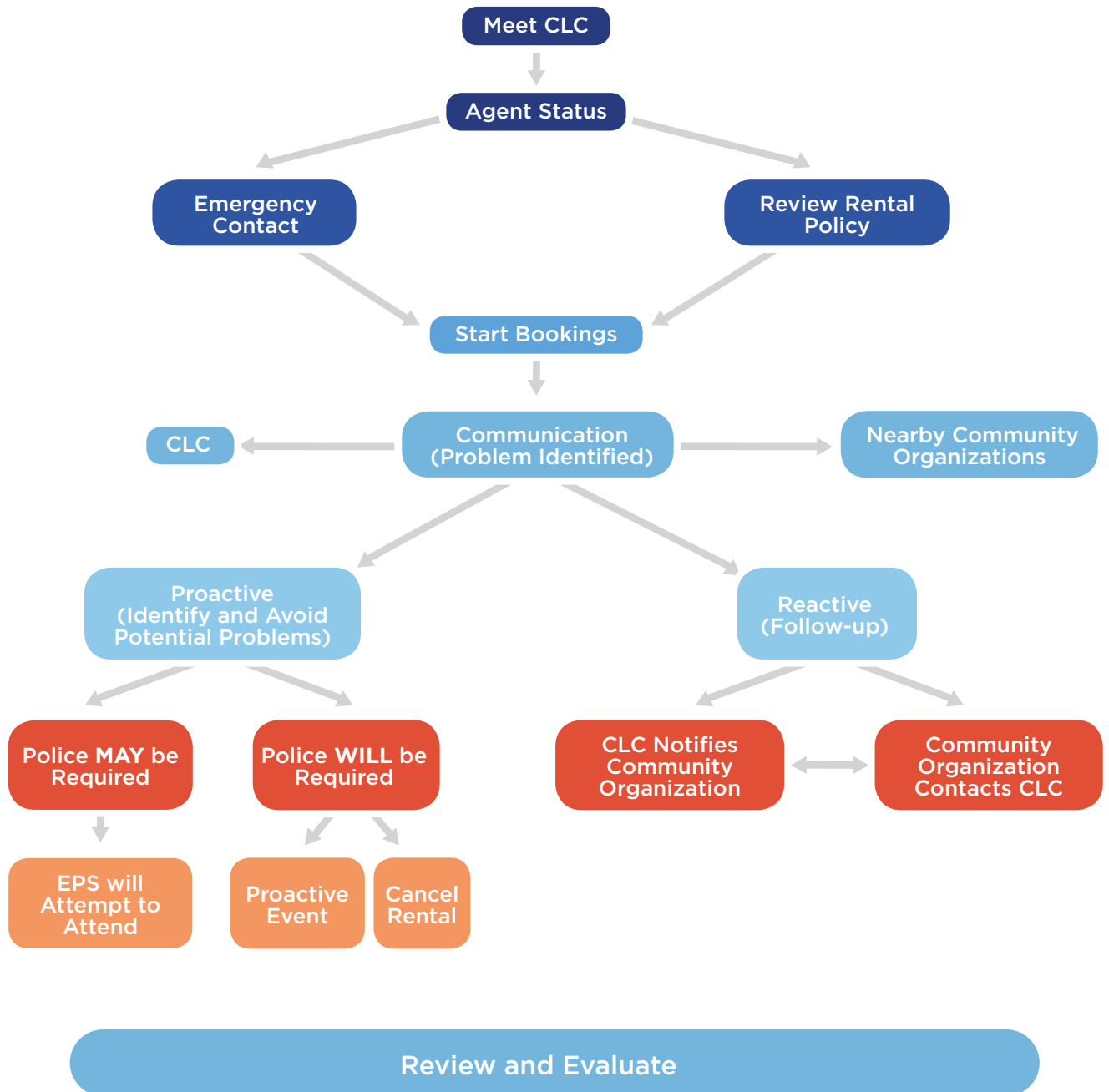
Both major and minor complaints can cause significant levels of concern for a community organization, its members, nearby residents, and the general public. A minor incident creates an inconvenience for the community organization, while a major incident can have significant and longstanding effects, not only on a victim and their family, but on the community as a whole.

Community organizations can take steps to ensure their facilities are rented out to responsible renters for legitimate events. This guide provides tips and information about avoiding any event that results in a complaint to police for noise, damage, or the behavior of any person in attendance regardless of when the complaint happens. This is referred to as a "bad rental".

This guide contains *suggestions only*, and is intended to provide community organizations with information to improve rental practices and reduce the risk of a bad rental.

Each community organization should tailor their rental system(s) and policies to their specific needs. The implementation of these recommendations will not stop all problems, but may make a renter think twice before renting a community facility for an event that may lead to an incident requiring the EPS.

If You Have a Bad Feeling About a Potential Renter, **Don't Rent To Them!**



Avoid a Bad Rental

Tips for Community Facilities

See page 3 for a flow chart of recommendations/steps for easy reference

Involve the Community

It's important that renters of community facilities respect the surrounding communities. The board of directors for all community organizations with rental facilities may consider sending a letter to residents asking them to be the "eyes and ears" for the community organization and its facility. The letter could contain current contact information for the community organization.

Encourage close neighbors to report any issues to the EPS or to community organization representatives. Make an effort to engage and inform neighboring residents – this shows accountability and respect on behalf of the community organization.

Know Your Local EPS Members

Communication between the community organizations and a renter may prevent problems from occurring. Likewise, clear and timely communication between the community organization and the EPS may prevent problems from occurring, or provide police with the information they need to make an informed decision.

The board of directors and maintenance staff for all community organizations should know the local EPS Community Liaison Constable (CLC) and Community Liaison Sergeant (CLS). Many areas of the city also have Beat Constables, who work in a specific area within a neighborhood, while other communities may also have a Neighborhood Empowerment Team (NET).

All of these EPS members play a unique and vital role and work collectively on a number of projects within a community. If the board of directors and maintenance staff don't already know the local CLC, CLS, Beat Constables, and NET, set up a meeting with them. This is a good opportunity to begin a relationship

For a map of the EPS's divisional boundaries, see page 13 or visit <http://www.edmontonpolice.ca/CommunityPolicing/InYourCommunity.aspx>

Each division is divided into four districts. There is a CLC and CLS assigned to each district within the city. Their sole responsibility is working within their district and with the communities that fall within their district. See page 14 for a list of EPS contact numbers.

Consider Granting the EPS “Agent Status”

Consider granting the EPS “Agent Status” for the community organization’s property. This means a community organization’s board of directors authorizes the EPS to act as their Agent(s) according to the *Trespass to Premises Act* and the *Petty Trespass Act*.

The Agent Status program is highly effective, and can be considered as a preventative tool for the community organization. It’s used and enforced on hundreds of major public and private properties across the city of Edmonton.

The process of granting the EPS Agent Status requires completion of an Agent Status letter, provided to the organization by the district’s CLC.

Once this document is signed, any police officer may issue and enforce bans against any person who, in the full discretion of the EPS, is determined to be a trespasser on the property. Agent Status also allows the EPS to enter onto any portion of a property to utilize this power. Ideally, the granting of Agent Status should be reviewed annually, and appear on the minutes for Annual General Meetings.

The CLC will provide stickers that identify the property as a location at which the EPS has Agent Status. The stickers should be placed in highly visible locations near the entrances of the community facility. This shows patrons entering the building that the EPS is in partnership with the community organization, and may address any potential problems.

It’s important to include as part of **every** rental agreement that the EPS has Agent Status. This information, as well as a number of additional conditions **must be included in the rental contract before the EPS can utilize Agent Status** - those conditions are included on page 17 as a Schedule to the Agent Status Agreement

The CLC will verify that each rental contract contains the necessary information – if it doesn’t, the EPS may not be able to utilize the powers granted to them through the Agent Status program.

Agent Status will not stop every problem or bad rental, but it may discourage unwanted individuals from entering the property. This program will act as a deterrent for bad renters and discourage renters from allowing problematic activity during their rental. Talk to the CLC about any limitations of the Agent Status program, and how it may affect individual properties.

For a copy of the Agent Status letter, see page 15

Community organizations may also consider providing the EPS with a key to the organization’s property. While this is not mandatory, this allows the EPS to access the property to enforce the powers granted to them under the Agent Status program.

After completing the Agent Status letter, the CLC will ask the board of directors to provide emergency contact information for the community facility. Emergency contacts should be people with keys to the facility and the ability to arm/disarm any alarm system that is in place. Contact information will be confidential and only used for emergency purposes. The information will be added to a Location of Interest (LOI) document, and submitted to EPS Police Dispatch/911 Section to be included with dispatching information. Any time an incident occurs at a community facility, the emergency contact information is readily available. It is strongly recommended that this information is updated annually, and appears on the minutes for Annual General Meetings.

There should be at least two individuals as emergency contacts, so that the EPS can speak directly to a person in case of an emergency.

See an example of an LOI form on page 16.

Collect as Much Rental Information as Possible and Meet Potential Renters

The person in charge of facility rentals should collect as much information as possible about the potential rental and renter. Additional information about a renter may potentially be found on:

- Social networking sites, such as Facebook, Twitter or Instagram;
- Google;
- Posters advertising an event in your neighborhood (at local stores, restaurants, businesses, bars/lounges, or light standards).

Ensure any information collected is relevant to the potential rental and renter in accordance with any applicable access and privacy legislation. In order to ensure compliance with such legislation consultation with a lawyer at the Office of the Information and Privacy Commissioner is recommended.

Meet Potential Renters

Never compromise the safety or security of the person in charge of rentals. ***The person(s) in charge of rentals should never allow a potential renter into their home, and should never be alone with a potential renter.*** Business related to rentals should be conducted:

- With a minimum of two people present;
 - In person (no e-mails, text messages, or online bookings); and
 - In a public place – it is less likely an incident will happen when there are people around.
-

Make a photocopy of a driver's licence or valid government photo ID. Make sure the ID is not damaged, mutilated, or defaced. If the ID is not in good condition, do not accept it! Copies of ID should be required for all rentals. However, "regular rentals" may only require ID be provided (copied) on an annual basis.

In the event of a conflict with a potential renter:

- The person in charge of rentals has the right to refuse a rental;
- Try to remain calm, and do not allow the potential renter to intimidate;
- Have an "escape plan" in place – carry a cell phone, and call the police;

- Remember that a rental can be cancelled at a later date;
- Notify other community leagues of the conflict;
- Use common sense; and

Remember:

The property can be rented to whomever the owner of the property, or their representative, decides.

Don't rent the facility if the person in charge of rentals has a bad feeling about a potential renter!

Don't rent a property to a person that does not provide detailed and honest information about their rental plans.

Develop Thorough Policy and Rental Agreements

The EPS cannot provide legal advice or direction regarding rental policies or agreements, and the following should be treated as a *recommendation* only. For detailed information on rental agreements, tools for boards of directors, community organization operations, finance management, communications, legal and insurance information, and example forms and templates see: <http://efcl.org/board-resources/board-development/>

Developing thorough policy and rental agreements is vital in preventing a “bad rental”. Clearly setting out terms and conditions for a rental, in writing, and consistently using the same rental documents ensures all renters are bound by the same rules. If the community organization is diligent in obtaining information

about the renter and event, and makes it clear the community organization has police support, it is less likely that a bad rental will happen.

Ideally, every community organization should review all of their rental documents on an annual basis, and this should be noted in the minutes of each Annual General Meeting.

Rental agreements should contain the following information:

- Terms and conditions (information about the agreement, general rules, fee payments, bookings, reservations, damage deposits and forfeiture clause(s));
- Fee schedules;
- A pre and post rental inspection list for the purposes of the damage deposit;
- The type of event planned;
- The number of people expected to attend;
- The hours of the event;
- If liquor will be served and the liquor licence information (including the name and location of the liquor store where the licence was purchased)
- Proof of valid insurance (the *Edmonton Federation of Community Leagues Resource Guide* provides detailed insurance information);
- Identification;
- A forfeiture clause stating the renter may forfeit all or part of the damage deposit if the EPS is required to attend the community facility during an event;
- A notation that the EPS (and possibly fire rescue personnel) may conduct occupant load counts to ensure that the premises is not overcrowded, there are no blocked exits, or any activities which may be hazardous to the occupants of the premises; and
- A plan for security personnel (this may include a private security firm, or other means of security).

Note: Do not sign a rental contract if the renter states that they will be hiring EPS Special Event Policing members. An event requiring such personnel will be too large for most community facilities. Contact the CLC immediately if this occurs.

It is recommended that payments and security deposits should be by certified cheque or valid credit card only. Ideally, minimal or no cash should be kept on the premises. Any payment should be deposited to the community organizations bank account as soon as possible, or stored in a secure location (safe, lock box, etc.).

Identify and Avoid Potential Problems

The following suggestions require open communication between the community organization, the EPS, other community groups, and other agencies including the Alberta Gaming and Liquor Commission (AGLC), and/or Public Safety Compliance Team. The goal is to identify potential bad rentals prior to a rental actually happening.

There are a few different ways a community organization can identify potential problems, and initiate an EPS response.

- The person in charge of rentals must remember that if they have a bad feeling about a potential renter – don't rent the facility! As the owner of the property, the community organization has the sole discretion as to who they rent to.
- Ideally, the person in charge of rentals should use the rental agreement as a guide for questions for the potential renter. The rental agreement should clearly state the consequences for breaching the conditions

of the rental agreement. If a renter is aware of the community organization's partnership with the EPS, then it's less likely that a community facility will be rented based on false pretenses.

- When possible, the community organization may provide a monthly list of rentals to the CLC whenever possible. This could be a photocopy of a handwritten calendar or an e-mail to the CLC. This is a simple way to keep the lines of communication open.
- Advise the CLC if a rental is denied. If a rental is denied at one community facility, the potential renter may still look for a location to host their event. Renters may simply go to another community facility and attempt to rent the next available location, or attempt to rent multiple locations in case their primary booking is cancelled.

Each community organization should develop rental practices and a system with their CLC that best suit their organization with the goal of preventing a bad rental from happening.

If the person in charge of rentals identifies a rental that may require the EPS to attend due to the nature of the activities planned or clientele attending the event, ideally, the community organization should contact the CLC and provide a copy of the rental contract(s), date(s), name(s), number of individuals expected, if alcohol will be served, and why there is a concern. In this case, EPS members will stop by the hall if and when time permits.

If the rental agreement has already been signed, and the person in charge of rentals identifies a significant issue with the rental, the community organization can try to:

- Cancel the rental agreement!
- If the rental agreement cannot be cancelled, then:
 - Contact the CLC immediately. The CLC may create a “Proactive Event” directing patrol members to attend the location during the event. It’s vital the CLC is provided with a copy of the rental contract(s), date(s), name(s), number of individuals expected, if alcohol will be served, and why there is a concern – EPS members need to know what to expect and be prepared.
 - Potential renters may simply go to the next community facility, and attempt to rent the next available location, or book multiple locations in case their first rental is cancelled.

EPS attendance at community facility rentals will be based on the availability of resources at any given time. The EPS cannot guarantee members will attend.

Follow-up, Review and Evaluate Regularly

Sometimes, nothing can be done to prevent a problem during a rental. Parties can unexpectedly get out of hand, especially when alcohol is involved.

Every CLC and CLS receives daily reports of all calls within their district. From these reports, they have the ability to search and review any or all of the incidents documented the previous day. In some cases, the EPS may attend a call at a location, but determine that no action is required. In circumstances like this, a follow-up call to the community organization is not necessary.

In cases where the CLC identifies that an incident occurred at a community facility, the CLC will contact a representative of the community organization. The severity of the circumstance will determine the urgency of providing the information to the community organization.

In cases where the community organization believes that an incident occurred on their property and they have not been contacted by the CLC, then a representative of the community organization should contact the CLC. The CLC will check to see if there was a police response at the facility, and advise accordingly.

It is important to note that not all information pertaining to an EPS investigation can be released.

After an event, review and evaluate what did and didn’t work for the community organization and CLC. The key to any successful system is good communication. The community organization’s representative and the CLC can speak with each other to identify any strengths and weaknesses that either side identified post-rental.

In order to ensure the continued success and communication between the community organization and the EPS, consider doing the following at the community organization's Annual General Meeting:

- Invite your CLC;
- Review the current rental system – it's also a good idea to task the board of directors with a more in-depth annual evaluation;
- Approve the date, time, and budget (if necessary) for training for new facility rental volunteers/staff;
- Review and discuss the EPS Agent Status letter. The Board may wish to seek legal advice prior to re-signing the document;
- Review and update rental policy, rental documents, and policy and procedure for the handling and storage of personal information;
- Approve or update a letter to the surrounding community, to be sent by the board;
- Review and update LOI information.

Adding this information to the minutes of each Annual General Meeting will ensure it appears “on the record” and is done annually.

Additional Information

Liquor Licences

Note: The following liquor licence information has been shortened and generalized for the purposes of this document. Contact the Alberta Gaming and Liquor Commission (AGLC) for detailed information.

General

Consider including a clause in the rental agreement stating that events with liquor service must be concluded at a specific time. It is *recommended* that all liquor sales be concluded by 1:00 am. The AGLC *requires* that liquor service or sales must cease by 2:00 am, and liquor beverages must be cleared from patrons and liquor consumption must cease by 3:00 am. Further, the AGLC requires that liquor service and consumption must not exceed the hours specified in the liquor licence. Although it is not required by the AGLC, it is *strongly recommended* that the rental agreement state that the hall must be vacated by 3:00 am, with the exception of the renter for cleaning.

- It is up to the community organization to determine how this is enforced.
- If liquor will be served, ensure the renter has obtained and presented a **valid and correct** liquor licence at the time of signing the rental agreement. If the event that is taking place is open to the general public, the AGLC will not issue a liquor licence until all of their requirements are met. One of those requirements is a fully signed rental agreement.
- The EPS **cannot** be responsible for ensuring the event concludes as specified.

The following is a suggestion for consideration only:

The community organization may consider requiring the renter hire a “host” who is a member of the community organization for events where alcohol will be served. Fees for a host will be determined by each individual community organization; however, it should be enough to compensate the member for their time. The host simply monitors the event and provides assistance to the renter when required.

There should be no expectation on the host to enforce the terms and conditions of the rental agreements(s) for safety purposes.

The host should not participate in any form of liquor service.

Requiring a “host” creates another level of accountability for the renters as a representative of the community organization will be at the event ensuring the renters are abiding by all of the conditions found in the rental agreement(s). If the renter refuses to hire a host, the facility may not be rented out. *Community organizations should be aware that this practice will increase their legal liability – ensure to check with the organization’s insurance provider and legal counsel **before** instituting this practice.*

Licence Information

Types

There are three types of liquor licences that can be obtained for rentals:

1. **Public events** (i.e. events that require ticket sales, advertising, promotion)

Licences for public events **must** be obtained from the Compliance and Social Responsibility Division of the AGLC. Most community halls should **not** be able to host an event of this size. Contact the AGLC and the Public Safety Compliance Team if a renter wishes to host an event of this size.

2. **Private Non-Sale (\$10.00 and available at a Liquor Store)**

This licence allows the holder to provide liquor to invited guests free of any direct or indirect charge.

3. **Private Resale (\$25.00 and available at a Liquor Store)**

This licence allows the holder to sell liquor to invited guests. It may only be obtained by:

- A non-profit charitable organization; or
- An adult who is responsible for organizing a family function such as a wedding reception or family reunion.

Hours

Liquor service may be provided between 10:00 am – 2:00 am the following morning, with a one-hour consumption period to follow.

Attendance

Liquor licences for private functions with less than 400 people can be authorized by a liquor store. However, any public function, regardless of attendance, requires the applicant to obtain a Public Resale licence from the Compliance and Social Responsibility Division of the AGLC. Attendance at any function may not exceed the posted occupancy load of the property.

Advertising

Any advertising for a private function must specify “members and invited guests only”. A community organization may advertise a function on a sign, including a free-standing illuminated sign, on community organization property. Posters may be displayed on community notice boards. Tickets to private functions cannot be sold to the public and cannot be sold out of business outlets or from public venues.

Conditions of Liquor Licences

It is the renter's responsibility to note the following:

- Liquor licence must be posted in a prominent location at the event;
- AGLC Inspectors and Police must be admitted to premises covered by a licence;
- The renter is responsible for the conduct of guests;
- The renter is responsible to ensure that over-service does not occur;
- The renter must ensure that responsible supervision is provided;
- The AGLC recommends one (1) supervisor for every 50 people, plus one at every door;
- "Bring Your Own Booze" ("BYOB") events are **not** allowed; homemade wine, beer, or cider must not be served, consumed, or allowed on the premises;
- Any activity that is contrary to any municipal bylaw, or any act or regulation of Alberta or Canada is prohibited; and
- Minors may not receive or consume liquor

After-Hours Events

After-hours events (events commencing or continuing after 3 a.m.) **should not be permitted for any rental.** A licensee must comply with the maximum hours of liquor service and consumption as specified on their liquor licence. There are no provisions in the Alberta Gaming and Liquor Act that permit liquor service, sales, or consumption after the liquor service and consumption period on the licence expires.

For any event to continue after 3:00 a.m., when the liquor licence expires, approval may be required from the City of Edmonton by way of an "After Hours Event" business licence.

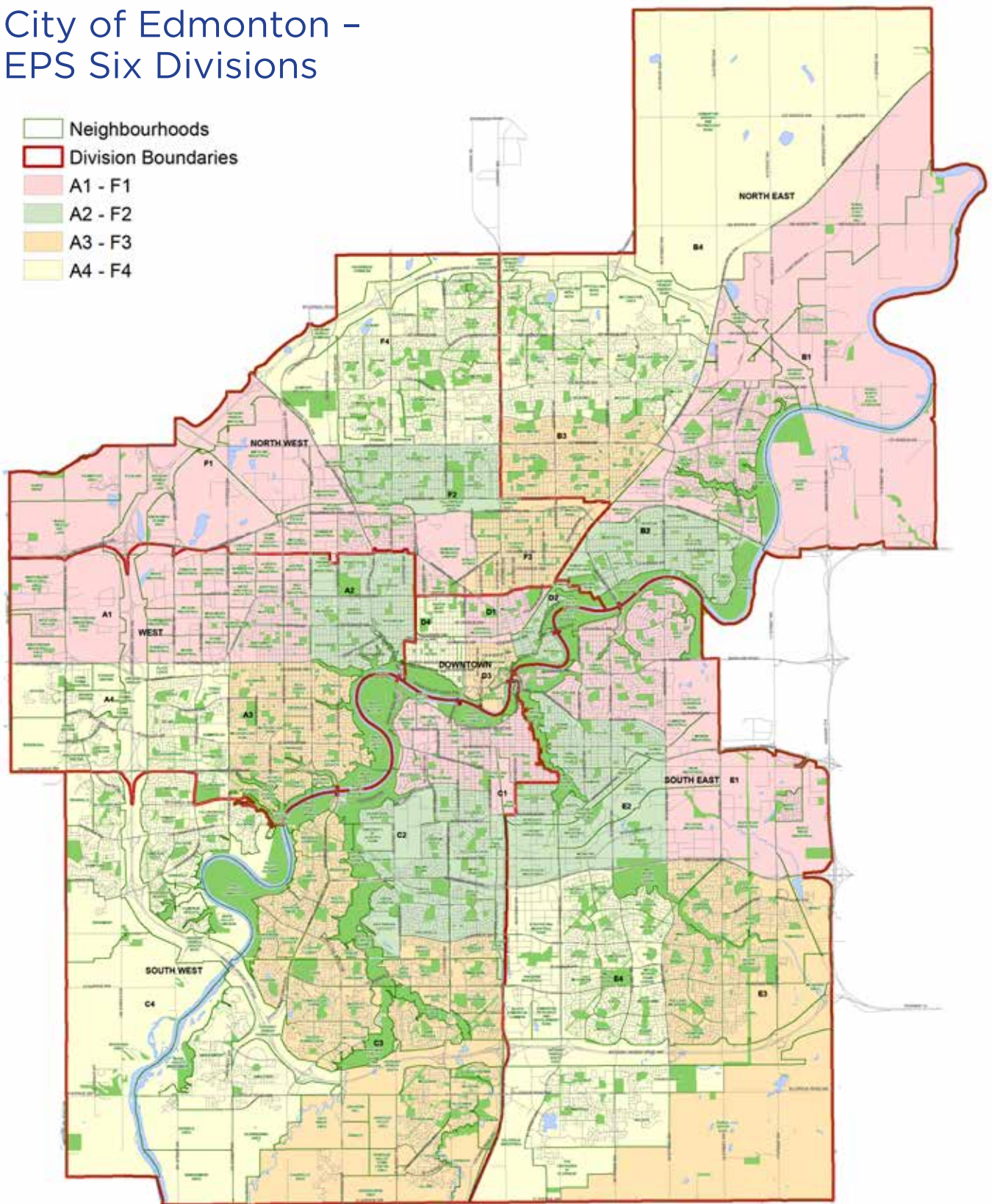
Noise Management and Access Control

As previously recommended, the renter should designate and provide some form of security. Any individual providing security **must** remain sober. It is the responsibility of the renter to ensure that noise from a rental is kept to a reasonable level. The renter should ensure the person in charge of event security monitors the volume of music inside the building and directly outside and at a distance from the building. Consider what a reasonable person would find acceptable.

Unwanted guests and weapons can be a significant problem for events. For larger events, events with alcohol, or events where not all guests may not be known to the renter, some form of security check should be conducted on guests – **weapons of any kind must not be permitted into any type of event.**

The person in charge of event security should monitor any individuals that are outside of the event. This includes smokers and individuals attempting to re-enter the building. The person in charge of security must be both willing and able to contact police in case of emergency or identification of a serious potential problem for the safety and security of individuals attending the event. The person in charge of security should ensure that locations for entrance and exit are kept to a minimum. All entrances/exits must be monitored to ensure the safety and security of everyone at the event.

City of Edmonton – EPS Six Divisions



Division Station	District	CLC Phone Number
Downtown Division 9620 103 A Ave 780-421-2200	1	780-421-2602
	2	780-421-2603
	3	780-421-2603
	4	780-421-2602
Northeast Division 780-426-8100 14203 50 Street	1	780-426-8153
	2	780-426-8149
	3	780-426-8156
	4	780-426-8157
Southeast Division 780-426-8200 #104 Youville Drive East	1	780-426-8252
	2	780-426-8274
	3	780-426-8204
	4	780-426-8247
Southwest Division 780-426-8300 1351 Windermere Way	1	780-426-8300
	2	780-994-8452
	3	780-426-8333
	4	780-426-8328
West Division 780-426-8000 16505 100 Avenue	1	780-426-8017
	2	780-426-8090
	3	780-426-8043
	4	780-426-8043
Northwest Division 780-391-4500 11638 142 Street	1	780-391-4551
	4	780-391-4552

Report a crime online: www.edmontonpolice.ca/reportacrimeonline

Call **9-1-1** for an emergency or a crime in progress

For any non-emergencies, please dial #377 from a mobile device or 780-423-4567 from a landline

EFCL Resource Guide: <http://efcl.org/board-resources/board-development/>

AGLC Website: www.AGLC.ca

Any additional questions or concerns can also be directed to your City of Edmonton Community Recreation Coordinator (CRC)



**Edmonton
Police
Service**

9620 – 103A Aveune
Edmonton, Alberta
Canada T5H 0H7
Ph: 780-421-3333

Business/Company Name and Address

Date:

To Whom It May Concern:

Re: Occurrence No: _____ (COPY ONLY)

I, _____ COPY ONLY _____, as owner/representative of a property at
(owner/representative's name)

_____ COPY ONLY COPY ONLY COPY ONLY COPY ONLY COPY ONLY _____
(include address with name of business)

Edmonton, Alberta, do hereby authorize all police officers of the Edmonton Police Service (“EPS”) to act as my agent pursuant to the *Trespass to Premises Act* and the *Petty Trespass Act*. As my authorized representative, any police officer may issue and enforce bans against any person who, in their sole discretion, is determined to be a trespasser on the property, and to affect their purpose, are further authorized to enter onto any portion of the above noted property.

In order to assist EPS with identifying the location as one which has designated Agent Status to the EPS, the EPS will provide a sticker that I will display in a place open to public view.

The authorization to ban or enforce bans is in effect 24 hours/day. This authorization is intended to remain in effect until revoked in writing, at which time the sticker should be removed and returned to the EPS. If the existing owner/representative of the business/property listed upon this document is leaving the business/property as the owner/representative, they must notify the EPS of such, thus terminating this agreement.

With respect,

(Owner/Representative)

Submitted by Reg #: _____ Name: _____



EDMONTON POLICE SERVICE

Police Dispatch / 9-1-1 Section

LOCATION OF INTEREST (LOI)

GENERAL

Master Occurrence No.:
(if applicable)

LOI New Entry

LOI Update

LOI Removal

Location of Interest Type (check one)

ALERT (police haters, infectious disease carriers)

PREMISES (halfway houses, consulate offices)

MASTER (any master file project)

CHRONIC (any chronic complainers)

Address

Problem

Action Requested

Date Requested to Expire

Investigator:

Signature

Unit

Date

Reg. No.

Name

Approved By:

Signature

Date

Reg. No.

Name

This form can be faxed to Police Dispatch / 9-1-1 Section at 780-421-3311



Schedule to the Agent Status Agreement

EPS police officers have the authority to enter onto any portion of the community facility and/or property at any time;

EPS police officers have the authority to inspect the community facility and/or its property at any time;

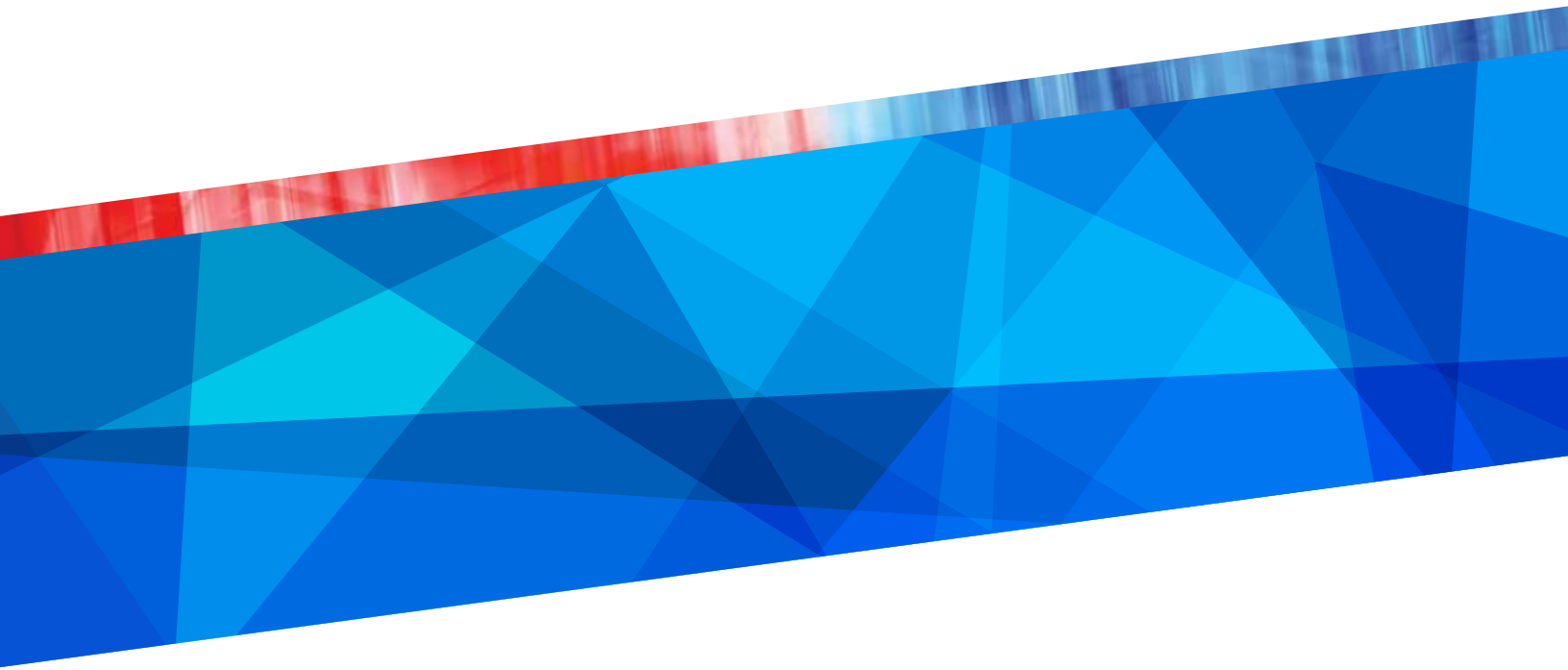
EPS police officers in attendance at a community facility and/or property continue to exercise with full discretion their duties under federal, provincial, and municipal laws, including inspection and enforcement of the Alberta Gaming and Liquor Act;

EPS police officers may, with full discretion, determine any person(s) at the community facility and/or property as trespassers;

EPS police officers may, with full discretion, issue and enforce bans against any person(s) determined to be trespassing at the community facility and/or property, including any guest(s) of the renter;

EPS police officers may, with full discretion, remove individuals who are intoxicated, causing problems, or are unwanted at the community facility and/or property, including guests of the renter,

EPS police officers may, with full discretion, apprehend without warrant any trespasser(s) pursuant to section 5(1)(b) of the *Trespass to Premises Act*, including any guest(s) of the renter;



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