

Mailed Monthly To Puget Sound Apartment Owners, Property Managers & Maintenance Personnel
Published in association with Washington Association, IREM & Washington Multifamily Housing Association



Is Flat Roof Best Option For You?

KEEPE

Flat roofs can offer a clean look to an apartment building and add efficient space that tenants like. But remember: Roofing is the first line of defense toward any natural disasters. Without a sturdy roof, your apartment and residents may be left at risk.

If you are installing a roof on a new building or considering a replacement on an existing property, use this guide to help decide if a flat roof design fits your budget, geography, and style.

PROS OF FLAT ROOF SYSTEMS

Aesthetic: Flat roofs offer a clean aesthetic to a building. If your property is in the city or overlooks a beautiful landscape, a flat roof can complement the environment. Flat roofs are also a characteristic of modern design, so if your property is contemporary, this might be a priority for you and your tenants.

Useable Space: A flat roof allows for more efficient use of space both inside
See 'A Guide' on Page 24

Seattle Rents Decline Sharply; Other Cities in Metro Area Rise

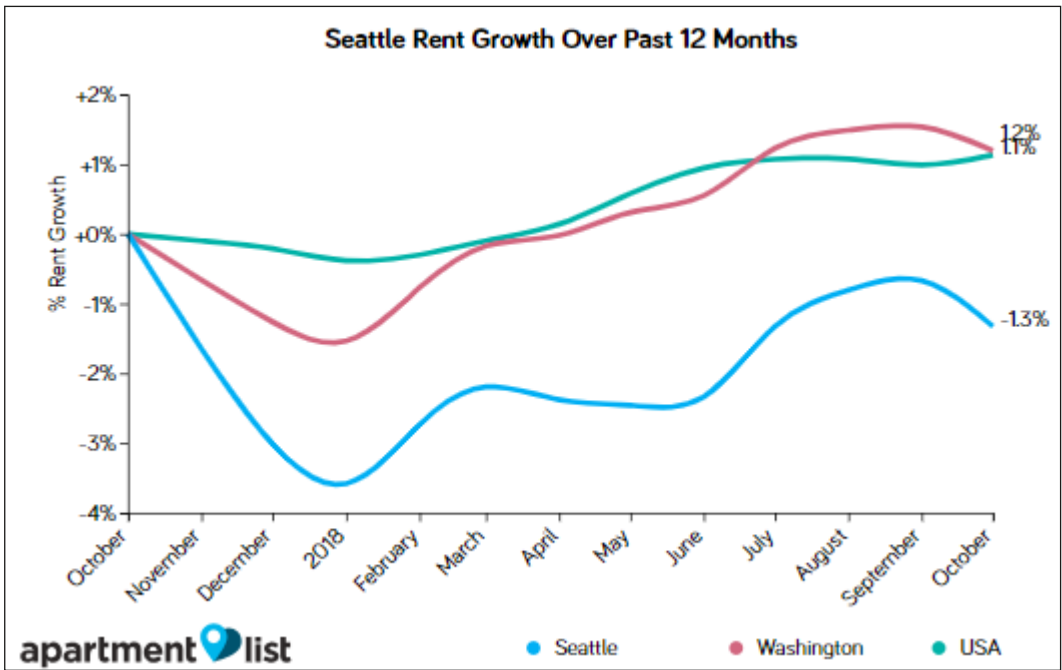
RENTAL HOUSING JOURNAL

Seattle rents have declined 0.7% over the past month, and have decreased moderately by 1.3% in comparison to the same time last year, according to the November report from ApartmentList.com.

Currently, median rents in Seattle stand at \$1,340 for a one-bedroom apartment and \$1,660 for a two-bedroom. Seattle's year-over-year rent growth lags the state average of 1.2%, as well as the national average of 1.1%.

RENTS RISING ACROSS METRO AREA

While rent prices have decreased in Seattle over the past year, the rest of the metro is seeing the opposite trend. Rents have risen in nine of the 10 largest cities in the Seattle metro for which Apartment List has data. Here's a look at how rents compare across some of the largest cities in the metro.



Lakewood has the least expensive rents in the Seattle metro, with a two-bedroom median of \$1,440; additionally, the city has seen the fastest rent growth in the metro over the past month (0.9%).

Over the past year, Seattle proper is the only city in the metro that has seen rents fall, with a decline of 1.3%. Median two-bedrooms there cost \$1,660, while
See 'Rents' on Page 10

Company Fined For Falsely Linking Applicants To Crimes by Others

RENTAL HOUSING JOURNAL

Property management company RealPage has agreed to pay \$3 million to settle Federal Trade Commission charges the company failed to take reasonable steps to ensure the accuracy of tenant screening information provided to landlords and property managers, a violation of federal law that caused some potential renters to be falsely associated with criminal records, according to a release.

"In numerous instances, RealPage failed to follow reasonable procedures to assure maximum possible accuracy of the criminal record information in its tenant screening reports. Since at least Jan. 1, 2012, through Sept. 19, 2017 ... RealPage failed to follow reasonable procedures to assure that the criminal record information contained in its tenant screening reports concerned the actual applicant for housing," according to the FTC release.

RealPage said in a statement the FTC questioned the accuracy



of a minuscule fraction of the company's screening report results. The company is a provider of software and data analytics to the apartment industry and real estate industry and compiles screening reports through an automated system

The FTC's complaint alleges that RealPage, Inc. violated the Fair Credit Reporting Act (FCRA) by failing to take reasonable steps to ensure the accuracy of tenant screening information provided to its clients.

The amount RealPage has agreed to pay as part of the settlement is the largest civil penalty the FTC has obtained against a background screening company.

"You shouldn't get turned down for an apartment because someone has the wrong information about you," Andrew Smith, Director of the FTC's Bureau of Consumer Protection, said in the

See 'Company' Page 26

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How to Implement a Smoke-Free Policy

Establishing a smoke-free policy in an apartment community has not only been a growing trend with rental housing providers in Washington and across the country, but is now commonplace in our industry.

Property owners find this kind of policy is good for business and a clear win-win, lowering costs and risks for an owner and providing a healthier, safer, greener environment, leading to happier residents.

Smoke-free policies can help landlords protect their residents from the dangers of second-hand smoke and provide benefits for their property owners' investments.

For residents of multi-unit housing like apartment buildings, secondhand smoke can be a major concern. It can migrate from other units and common areas and travel through doorways, cracks in walls, electrical lines, plumbing, and ventilation systems.

The benefits to owners include reduced cleaning and maintenance costs at move-out, fewer property fires caused by careless smoking, and reduced insurance costs as a result of reduced claims. These policies can also lower the risk of resident warranty of habitability liability claims over adverse health effects caused by smoke. They also increase the marketability of a property with a healthier, safer living environment for residents.

THE FINANCIAL BENEFITS TO OWNERS ARE CLEAR

Managers can realize up to \$3,000 to \$5,000 in cost savings from turning over one heavily smoked-in unit. Having a smoke-free building will preserve and enhance property re-sale value.

Surveys have shown that the vast majority of renters favor policies eliminating smoking in apartment homes, and they would pay higher rent to live in a healthier, greener community. As the public's awareness of the harmful effects of smoking has increased, more and more tenants have sought out apartment buildings where smoking is prohibited altogether. Surveys from across the country show a high demand for smoke-free apartment buildings.

Simply put, residents place a premium on smoke-free housing policies in rentals, and your employees have a healthier work environment. Providing a safer living and working environment is no small matter. Smoking related fires are often caused by cigarettes. Careless smoking is the number one cause of devastating apartment fires, from the standpoint of huge property loss and loss of life.

Second-hand smoke has been determined a Class A carcinogen. It contains over 4,000 chemicals, of which 11 are known cancer-causing poisons and 250 are known toxins. Second-hand smoke has been linked to diseases such as cancer, asthma, heart disease, respiratory illness and low birth weight.

The elderly and disabled are particularly vulnerable to second-hand smoke due to chronic health conditions. Smoke-free policies help provide housing stability for residents who suffer from health conditions such as asthma.

Smoke-free housing allows residents to enjoy their home without being exposed to the deadly chemicals found in second-hand smoke. Eliminating smoking in an apartment building is the only way to protect residents from unpleasant odors and the health risks of second-hand smoke.

One of the initial concerns regarding no-smoking policies was confusion about legality and fair housing laws. Smokers are not a protected class. It has been well documented that creating a policy banning smoking inside apartments and in common areas of apartment communities is legal, non-discriminatory and does not violate any fair housing laws.

In fact, the U.S. Department of Housing and Urban Development (HUD) has issued a notice requiring the conversion of public housing to a 100% smoke-free environment. Most housing authorities in Washington have required the creation of smoke-free policies in their



communities and see the value of protecting the health of low-income families.

Bottom line: Property owners and managers have the right to set reasonable rules or policies that protect their investments as well as the health and welfare of their residents and staff.

FOLLOW THIS STEP-BY-STEP GUIDE TO IMPLEMENTING A NO-SMOKING POLICY

Landlords nationwide and locally have developed a reasonable step-by-step process for implementing a smoke-free policy in their communities:

STEP 1 – DEVELOP YOUR POLICY

The most important part of Step 1 is making the decision to go smoke-free. Consulting with building owners, employees and residents will give you the initial buy-in needed to make the commitment. Then, develop a clear policy and understand and communicate the reasons for the decision.

100% smoke-free includes prohibiting smoking in the interior of all units, in any common areas, on patios or balconies, and within 25 feet of any building. If possible, you may create designated smoking areas. For example, a nice outside gazebo on the property which may be far away from any buildings, play areas or other well-traveled public spaces is a good option.

STEP 2 – DEVELOP A TRANSITION PLAN

Determine when and how you want to implement your new policy. Establish a starting date for any new residents to be bound by the no-smoking policy. Then determine the starting date for existing residents to fall under the new policy.

Develop a No-Smoking Lease Addendum or new lease language. (A sample lease addendum language is available on the websites shown at the end of this article.) Initiate all new leases with the new no-smoking language included.

STEP 3 – NOTIFY YOUR RESIDENTS

Communicate the policy by notifying residents of the reasons for going smoke-free and the benefits to the community.

Give existing residents a time period in which the new policy will become effective and an opportunity to sign the new lease addendum. For existing residents who are on term leases which expire at a future date, it is advised to make the effective date for the new policy for those residents upon lease expiration and renewal.

Prepare your legal written notice to residents giving notification of the change in policy. It is best to give ample time, beyond the legal notice requirements, to give existing residents time to acclimate to the new policy and have time to meet with management if desired. You may decide to honor existing term leases in place and enact the new policy when those leases expire in the future.

STEP 4 – MARKET THE BENEFITS OF THE POLICY

Train staff to be spokespersons for the new policy and

the reasons the property has chosen this new rule. Make sure in your leasing presentations that the benefits of the amenity of a no-smoking policy are promoted. Include “no-smoking” in your online marketing.

The property offers a cleaner, healthier environment for all residents, free from smoke drift that can cause health issues for infants, children, elderly and those with existing health conditions. Sell this benefit. It may set you apart from the competition.

STEP 5 – ENFORCE THE POLICY

Education and communication about the new policy to residents, employees and other affected parties is crucial to successful implementation and enforcement of the policy.

Enforcement starts by setting clear expectations at the outset of the tenancy. Then, enforce your new policy just as your management would any other policy, such as loud music, parking infractions, clutter, etc.

No-smoking policies are largely self-enforcing. Once the rule is established, you are likely to attract tenants who want to live in a smoke-free environment.

Document any potential violations, meet with residents to discuss any policy violations and follow your standard progressive discipline measures of resident notification. Simply working with residents in a customer-friendly manner typically achieves the best results.

Post signage alerting residents and guests that smoking is not allowed on the property.

Keep in mind, residents who smoke do not need to move out. Smokers simply cannot smoke inside their apartments, in common areas or in proximity to buildings where smoke can drift into other apartments and affect their neighbors' health and enjoyment.

Studies have shown that in most cases, after implementation of a no-smoking policy, you will find that turnover costs will drop, fire claims will be reduced, resident complaints of smoke drift will decline, and insurance costs will ultimately go down.

Customer and employee satisfaction will increase, and occupancy in many cases goes up due to the attractiveness of the amenity. You will have happier residents who will want to stay in your community.

In Washington state, residents can smoke recreational marijuana in the privacy of their homes. No doubt, this has added to the occurrence of complaints about smoke and odors drifting into other apartment units. A landlord's best response to this is to convert a property to smoke-free by enacting a no-smoking policy.

Keep in mind that formal reasonable accommodation requests can be made with regard to medical marijuana. Note, however, that landlords are not necessarily required to make accommodations for a resident to smoke, especially when an alternate accommodation may be possible.

Implementing a no-smoking policy may be in the best interest of a property owner and is not as challenging as one might suspect. There is clear precedence and many resources for making this happen, and now may be the time to act.

FOR MORE INFORMATION

For more information about how to go smoke-free, visit these sources:

www.smokefreewashington.com

www.kingcounty.gov/health/tobacco

www.smokefreehousinginfo.com

www.makesmokinghistory.org

To learn more about Washington Multi-Family Housing Association, our educational opportunities, networking events or legislative efforts, or to sign up for membership, go to www.wmfha.org or call us at 425-656-9077. Be sure to follow our activities on our Facebook page at www.facebook.com/WMFHA.

Apartment Residents Favor Green Communities

RENTAL HOUSING JOURNAL

Apartments that pursue more environmentally friendly practices will gain favor with a majority of apartment residents who believe global warming is a real danger, according to a new survey.

The national survey by AMLI Residential shows that apartment residents are more likely to believe in global warming than the U.S. populace in general and it impacts where they choose to live.

Apartment Residents Would Pay More to Live in a Green Community

The survey also found that 83 percent of respondents believe that living in a green community is beneficial to their health, and 59 percent of respondents would pay more to live in a green/sustainable community.

The AMLI results are from the company’s second Sustainable Living Index, a survey of more than 4,200 apartment residents in their properties charting how their attitudes on environmentalism impact their choices on where to live.

The 2018 survey indicated that 84 percent of respondents say they believe in global warming and/or climate change. This is significantly higher than the U.S. population at large, according to recent data from the Yale Program on Climate Change Communications. According to the Yale research, which was published in July 2017, 70 percent of Americans believe global warming is happening, with only 50 percent expressing certainty that global warming is happening.

Although the majority of the AMLI survey respondents were millennials (62 percent), belief in global warming was consistent across generations: roughly 89 percent of Gen Z, 88 percent of millennials, 80 percent of Gen X and 74 percent of baby boomers surveyed believe in global warming and/or climate change.

“This year’s survey shows apartment residents remain concerned about the



environment and are committed to making lifestyle choices to reduce their carbon footprint,” Phil Tague, President of AMLI Residential, said in a release.

“The residents surveyed are mindful of how daily activities and where they live might impact their health as well as the environment. AMLI continues to invest in conscious and sustainable practices to make sure we deliver on what’s important to our residents. Our communities use land, water and energy more efficiently through clean-

air initiatives and lifestyle amenities that enable residents to live more sustainably every day.”

The survey of AMLI residents was conducted in August 2018 at properties in Atlanta, Austin, Chicago, Dallas, Denver, Houston, Seattle, Southern California and Southeast Florida. AMLI expanded this year’s survey to help it better understand its residents’ interest in sustainable living compared to 2017 survey results. AMLI will utilize the results to further advance its

sustainability efforts and improve residents’ wellness and living experiences.

AMLI is a leader in multifamily sustainability. Thirty-two AMLI properties (almost half of the company’s portfolio) are LEED (Leadership in Energy and Environmental Design) certified and 25 AMLI communities are ENERGY STAR certified. AMLI’s goal is to grow its portfolio to more than 50 percent LEED-certified properties by 2019. In October, AMLI received a LEED Power Builder Award from the U.S. Green Building Council (USGBC), which recognizes developers that certify at least 90 percent of their units built in the past year. About AMLI Residential: AMLI Residential focuses on the development, construction and management of environmentally responsible, luxury apartment communities throughout the U.S. Founded in 1980, AMLI is owned by PRIME Property Fund, a core commingled institutional fund. AMLI currently owns and manages 61 apartment communities, including more than 20,000 apartment homes, and has over 5,100 additional apartment homes under development or in lease-up at 14 new properties, all of which are, or will be, LEED-certified. More information is available at www.amli.com.

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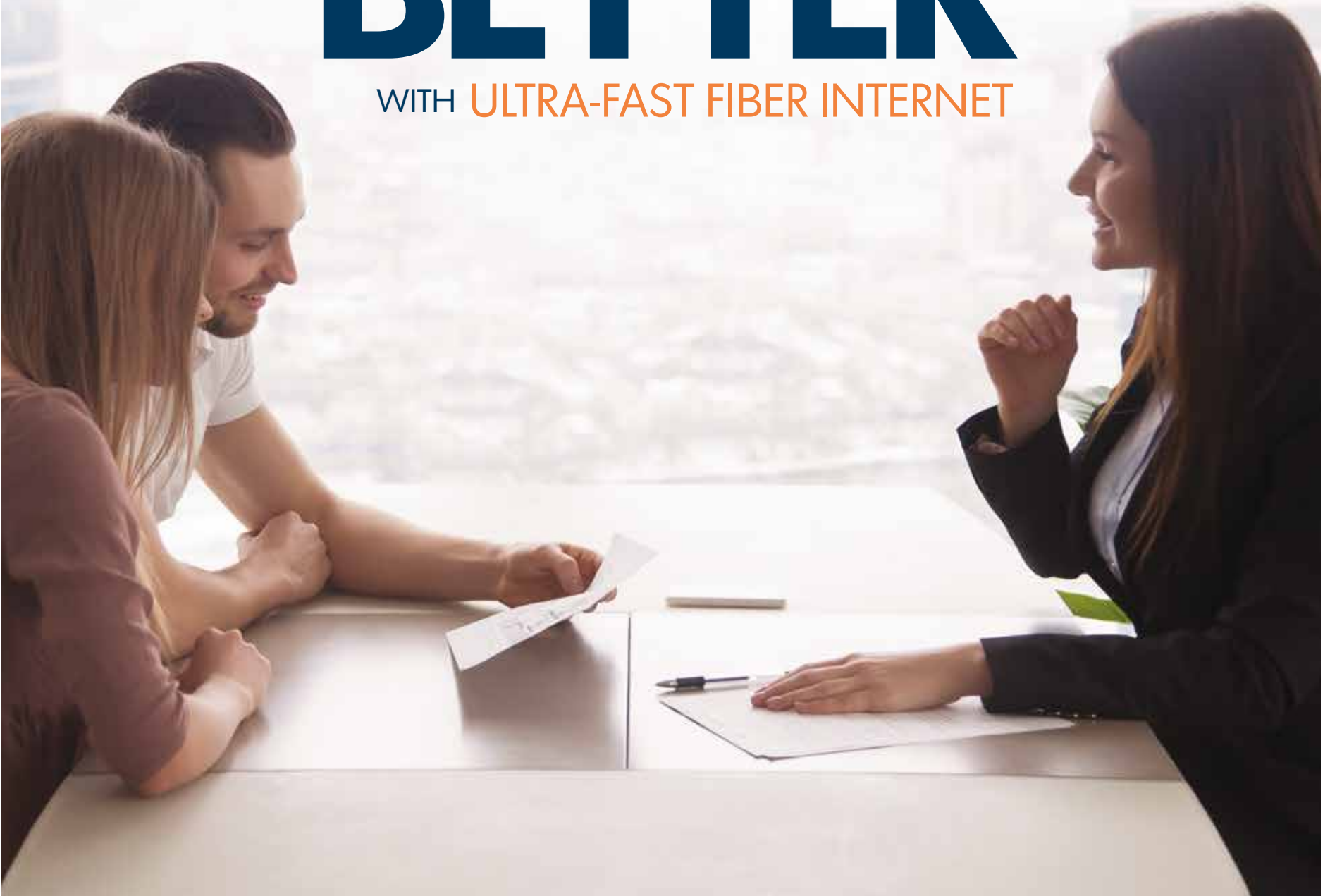


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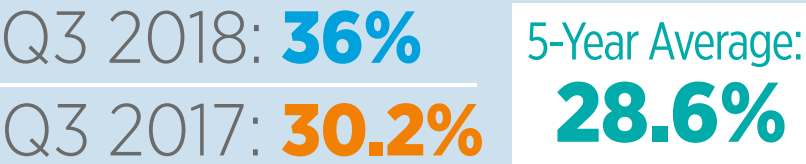
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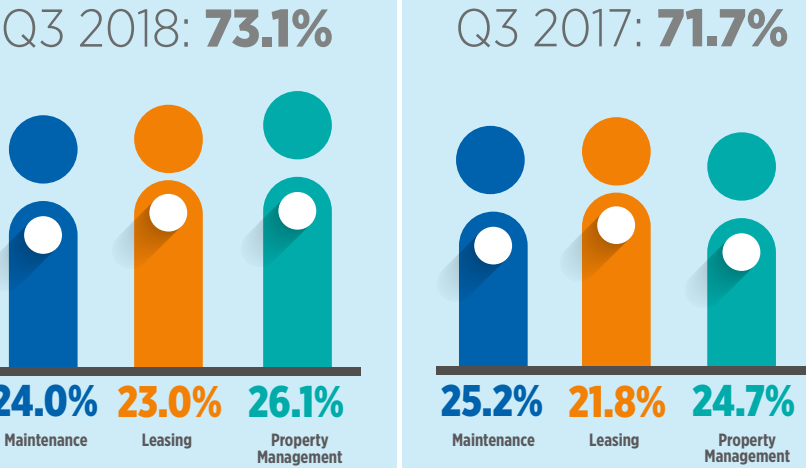
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Total Q3 Job Postings in Apartment Industry (% of Real Estate Sector)



Summary:
The apartment industry increased its share of job openings in the real estate sector during the third quarter, to 36 percent from 30.2 percent in Q3 2017. New supply and a steady rate of demand contributed to strong growth and a pressing need for additional staffing.

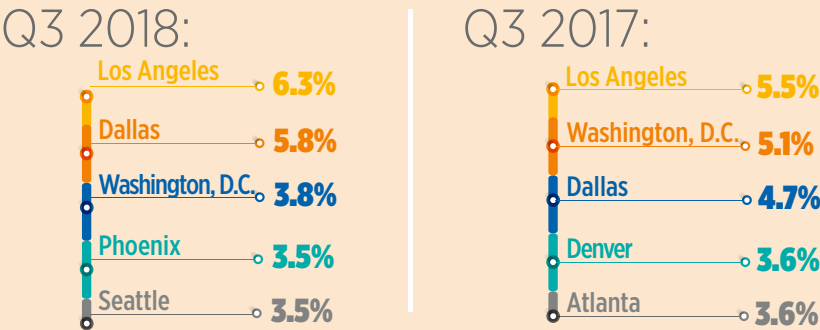
Job Postings by Major Category (As a percent of all Apartment Jobs)



Summary:
Property management positions were in the most demand during the third quarter. Austin, Portland and Denver had the greatest concentration of openings for property management professionals, each more than 3 times the U.S. average. In Austin, a number of positions specifying “multi-site” or “floating” property managers was a testament to the talent shortage.

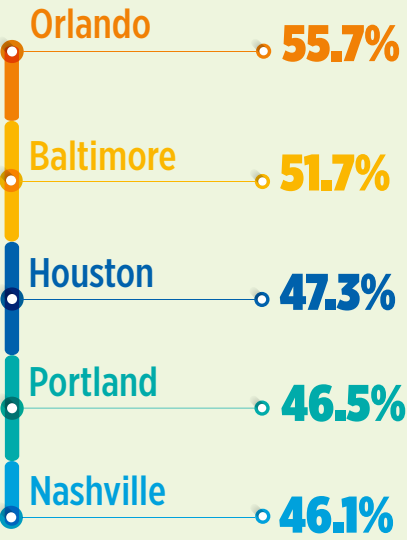
Top MSAs* (As a percent of all U.S. Apartment Jobs)

*MSAs with 100 or more apartment job postings



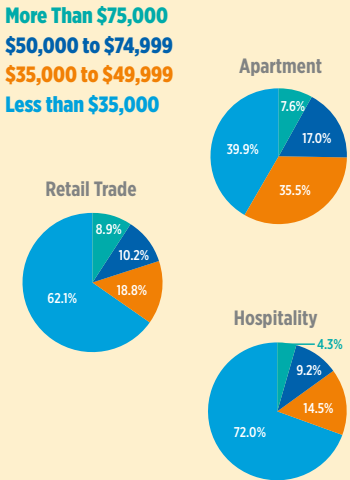
Summary:
Apartment jobs were available in markets of all sizes, but in terms of sheer numbers of job openings, Los Angeles, Dallas and Washington, D.C. came out on top. Over the past year, Denver and Atlanta dropped out of the top 5 for all types of positions. The pace of new deliveries in both markets slowed dramatically in 2018, according to CoStar data.

September 2018: % Apartment Jobs of Total Real Estate Jobs



Summary:
The NAAEI monthly ranking by city showed Orlando in the top 5 for the first time this year. Of these markets, Houston appeared the most frequently, four times during the first nine months of this year with increased activity post-Harvey and improving economic fundamentals.

Competing Sectors: Mean advertised salaries by dollar range



Summary:
The retail trade and hospitality sectors often compete for similar skill sets. The greatest share of job openings in those sectors fall within the lowest pay scale (below \$35,000 per year). The apartment industry offered more competitive salaries with over 75 percent of jobs ** advertising salaries up to \$50,000. ** Sample size for apartment job openings was 6,377 positions.

Skills Then & Now: 2018 vs. 2013
Property Manager

Top Changes to Specialized Skills Desired in 2018

• Real Estate Experience	-3.7%
• Housing Industry Knowledge	-3.0%
• Sales	-1.1%
• Yardi Software	12.6%
• Property Management	12.7%
• Budgeting	16.1%

Top Changes to Baseline Skills Desired in 2018

• Energetic	-8.3%
• Self-Starter	-7.2%
• Computer Literacy	-3.9%
• Communication	9.3%
• Writing	10.0%
• Microsoft Office	14.2%

Sources: NAA Research; Burning Glass Technologies; Bureau of Labor Statistics; CoStar Group (Job postings data are not seasonally adjusted)



Property Management Positions Needed, Apartment Report Says

RENTAL HOUSING JOURNAL

Hiring in the apartment industry showed no signs of letting up during the third quarter of 2018, according to the most recent edition of the NAAEI Apartment Jobs Snapshot.

Openings in the apartment sector comprised 36 percent of positions available in the real estate sector, well above the average of 28.6 percent. Property management positions were in the greatest demand and highly concentrated in cities such as Austin, Portland and Denver. Compared to five years ago, employers are looking for more financial, technical and communications skills in their property managers.

Apartment property manager positions were in the most demand during the third quarter, according to the National Apartment Association’s (NAA) Education Institute jobs report.

Austin, Portland and Denver had the greatest concentration of openings for property management professionals, each more than three times the U.S. average.

In Austin, the number of positions specifying “multi-site” or “floating” property managers was a testament to the talent shortage.

OVERALL JOB OPENINGS INCREASED

The apartment industry increased its share of job openings in the real estate sector during the third quarter, to 36 percent from 30.2 percent in Q3 2017, according to the NAA report.

New supply and a steady rate of demand contributed to strong growth and a pressing need for additional staffing.

Apartment jobs were available in markets of all sizes, but in terms of sheer numbers of job openings, Los Angeles, Dallas and Washington, D.C., came out on top. Over the past year, Denver and Atlanta dropped out of the top 5 for all types of positions. The pace of new deliveries in both markets slowed dramatically in 2018, according to CoStar data.

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Of these markets, Houston appeared the most frequently, four times during the first nine months of this year with increased activity post-Harvey and improving

economic fundamentals.

APARTMENT INDUSTRY OFFERS COMPETITIVE SALARIES

The retail trade and hospitality sectors often compete for similar skill sets. The greatest share of job openings in those sectors fall within the lowest pay scale



Apartment Jobs Snapshot

Q3 2018

(below \$35,000 per year). The apartment industry offered more competitive salaries with over 75 percent of jobs.

“Today, property managers not only need more technical and financial skills than five years ago, but employers who had job openings over the last quarter were looking for prior experience in the field. Baseline skills, also known as ‘soft skills’ have become far more focused on the ability to communicate effectively,” the report said.

NAA A LEADER IN EDUCATION

The report focuses on jobs that are being advertised in the apartment industry as being available, according to Paula Munger, Director, Industry Research and Analysis, for the National Apartment Association’s Education Institute.

“Our education institute is a credentialing body for the apartment industry. They hear often that one of the biggest problems keeping our industry leaders up at night is the difficulty in finding talent, attracting talent and retaining talent,” Munger said.

“Labor-market issues are happening in a lot of industries, certainly with the tight labor market we have.”

That is why NAA decided to partner with Burning Glass Technologies. “They have a labor-job posting database that is proprietary,” she said, and they can “layer on data from the Bureau of Labor Statistics (BLS).

“We looked at that and thought we could do something that is really going to help the industry and help benchmark job titles and trends as we go forward,” she said.

NAAEI’s mission is to provide broad-based education, training and recruitment programs that attract, nurture and retain high-quality professionals and develop tomorrow’s apartment industry leaders.

Beaverton Apartments Bought for \$84 Million

RENTAL HOUSING JOURNAL

Security Properties of Seattle has purchased Arbor Creek, a 440-unit, Class-B garden-style community located in Beaverton, Oregon, for \$84 million, marking the company’s ninth asset in the Portland metro, according to a release.

Around the apartments, the area is best characterized by its suburban neighborhood feel, 25 minutes west of downtown Portland and convenient access to the largest employers in the Portland area.

Arbor Creek is close to SW Tualatin Valley Highway, the primary thoroughfare connecting Hillsboro and Beaverton. Within a 10-minute drive, residents have access to grocers, Regal Cinemas, a MAX line, and the Tualatin Hills Nature Park. The park, sitting directly adjacent to the property, offers five miles of scenic wetland walking trails spread out over 222 acres.

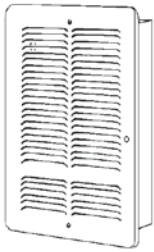
“Arbor Creek was a target for our portfolio because of the clear value-add opportunity,” Davis Vaughn, Senior Director of Investments at Security Properties, said in the release.

“Additionally, with a significant supply-demand imbalance due to the suburban Portland job creation, Arbor Creek is well-positioned for future growth. We look forward to implementing our business plan and creating value for our investors,” he said.

Current ownership has renovated approximately 80 percent of the units with upgraded cabinets, resurfaced counters, vinyl flooring, faux stainless steel appliances, and upgraded light fixtures.

Security Properties will be improving the units by installing vinyl planks throughout, in addition to spraying the countertops. Security Properties will also be updating the clubhouse, revamping the pool deck and improving the outdoor common spaces, according to the release.

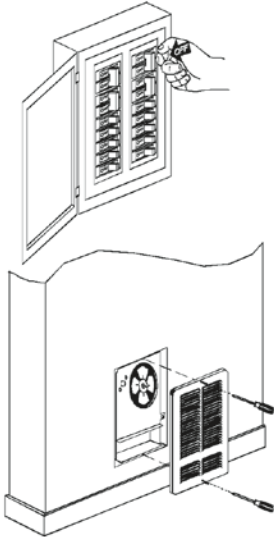
Beaverton is renowned globally for being the home of Nike, whose world headquarters is located less than 10 minutes from the property. Nike’s employment in Oregon has increased by almost 60% since 2007, bringing total employment in Beaverton to 8,500 and 56,500 worldwide.



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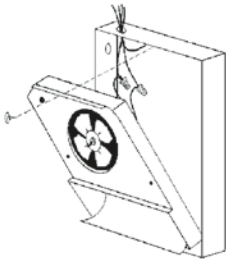
Cleaning and maintenance guide for W-series heater

Regular maintenance on your electric wall heater will prolong the heater’s life and keep it operating safely. W-Series heaters should be cleaned and inspected every 6 months. Heaters that are not cleaned regularly can become clogged with foreign matter causing the heater to produce excessively high discharge temperatures. A combustible object placed too close to a heater in this condition could ignite, starting a fire. We recommend that combustible materials always be kept at least 3 feet away from the front of the heater and 1 foot from the sides. This guide will show you in detail how to properly clean and maintain your King electric wall heater. It will also show you when the heater interior should be replaced. Listed below are step by step instructions for cleaning and maintaining the W-Series wall heater. If you do not feel confident preforming the tasks listed in this manual, please contact a professional electrician or qualified repair person to do it for you.

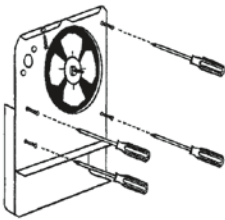


WARNING Take extreme caution when working with electrical heaters. Turn off the electrical power to the heater by switching off the circuit breaker or fuse feeding the heater before removing the grill. Lock, tape or tag the circuit breaker so that the power cannot be turned on accidentally while working on the heater.

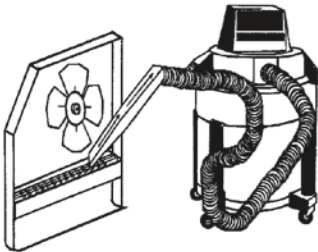
After the power is turned off, remove grill using a #2 square drive or a #2 phillips head screw driver. Clean grill by vacuuming or wipping off before reinstalling.



Remove the heater interior from the wall can. To do this:
1) Unfasten the screw at the top of the wall can as shown.
2) Tip the interior forward to expose the power supply connection wires. 3) Disconnect the power wires, making sure you mark them so you can reconnect them exactly the same way, if wires become crossed they could short causing damage. The interior should pull out easily after the mounting screw and electrical connections are removed.



Use a square drive or phillips to remove the four screws that hold the interior cover. Once removed, you have access to the heating element.



Vacuum out any foreign material that is in the chamber between the fan and heating element by using a vacuum as shown. Use a soft bristled brush, such as a paint brush, to loosen any contaminants that may be stuck to the interior surfaces. Never use water or chemical solvents to remove contaminants. Also, spin the fan by hand to make sure that it spins freely. If it feels like the motor is binding, see the instructions below for oiling the motor. Be careful not to bend the fan blade because it can become out of balance if deformed. The fan can be removed to gain more access by using a 3/32” allen wrench. If done, replace the fan in the same position on the shaft as before.

The useful life for the W-series heater depends on the amount of use, environment, and how often it is cleaned and maintained, generally they will last for 8 to 10 years. Heaters operated beyond their useful life are more prone to safety problems. For example, if a motor slows down due to wear or lack of cleaning it reduces the airflow, which can cause the safety limit to trip due to excessively high temperatures. The limit will cycle the heater on and off and eventually fail. For safety reasons, it is important to clean or replace a cycling heater as soon as possible. Heaters produced after 1992 have an indicating light which will turn on when the limit trips and then turns off after the heater cools down. If you see this light coming on, discontinue use of the heater and inspect it immediately. Heaters prior to 1992 do not have the indicating light. When the limit trips it makes a audible click, so by listening close to the heater on older models you can determine if it is cycling. Heaters manufactured in 2001 were equipped with the **SMART GUARD®** high temperature limit system which does not utilize the warning light lens. Also, look at the grill to see if it has discolored from high temperatures. In either case, if you suspect that your heater is not functioning properly, discontinue use and follow the guidelines mentioned in this manual or call a qualified electrician. As mentioned before, always keep combustible materials at least three feet away from the front of the heater and one foot from the sides. With regular inspection and maintenance of your electric heaters they will operate safely and efficiently.



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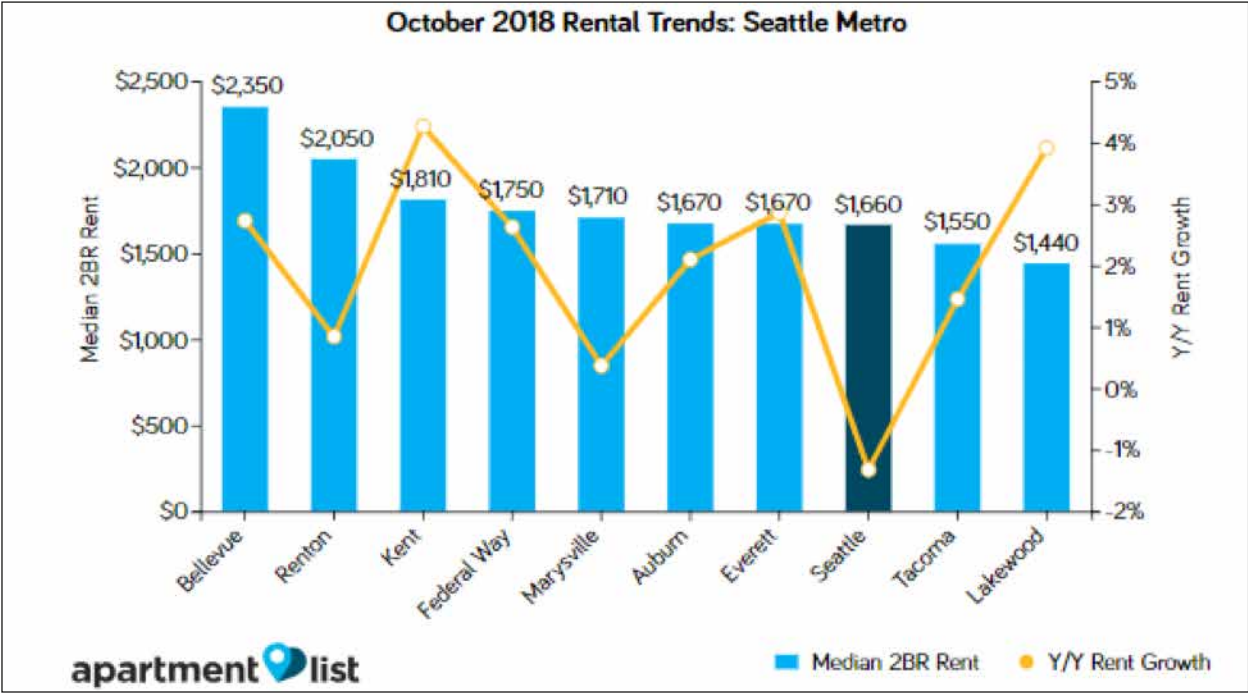
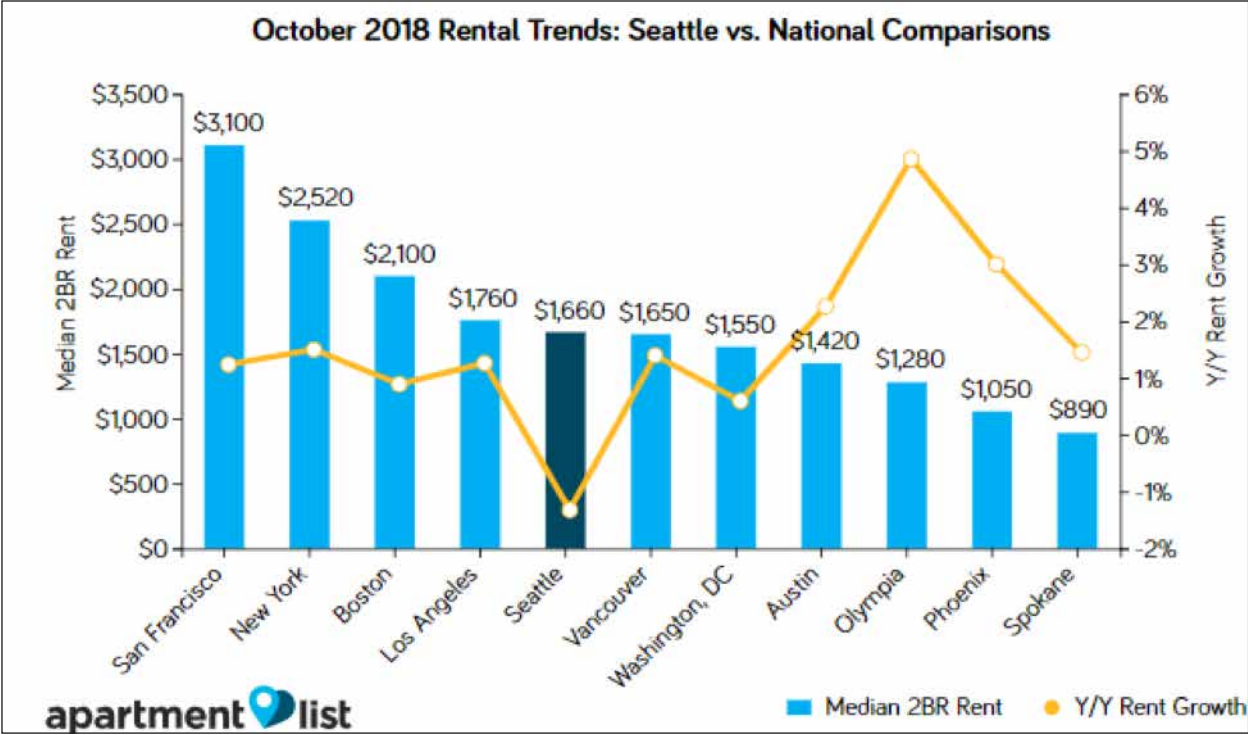
Rents Rising Across Most of Metro Area

Continued from Page 1

one-bedrooms go for \$1,340.

- Bellevue has the most expensive rents of the largest cities in the Seattle metro, with a two-bedroom median of \$2,350; rents went down 0.7% over the past month but rose 2.7% over the past year.
- As rents have fallen moderately in Seattle, many similar cities nationwide have seen prices increase, in some cases substantially. Compared to most other large cities across the country, Seattle is less affordable for renters.
- Other cities across the state have seen rents slightly increase, with Washington as a whole logging rent growth of 1.2% over the past year. For example, rents have grown by 1.4% in Spokane and 1.4% in Vancouver.
- Seattle’s median two-bedroom rent of \$1,660 is above the national average of \$1,180. Nationwide, rents have grown by 1.1% over the past year compared to the 1.3% decline in Seattle.
- While rents in Seattle fell moderately over the past year, many cities nationwide saw increases, including Phoenix (+3.0%), Austin (+2.3%), and New York (+1.5%).
- Renters will generally find more expensive prices in Seattle than most similar cities. For example, Spokane has a median two-bedroom rent of \$890, where Seattle is more than one-and-a-half times that price.

Apartment List is committed to making its rent estimates the best and most accurate available. To do this, they start with reliable median rent statistics from the Census Bureau, then extrapolate them forward to the current month using a growth rate calculated from their listing data. Their approach corrects for the sample bias inherent in other private sources.



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The Truth About the Home Gain Exclusion

By MICHAEL BOWMAN

Death and taxes—these are the only certainties in life. Yet, while the IRS rarely misses an opportunity to take a piece of your pie, there are several provisions in the federal tax code that are designed to give homeowners a break. One of these provisions is the home gain exclusion, also frequently referred to as the primary residence exclusion. Many individuals fail to understand the details and requirements of the home gain exclusion and, as a result, they fail to take advantage of this option or underutilize its potential benefits.

In this article, we will explore some common questions concerning the home gain exclusion and important things to consider that may impact your eligibility and the amount of gain you are able to exclude under this provision. It is important to consult a financial advisor and/or certified public accountant (CPA) to discuss your individual circumstances and eligibility for this significant tax benefit.

WHAT IS THE HOME GAIN EXCLUSION?

If you sell your home for an amount greater than your adjusted basis in the home—your initial investment adjusted by various factors like improvements to the home—you have a capital gain that the IRS wants to know about. Capital gains are subject to a special tax, creatively known as a capital gains tax. Unsurprisingly, financially savvy individuals try to take advantage of every exclusion or opportunity that the tax code allows to avoid paying more taxes than necessary. One option you can utilize to avoid paying capital gains taxes on the sale of your home—or at least limit your capital gain tax liability—is the home gain exclusion.

If you qualify for the home gain exclusion, you may be able to exclude up to \$250,000 from your income or up to \$500,000 if you are married filing jointly. To qualify, you must meet the ownership test and the use test. The ownership test of the home gain exclusion requires that you owned the home for at least 2 out of the last 5 years prior to the sale of the home. Under the use test, you must have used the home as your primary residence for an aggregate period of at least 2 out of the last 5 years before the date of sale. While the ownership test and the use test must both be met in the 5 years immediately preceding the sale of the home, they can be satisfied in different 2-year periods.

CAN I QUALIFY FOR A PARTIAL EXCLUSION?

Many people do not know that even if you do not meet all the criteria for home gain exclusion, you may still be able to exclude a partial amount of the capital gains you realize from the sale of your home. If you are not eligible for the home gain exclusion because you do not meet the ownership or use test as a result of moving early due to work, health reasons, or to care for an ill family member, you may be able to exclude a prorated amount.

Specifically, the IRS allows for an exception to the 2-year ownership and use requirement if you were forced to move due to a change in employment or health problems. In addition to these reasons, the IRS also provides somewhat of a catch-all provision for “unforeseen circumstances” that you did not consider when purchasing the home such as a natural disaster, a death in the family, unemployment, the birth of twins or another multiple birth, or not being able to afford to remain in the home due to a change in marital status or employment.

However, just because a situation causes you to move does not mean that the IRS will recognize it as an unforeseen circumstance. Some examples where the IRS has refused to approve unforeseen circumstances for the partial home gain exclusion include



imprisonment, environmental problems, or a decline in the market.

HOW DOES INVESTMENT INTO HOME IMPROVEMENTS EFFECT MY HOME GAIN EXCLUSION?

Money spent on home improvements is relevant to your overall home gain exclusion to the extent that it increases your adjusted basis in the home, thereby potentially lowering your capital gains at the time of sale. By failing to consider the investment you may have made by remodeling the kitchen, bathrooms, and any other home improvements, your capital gains will be calculated to be higher than they should be, as money spent on home improvements increases your basis in the home dollar for dollar. If you do not consider these costs and investments, then you might incorrectly calculate your capital gains to be higher than the amount subject to exclusion under the home gain exclusion and end up paying unnecessary capital gains taxes.

For example, let’s say you purchased your home in 1980 for \$100,000. During the time you owned the property, you invested \$50,000 into the home to add an addition, replace the roof, redo the plumbing, and remodel the kitchen. In 2018, you sold the property for \$400,000. You are single and, when filing your taxes, you completely forgot or did not know to calculate your adjusted basis in the home to include the \$50,000 in improvements that you made to the property. So, you calculate your capital gain to be \$300,000. You are only eligible to exclude \$250,000, so you determine that you are liable to pay taxes on your capital gain of \$50,000. If you were knowledgeable about the role of home improvement investments in calculating your adjusted basis in the home, you would have known that your adjusted basis was \$150,000 and your total capital gains were only \$250,000. As a person filing single, you would be eligible to exclude the full amount of your gain of \$250,000 and pay zero in capital gains taxes.

CAN I SIMPLY GIFT MY HOME TO MY CHILD TO AVOID CAPITAL GAINS TAXES?

There are very few instances where it is financially advantageous from a tax perspective to gift your home to one of your children. The most common reason for considering this strategy is to try to protect the assets from creditors or Medicare or avoid paying capital gains taxes. However, gifting your property does not guarantee that you will accomplish any of those objectives. When you gift your home to your child, they take your tax basis in the property and will owe capital gains taxes on the difference between that original basis and the selling price, unless the child lives there for at least two of the last five years before selling. Additionally, even if your family saved money on capital gain taxes by using this strategy, you would still be required to pay taxes on your gift. Depending on your individual circumstances, the amount of gift tax you owe will vary but you are only eligible to exclude \$15,000 of the gift if you file as single or \$28,000 if you are married filing jointly.

CAN I COMBINE MY HOME GAIN EXCLUSION WITH A 1031 EXCHANGE?

A particularly underutilized strategy for reducing or deferring your capital gains tax liability is to combine the benefits of a home gain exclusion with a 1031 like-kind exchange. A 1031 exchange allows you to reinvest the proceeds of a sale of real estate investment property, rental property, or property used for business purposes into a similar property without paying capital gains taxes. Effectively, this strategy allows you to defer your capital gains tax liability.

The tricky part about combining the home gain exclusion and a 1031 exclusion is that to be eligible for the home gain exclusion you must have used the property as your primary residence and to take advantage of a 1031 exchange, you must have held the property for investment of business purposes. However, there are three scenarios in which you can combine these seemingly opposing options: you acquired the property as rental property and later moved into the rental property yourself and lived there for at least 2 years; you acquired

the property as a like-kind 1031 replacement property, held the property for a period of time as rental property and then later converted it to your primary residence for at least 2 years; or you acquired the property as a primary residence and lived there for at least 2 years of the 5 years preceding the date of sale of the property, but then moved out and converted the property to a rental property before selling it.

These requirements are very strict and specific, so it wise to consult a professional tax advisor when seeking to combine these strategies. Ideally, you will consider this benefit ahead of time when planning your decision to convert a rental property into your primary residence or move into a property that you acquired in a 1031 exchange.

The home gain exclusion can be a powerful advantage in your financial and tax planning strategy. It is very important to seek advice from your financial advisor on the best way to protect your assets and minimize capital gains tax liability. Our experts at Anderson Business Advisors have assisted countless homeowners on the most advantageous options for reducing or even completely avoiding capital gains taxes. Contact us today for a consultation.

Attorney and author Michael Bowman is a Partner with Anderson Law Group in the firm’s Las Vegas office. He received his Bachelor of Science degree in business from Arizona State University. After spending five years in the computer industry, Bowman received his Juris Doctor from Seattle University School of Law and is licensed to practice in multiple states. His experience includes commercial and civil litigation, construction defect law, complex real estate transactions, and business law.

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\$2.25 Million Fine Levied For Illegal Apartment Rentals

RENTAL HOUSING JOURNAL

Two landlords who own 17 buildings have been fined \$2.25 million in penalties and investigation costs after unlawfully renting out 14 apartments on Airbnb, according to a release.

San Francisco City Attorney Dennis Herrera said in a release that the landlord owners, “who, after being caught in 2014, returned to flouting the law and unlawfully rented out 14 other apartments on Airbnb until being caught again in a lengthy investigation that culminated in May 2018.

The \$2.25 million settlement will cover the costs of the investigation and fund future consumer protection enforcement, including of the city’s short-term rental law.

“These are not the type of hosts we want on our platform and are glad the City has the tools it needs to enforce the rules,” an Airbnb spokesperson told TechCrunch. “We are proud home-sharing is legal in San Francisco and look forward to continuing to work with the City.”

“The defendants, landlords Darren and Valerie Lee, had been running an illicit hotel chain during San Francisco’s housing crisis rather than lawfully renting the units to residential tenants,” Herrera said in the release.

As part of the settlement, the Lees are prohibited from renting out any units as short-term rentals in the 17 San Francisco buildings they own or manage. That restriction is in place until at least May 2025, preserving the more than 45 units for use by long-term tenants. The settlement requires the couple to pledge their real estate as collateral to ensure compliance. A modified injunction was filed in San Francisco Superior Court laying out these exacting requirements.

“The serious financial penalty is an

important deterrent. It sends a clear message to those looking to illegally profit off of San Francisco’s housing crisis: Don’t try it. We will catch you,” Herrera said in the statement.

“Most importantly, we preserved more than 45 housing units to be used as homes, not hotel rooms. We are fighting back against San Francisco’s housing crisis in every way possible. I also want to thank the Office of Short-Term Rentals for their invaluable work that helped us bring this case,” Herrera said in the statement.

“The Lees are some of the most egregious, repeat violators of the City’s short-term rental laws,” Office of Short-Term Rentals Director Kevin Guy said in the statement. “They have taken units off of the market that should be reserved for long-term San Francisco residents. It is extremely gratifying to see them being brought to account for their actions.”

Herrera first sued the Lees in April 2014 after the couple evicted tenants from their property at 3073-3075 Clay St. using the Ellis Act and then unlawfully converted it into short-term rentals. The Lees settled in May 2015, agreeing to pay \$276,000 and have a court-authorized injunction prohibiting them from maintaining any of their San Francisco properties as short-term rentals in violation of the law. The injunction covers 17 buildings with more than 45 units, according to the release.

“After a painstaking two-year investigation, the City Attorney’s Office found that in just the first 11 months that the injunction was in place, the Lees violated it more than 5,000 times, booking more than \$900,000 in short-term rentals and pocketing more than \$700,000 in illicit profits from 14 units. It was only after this rash of later violations was uncovered that the Lees finally stopped their illegal conduct,” according to the release.



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7:30 AM	8:15 AM	REGISTRATION OPENS							
8:15 AM	9:00 AM	TRENDS Features a 200 Booth Trade Show!			Best Practices for Organizing and Managing Parking in a Multifamily Community Marques Oliver Jennifer Staplin Brett Waller	Should I Hold or Should I Sell Now? Jerid Anderson Cory Brewer Austin Bolin	Search Engine Marketing Wendy Camikle, Greystar	Landlord Law #1 Christopher Benis, Harrison Benis, LLP / CTB Properties	Real Estate Investment Market, Trends and Values Travis Andrews Bob McGrouther
9:00 AM	9:30 AM	TRADE SHOW OPENS & NETWORKING							
9:30 AM	10:15 AM	Playground Liability MaryLou Iverson, Play Areas, The Iverson Associates	Amazon Packages and Security for Delivery Chris Moreno, Luxer One	Enforcement of Tenant Duties Session Eric Steven, Steven Law Office	Learn Top Strategies for Making Money and Saving Money Larry Oxenham, American Society for Asset Protection	Utilizing IRAs and 401(k)s in Your Rental Real Estate Portfolio Joe DiDomenico, Wealth Flex	Source of Income Law Explained Rob Trickler, All County Evictions LLC	Landlord Law #2 Christopher Benis, Harrison Benis, LLP / CTB Properties	How to Efficiently Find and Hire Employees Rachel Grimes, Holland Residential
10:15 AM	11:00 AM	TRADE SHOW & NETWORKING							
11:00 AM	11:45 AM	Top 10 Screening Tips Marcia Gohman National Tenant Network	Water Intrusion	Conflict Resolution & Negotiating with Difficult Tenants Nilda Brooklyn Dispute Resolution Center	Collecting Past Tenant Damages Christopher Cutting, Cutting Law	How to Work With a Property Mangement Company Julie Johnson Managing Broker, Urban Key	Apartment Complex Security Joshua Stivers, Homeland Patrol Division	Landlord Law #3 Christopher Benis, Harrison Benis, LLP / CTB Properties	Buying Property Outside Your Comfort Zone Tamara Simon, Tamara Simon Group
11:45 AM	1:30 PM	TRADE SHOW & NETWORKING							
1:30 PM	2:15 PM	What's New with Section 8 William Shadbolt Pam Taylor Michael Anderson Cynthia Setel Rich Price	Apartment Turns: Renovations and Reducing Turn Times	How Rental Housing Owners and Managers Can Grow Market Share with a Counterintuitive Sustainable Branding & Messaging Strategy Carolyn Parrs, Mind Over Markets	Rapid ReHousing; How You Can Include a Non-Profit Parnter in Your Business Plan Janne Hutchins Brandie Baldwin Joe Lewis	Confessions of a Millennial Mind - as Taught by a Millennial Jesse Miller, Greystar	After the Writ: What Happens Now? Evan L. Loeffler, Loeffler Law Group PLLC	Session Title TBD Trevor Park, Pinnacle Living	Fair Chance Housing Mike Chin, City of Seattle
2:15 PM	3:00 PM	TRADE SHOW & NETWORKING							
3:00 PM	3:45 PM	The New Landlord Mitigation Program Nick Yuva, State of Washington Dept. of Commerce	Managing A Team: How Maintenance and Office Can Work Together Rachel Grimes, Holland Residential	A Neutral Perspective on Service Animals James Rankin Christopher Cutting	Pot Law: What You Need To Know Erik Halverson, Halverson Law	What to Expect With a RRIO Inspection Bryan Mize, Optimized Inspections	Rental Market Update Lloyd Ball, Anomaly Commerical	Legislative Update Chester Baldwin Rob Trickler Mark Gjurasic	Short-term vs. Residential Rental: The Inside Story Sharon Cunnington William Shadbolt
3:45 PM	4:15 PM	TRADE SHOW & NETWORKING							
4:15 PM	5:00 PM	Closing Keynote Session - TO BE ANNOUNCED							

FEATURED SPEAKERS





SCHEDULE OF EVENTS

8:15 AM - 9:00 AM

Best Practices for Organizing and Managing Parking in a Multifamily Community

Leah Griffiths, Marketing Manager, Parking Boss
Brett Waller, Director of Government Affairs, WMFHA
Room 607

Multifamily parking can be a frustrating and time-consuming problem. During this session, you will learn solutions for management and enforcement to help turn your community parking into a fair amenity for residents. Topics will include best practices, technology, communication and enforcement, and more.

Should I Hold or Should I Sell Now?

Jerrid Anderson
Cory Brewer
Austin Bolin
Room 608

Search Engine Marketing

Wendy Carmikle, Marketing Associate, Greystar
Room 609

Search Engine Marketing (SEM), you’ve heard of it but what does it all mean? Websites on the first page of Google receive 71% of all website traffic. Wouldn’t you like to have control over where your community shows up in search results? And why are those shoes that you looked at stalking you all over the internet?! Wendy will share a high-level overview of what SEM is, why it matters, and what it means for the property management industry. She will also share some emerging trends in digital marketing and how everyone from the leasing consultant to ownership can help to drive strategy.

Landlord Law #1

Clock Hours Available
Christopher Benis, Attorney and Rental Property Owner, Harrison - Benis, LLP / CTB Properties
Room 611-612

Real Estate Investment Market, Trends and Values

Travis Andrews, Paragon
Bob McGrouther, Luther Burbank
Room 613-614
Bob and Travis will discuss the apartment investment market through 2018 and what 2019 has on the horizon for owners.

9:30 AM - 10:15 AM

Playground Liability: The Value, Risk and Return

MaryLou Iverson, Risk Consultant for Play Areas, The Iverson Associates
Additional panelists to be announced
Room 602-603

The panel will discuss the value of a playground to your property. The risks - if not maintaining or inspecting. Criteria for maintaining and inspecting. Should an accident occur, what you need to know.

To Be Announced

TBA
Room 604

Enforcement of Tenant Duties

Eric Steven, Attorney, Steven Law Office
Room 606

Learn Top Strategies for Making Money and Saving Money

Larry Oxenham, Senior Advisory, American Society for Asset Protection
Room 607
Learn the strategies and tools the nation's top firms use to save their clients millions of dollars each year. From this session you will learn:

- What exit strategy is right for you: transfer to family members, complete sale, partial sale, IPO or management buyout?
- Succession strategies that protect your legacy, maximize your freedom and increase your net worth.
- Legal tools that allow you to transfer the majority of ownership and still maintain 100% control.
- How your business succession strategies and estate plan work together.
- Steps to maximize the sale price of your business.
- Systems to ensure the continued success of your business through the next generation of owners and managers.
- How to properly structure your business to minimize taxes on sale or transfer. If not planned for capital gains, estate and gift tax consequences can cripple the ongoing success of a business.
- Common mistakes and missteps to avoid when selling or creating a succession plan.

Property Funding Strategies for the Individual Investor

Joe DiDomenico, Wealth Flex
Room 608

Tax advantaged accounts can be a valuable tool in acquiring real estate. Joe will discuss why people are using IRAs and 401(k) for real estate. There are fantastic benefits to holding real estate in tax advantaged accounts, but also some constraints that you need to know about. We will be discussing the rules and regulations around “self-directed” retirement accounts and what your investment options are. You will leave this session knowing if you should be utilizing your retirement plan to acquire rental properties in your IRA or 401(k), what to watch out for if you do, and how to go about getting it done. The session will include:

- Understanding self-directed IRAs.

EXHIBITORS

1 Stop Services
1-866-SLABJACK
1800 Water damage
A Advanced Septic and Construction
A PLUS TREE Inc.
A.C. Moate Industries, Inc.
AAA FIRE PROTECTION
ABC Towing, Inc.
Advanced Services LLC
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Brightview Landscapes
Brook Furniture Rental
BuildingLink
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Club Fitness Equipment, Inc.
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Eastside Exterminators
Eclipse Staffing LLC
Elite Resurfacing
Entrata
Environmental Stoneworks
Evolve Technologies, LLC

FEATURED SPEAKERS



Cynthia Setel



Eric Steven



Eric Halverson



Evan Loeffler



James Rankin



Janne Hutchins



Jennifer Staplin



Jerrid Anderson



SPOTLIGHT SECTION

FRIDAY, DEC. 14, 2018

EXHIBITORS, cont'd

Fair Housing Partners of Washington
Fast Water Heater Company
Ferguson Facilities Supply
Fikes Products
FilterEasy
Finnmark Property Services
First Choice Remodleing, Inc
Fischer Plumbing & Fischer Restoration
FloHawks Plumbing & Septic
FlyHomes
Genesis
GK Industrial Refuse
Go Trashy Inc.
Guard Pest Control
Guardian Water & Power, Inc.
Hainsworth Laundry Company
Hate To Paint?
HD Supply
Homeland Patrol Division
Infiniti Window Coverings,INC
Integrity Pool & Spa, Inc.
Interior Logic Group Property Services
IREM
Jet City Cleaning
Jet Utilities
Kardin Systems Inc.
KCHA/RHA/THA Keepe
KeyTrak, Inc.
Kidder Mathews
King County Local Hazardous waste Management Program
KML Corporation
Kurkov Construction LLC
Left Coast Recreation
Leisure Creations
Loeffler Law Group PLLC
Lori Gill & Associates
LP Building Products
LT Services
Luther Burbank Savings
Maintenance Supply Headquarters
Malone's Landscape Management, Inc
Marcus & Millichap
Matvey Foundation Repair
MFS Supply
Miller Paint
Minol USA
Miracle Method
Moco Inc.
Mono Rooftop Solutions
Mr Pressure Wash
National Credit Systems, Inc.
North Coast Lighting
Northwest Playground Equipment
NPI
NVL Laboratories, Inc
NW Professional Roofing Services, Inc.

- Basics & benefits, iRA plan types.
- Investment options.
- Rules, regulations and prohibited transactions.
- Borrowing and different ways you can partner an IRA.
- Logistics.

Source of Income Law Explained
Rob Trickler, All County Evictions LLC
Room 609

Landlord Law #2
Clock Hours Available
Christopher Benis, Attorney and Rental Property Owner, Harrison - Benis, LLP / CTB Properties
Room 611-612

How To Efficiently Find and Hire Employees
Rachel Grimes, Property Manager, Holland Residential
Room 613-614

In a very competitive market it's hard to find quality, hard working employees. Come to find out some good tips and tricks on how to efficiently find and hire employees.

11:00 AM - 11:45 AM

Top 10 Screening Tips
Marcia Gohman, National Tenant Network
Room 602-603

To Be Announced
TBA
Room 604

Conflict Resolution & Negotiating with Difficult Tenants
Nilda Brooklyn, Dispute Resolution Center
Room 606

Collecting Past Tenant Damages
Christopher Cutting, Cutting Law
Room 607

Collecting Past Tenant Damages discussing how you can use the information you already have to turn eviction and small claims judgments into an additional revenue stream. Landlords already obtain a wide variety of information that makes collecting on judgments faster, cheaper, and more likely to succeed. Once you have that information, we will cover different options for collections, their pros and cons, and what to expect from the process and from your collection agent or attorney. This session also covers relevant portions of the Fair Debt Collection Practices Act and the Fair Credit Reporting Act. You will learn how to evaluate what debts to send for collection, what information to include, and what to expect from the process.

How to Work With a Property Management Company
Julie Johnson, Managing Broker, Smart Choice

Realty
Room 608
Learn what to expect when you turn your rental property over to a property management company. This session will review information about how to effectively work with your property management company as well as help you understand different aspects of the management contract. We will review the laws about who can legally manage your property. Not all property management companies are the same and understanding the differences will help you choose the correct property management company to work with to protect your investment.

Apartment Complex Security
Joshua Stivers, CEO/President, Homeland Patrol Division
Room 609

Landlord Law #3
Clock Hours Available
Christopher Benis, Attorney and Rental Property Owner, Harrison - Benis, LLP / CTB Properties
Room 611-612

Buying Property Outside Your Comfort Zone
Tamara Simon, Designated Broker, Tamara Simon Group
Room 613-614

Looking for a better return on your real estate investment or just finding a market you can afford sometimes means you have to cross state lines and invest out of your comfort zone. Discover the top 7 things you need to know to research any real estate market in the United States. We share our own experience as an out of state investor and what steps lead to success instead of financial heartbreak. You can live where you want to live, invest where it makes financial sense.

1:30 PM - 2:15 PM

What's New With Section 8?
William Shadbolt, Broad Reach Management Inc.
Pam Taylor, King County Housing Authority
Amar Randev, King County Housing Authority
Cynthia Setel, Seattle Housing Authority
Rich Price, Tacoma Housing Authority
Room 602-603

This session will be an interactive discussion with the Seattle, Tacoma, and King County Housing Authority, highlighting the latest Housing Choice Voucher program updates. Such topics as the Source of Income Discrimination Law (SOID) and how the Housing Authorities are fostering strong partnerships through new legislation and Owner Liaison positions. In addition we will explore the advantages from the landlord perspective of working in collaboration with Housing Authorities provided by William Shadbolt.

To Be Announced
TBA
Room 604

The New Landlord Mitigation ProgramNick Yuva, Landlord Mitigation Administrator, State of Washington Dept. of Commerce

FEATURED SPEAKERS



Jesse C. Miller



Joe DiDomenico



Josh Stivers



Julie Johnson



Larry Oxenham



Lloyd Ball



Mark Gjurasic



Marques Oliver



Room 606

Learn how landlords can be reimbursed for damages caused by subsidized tenants. This program will reimburse landlords in two ways with up to \$5000. This session will discuss the requirements and qualifications required to become eligible.

Rapid ReHousing; How You Can Include a Non-Profit Partner in Your Business Plan

Janne Hutchins, Executive Director, LASA
Brandie Baldwin, Housing Retention Specialist
Room 607

In this session, you will learn about how a landlord can work with RRH to place a family while working with a local nonprofit that will provide a subsidy. RRH helps families secure fair market-rate housing by covering first and last month’s rent, deposit, and a shallow subsidy. It also provides light case management to work with each family to overcome barriers to self-sufficiency, including following rental agreements and being a good tenant.

Confessions of a Millennial Mind - as Taught by a Millennial

Jesse Miller, Director of Real Estate, Greystar
Room 608

It isn’t all about gym, tan, laundry, and the Jersey Shore! Every year, the millennial cohort moves further and further into our limelight – and with good reason. By 2025, this young group will comprise of more than 75 percent of our workforce! Are you prepared to effectively lead, develop, and work alongside this restless and ambitious group? Do you feel that you have the proper succession plan in place?Come prepared to fill your mind with extremely important strategies to help you better understand Millennials, identify what motivates them, and learn how to develop them into your next great leaders.

After the Writ: What Happens Now?

Evan L. Loeffler, Attorney, Loeffler Law Group PLLC
Room 609

After the landlord wins an eviction case, the matter isn’t over. What if the tenant appeals the writ or files bankruptcy? How do property managers and landlords obtain a judgment and collect? From physical evictions to dealing with the Sheriff’s office to judgment collections, there are many potential post-eviction issues that face today’s landlords and property managers. In this session, Attorney Evan Loeffler will walk through what happens after a landlord wins at an eviction hearing. This includes scheduling physical evictions, working with the sheriff, tenant abandonment, appeals, tenant bankruptcy, and collecting judgments. Save time, money and aggravation by avoiding post-eviction legal issues. This is a great refresher for the seasoned professional and a solid foundation for new landlords, property managers and owners.

Short-term vs. Residential Rental: The Inside Story

Sharon Cunningham, Managing Director, Early Bird Investment Group, LLC
William Shadbolt, Broad Reach Management Inc.
Room 611-612

Considering converting one of your rental properties to a short-term rental? Before you take the leap, get the scoop from experienced residential property owners who operate both residential and short-term rentals.

They will discuss how to pick the ideal property, show how platforms like Airbnb and VRBO work, explain the differences in laws and share lessons learned in setting up operations.

Fair Chance Housing

Mike Chin, City of Seattle
Room 613-614

In August, 2017, the City of Seattle passed Fair Chance Housing ordinance to help prevent unfair bias in housing against renters with a past criminal record. The law went into effect on February 19, 2018. The new ordinance prevents landlords from unfairly denying applicants housing based on criminal history. It also prohibits the use of advertising language that automatically or categorically excludes people with arrest records, conviction records, or criminal history. The legislation caps a decade-long effort to address bias against people who have served their time, are seeking to provide for themselves and their families, and yet have faced barriers to accessing safe, stable housing.This workshop will provide an overview of the law, the legal requirements, and discussion on best practices to comply with the law.

3:00 PM - 3:45 PM

How Rental Housing Owners and Managers Can Grow Market Share: with a Counterintuitive Sustainable Branding & Messaging Strategy

Carolyn Parrs, CEO, Mind Over Markets
Room 602-603

With real-world case studies at its core, this session is designed for business leaders from companies that are either actively integrating sustainability communications and messaging into their business strategy already — or just getting started. Attendees will walk away with a mix of both new insights and proven strategies they can take back to their teams for immediate implementation. In this presentation, you will learn:

- How to skillfully integrate sustainability messaging into your rental housing brand communications in a way that directly drive sales that directly drives sales and gives you a distinctive advantage in your product category
- The counterintuitive sustainability communications strategy that has helped companies increase their sales by as much as 425%
- What to drip into your marketing strategy that deepens the brand loyalty of existing customers while also attracting new ones
- How to avoid the biggest mistake most marketers make when communicating their product or services’ sustainability initiatives or benefits.

Managing A Team: How Maintenance and Office Can Work Together

Rachel Grimes, Holland Residential
Room 604

We know it can be a bit tricky sometimes when it comes to office and maintenance working together efficiently and effectively. Communication is key and so are a couple other important components. Come and join me as we learn together on how to create a happy, cohesive, top notch team!

EXHIBITORS, cont’d

One Way Property Restoration
Opus Bank
Orca Information
Pacific Breeze
Pacific Crest Savings Bank
Pacific Lamp & Supply Co.
Pacific N.W. Locksmith
Pacific Pavement Protection
Paragon Real Estate Advisors
Parcel Pending
Parking Boss
PooPrints
Precision Concrete Cutting Inc
PureDry Restoration
Rainier Asphalt & Concrete
Real Estate Transition Solution
RedRock Resurfacing
Rehab LLC
Rental Housing Journal
Rentler
Resicon LLC
Response Team 1
RHA
RHAwa Tenant Screening
Rich Landscaping
Roof Service Repair LLC
Roof
Roto-Rooter Plumbing & Water Clean up
Seattle City Light - Customer Energy Solutions
Seattle Housing Authority
Seattle Public Utilities
Seattle's Best Pet Detection
Security of America
Security Solutions NW
ServiceMaster of Tacoma/ServiceMaster by ASI
SERVPRO of Central Seattle
Sherwin Williams
Shine A Blind
Sign Pros, Inc.
SiteLines Park and Playground Products
Snohomish County PUD
South Tacoma Glass Specialists
Spartan Services, Inc.
Statewide parking lot services, Inc.
Stop Bugging Me Pest Control
Submeter Solutions
Superior Cleaning & Restoration
Surface Renew Inc
Sustain-Ability Solutions
SWS Equipment, Inc.
Tacoma-Pierce County Health Department
TAS Contract / T&A Supply
Tessera Group LLC
The Chimney Specialists, Inc.
The Plumbing and Drain Company
Topline Counters

FEATURED SPEAKERS



MaryLou Iverson



Michael Chin



Nicholas Yuva



Pam Taylor



Rachel Grimes



Rob Trickler



Sharon Cunningham



Tamara Simon



SPOTLIGHT SECTION

FRIDAY, DEC. 14, 2018

EXHIBITORS, cont'd

Trane
TransUnion
Umpqua Bank Multifamily Lending
Urban Surfaces
Viridian Tax & Accounting
Voya Financial Advisors
WASH Multifamily Laundry Systems Inc.
Washington Energy Services
Washington Federal
Washington State Health Care Authority/ DBHR
Washington Window & Glass Services Inc
WebListers
Western Residential Solutio
Westlake Associates, Inc.
Wilmar - A Home Depot Company
WLA
Yardi Systems, Inc.
Zillow Group
Zipwhip
Zumper

FEATURED SPEAKERS



Travis Andrews



Wendy Carmikle



William Shadbolt

A Neutral Perspective on Service Animals

James Rankin, Fair Housing Counselor and Trainer, Volunteers of America Dispute Resolution Center
Christopher Cutting, Cutting Law
Room 606

This presentation will look into the types of service animals, the types of services that they provide, and the areas they get access to. We will also look at the process for requesting reasonable accommodation as well as the verification process. And we will define scenarios where multiple service animals might be appropriate.

Pot Law: What You Need To Know

Erik Halverson, Halverson Law
Room 607
Erik Halverson will be discussing the key tops that affect real estate owners who either have, or are considering, a cannabis related tenant

With all the complex regulations and varied personalities, it can be difficult to know which requirements are real and which are not. Erik will be addressing basic regulatory requirements for leases, methods to secure payment, recourse for undesirable or failing tenants, and common issues found throughout the industry. Erik will also welcome inquiries to his email at erik at halversonlaw.com, and will provide responses to inquiries on the Halverson Law Blog, where regular content about new topics like CBD are regularly posted. Erik is looking forward to meeting you and becoming a resource for your business!

What to Expect With a RRIO Inspection

Bryan Mize, Optimized Inspections
Room 608
The program has been updated and there are changes you should be aware of...Attend this interactive session and bring your questions to share with the room. Discussion will include the benefits of periodic asset health assessments in addition to just the RRIO updates.

Rental Market Update

Lloyd Ball, Anomaly Commercial
Panelists: TBA
Room 609
This session will focus on Apartment Development &

Value-Add Trends for 2019. With further interest rates hikes on the horizon, investors are not paying the prices they would have in 2015-2017. It's hard to believe that core multifamily values are declining. That's in direct response to interest rate increases as well as a slow in rent growth. Financing a 3.8% cap rate in the core is tough as banks will only finance a buyer willing to put +/- 55% down based on their underwriting guidelines (DCSR). Typically, conventional multifamily mortgages lenders go up to 80% loan to value. If buyers are forced to come in with 3x the minimum down, they'll just pass on the deal.

This is the reason why there is 3x the investment in apartments outside of the core. Where is the money headed? We will make the case and answer the question. Furthermore, we will make the case for the new development dilemma and answer the question: "Where is the money headed?"

Legislative Update

Chester Baldwin, Baldwin Legal Group
Rob Trickler, All County Evictions LLC
Mark Gjurasic, Public Affairs of Washington, LLC
Room 611-612
In this session, state issues for the 2019 sessions will be included.

- 1. Rent Control: The bill was introduced in the 2018 session in the House and the Senate and will be re-introduced in the 2019 session.
- 2. New State Capital Gains Tax (7%): This bill includes residential and commercial properties.
- 3. Split Roll Property Taxation: This would allow residential and commercial properties to be taxed at a higher rate than the home you live in.
- 4. Real-Estate Excise Tax (REET): The current 1.28% rate would be increased to 2.5% when the property is sold.
- 5. Sales Tax on Services: Sales tax would apply to real-estate commissions, property management fees, real-estate brokers, janitorial services and other services utilized by the real-estate industry.
- 6. B&O Tax Increase: The current tax on services is 1.5% and could be increased up to 2.5% on services as it has been in the past.

To Be Announced

Trevor Park, Pinnacle Living
Room 613-614

KEYNOTE SPEAKER



Steve Wunch
Senior Director, Learning and Development, Kettler

Steve is responsible for managing the Sales Platform and Sales Training for Kettler. He is responsible for ensuring the delivery of high-impact, targeted "Sales Learning Experiences" to over 250 team members in Kettler's entire portfolio – 25,390 units, 96 properties.

Steve knows the importance of making learning "stick". A proven learning and sales leader in the multi-family sector for over 20 years, Steve brings humor and energy into shaping the behaviors that move the metrics. Having worked for some of the biggest REIT players (Archstone, Aimco, and Equity), Third Party Managers like Greystar, and Echelon Property Group, and Owner/Operator/Developer/Third Party Managers such as Kettler, all across the country.

He's seen a lot of training and sales strategies, and has developed his own unique approach to learning that creates the bottom line results that his business partners are looking for.

Through engaging, well-facilitated workshops, and prescriptive performance support, he is impacting sales success, and having fun doing it! Steve began his career in multi-family as a Leasing Consultant then Assistant Manger, Community Manger, and has been in several training and support roles, working his way into a Sales Leadership roles that has no equal.

A true ENFP, Steve embraces hi "N" – knowing that intuition plays a key role in providing the right support at the right time.



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Why Are Tenants Rude When I Ask For Rent Payments?

Dear Landlord Hank:

Just this past month I have asked two tenants who were late with rent to please pay on time as I have other bills to pay. Both times these two separate tenants called me “rude” for asking for payment. What is the deal? Why do tenants think they have a right to call a landlord “rude” when I am just asking for on-time payment? – Stephanie

Dear Landlady Stephanie,

I don’t know all the facts in your current situation but were the tenants not paying on the due date or hadn’t they paid by end of grace period -if you offer a grace period in your lease?

You have every right to have your rent paid when due or during the grace period but you must find out about the rent at the end of the grace period.

These are the questions I usually ask:

- When will your rent be paid?
- How are you paying the rent (check, money order, on line, etc)?
- How much are you paying?
- What address are you sending rent to?
- Why are you late?

Then, I remind tenants about the late fee to be sure it is included in the payment.

If two separate tenants said you were coming across as “rude,” then perhaps your delivery needs a little work.

If you spoke to the tenants maybe your annoyance came through or you sounded a little abrupt, without meaning to.

I try to just be businesslike and professional at all times and I know that is very difficult when you are owed money, but it is factual.

Per my lease, I let tenants know, usually



by talking to them on the phone, that I have not received the rent by the end of the grace period. Sometimes it’s truly a postal service error, so I try to give tenants the benefit of the doubt, especially if they have some history with me. I usually have good results trying to sound reasonable and calm.

After you have asked your questions, nicely, you can offer solutions so this doesn’t occur again. You could accept postdated checks, or accept automatic bill pay, or ACH payments. It’s great to have the payments come automatically and on time every month and that is my goal.

I strive to have a good business relationship with all my tenants and I wouldn’t want them to think I was rude or didn’t care about them and their “home.”

I can see that it bothers you too.

“Landlord Hank” Rossi started in real estate as a child watching his father take care of their family rentals. In the mid-’90s he got into the rental business as a sideline. Ater retirement, he only managed his own investments, for the next 10 years. Six years ago, his sister, working as a rental agent/property manager in Sarasota, Fla., convinced him to try the Florida lifestyle. He gave it a try and never looked back. A few years ago they started their own real estate brokerage, focusing on property management and leasing.

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**Contact us for information on Seattle’s new law regulating
the use of criminal history and other fair housing issues.**

A Guide To 4 Types Of Flat-Roof Systems

Continued from Page 1

and out. Unlike a pitched roof, a flat roof offers rooftop space that can be used as a rooftop patio, flower garden or give you the option to install solar panels out of view.

Cost: A flat roof is significantly cheaper than a pitched roof since the surface area of a flat roof is less than that of a sloped roof. Although installation is cheaper, depending on the amount of rainfall your property’s area receives, the maintenance costs might override the initial short-term costs.

Maintenance: The flat-roof design makes it easier to inspect and maintain the roof. Issues can be addressed easier, but don’t underestimate the importance of regular maintenance.

Improved Energy Efficiency: Flat roofs may be more energy-efficient depending on the climate and what materials are used for the roofing system.

CONS OF FLAT ROOF SYSTEMS

Climate Limits: Low-slope roofs have an increased tendency to collect water. If you live in a rainy or snowy climate, this option might not be ideal for your property.

Increased Maintenance: Flat-roof drainage is not as effective as a pitched roof. Without regular inspection, drains can become clogged, leading to damage and leaks.

Lifespan: Standing water, debris and clogged drainage systems may shorten your roof’s lifespan to as short as 10 years if not monitored regularly. Many flat-roof leaks are due to the lack of regular inspection, so be sure you have regular maintenance checks if you choose a flat roof for your property.

TYPES OF FLAT ROOF SYSTEMS

If you decide that flat roofing is right for you and your property, take the next step and consider which material is best. There are several flat-roof options – here are the four most common kinds of flat-roof systems.

No. 1 – BUR (Built-Up Roof)

This flat-roof systems contains layers of waterproof membrane, tar and gravel to seal the flat-roof surface. This flat-roof system is a great affordable option, plus it has fire-resistant properties that are a great



safety factor for multifamily sites. Built-up roofs are also very sturdy and efficient insulators due to their several layers. BUR systems can last 15 to 20 years and last longer in warmer climates. When installing this roofing system, your property must be empty and free of tenants during installation. BUR systems cost between \$5 and \$7 per square foot.

No. 2 – PVC (Polyvinyl Chloride)

PVC is one of the most popular roofing materials used for flat roofs. Sheets of PVC are an attractive option for waterproof performance as well as pedestrian traffic coating. PVC allows you to turn a flat roof into a usable space – ideal for multifamily properties. This type of roofing is also easy to install and maintain. It typically costs between \$5 and \$8.50 per square foot.

No. 3 – EPDM Rubber (Ethylene Propylene Diene Monomer)


EPDM is made of synthetic rubber made of recycled materials. Roofs of EPDM are durable, inexpensive and have a longer lifespan than metal roofs. EPDM roofs require seaming which means that there

are more chances for water to seep through seams and lead to damage. If roofs are spray-applied, then the chance of damage is significantly lower. EPDM installation costs between \$4 and \$8 per square foot.

No. 4 – Modified Bitumen

Bitumen roofing is another long-lasting option for flat roofs. This is a single-ply roofing system that is rolled onto the roof surface. These roofs can last at least 20 years due to their durability. They are ideal for extreme-weather climates that have high winds, hail and heat. Bitumen roofs range from \$3 to \$6 per square foot.

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Are You Confused By Requests For Service, Emotional Support And Assistance Animals?

BY ELLEN CLARK

The FHA prohibits discrimination based on disability and requires housing providers to make reasonable accommodations for people with disabilities.

You probably know that you would need to grant this request. But what if the prospect requested an emotional support bird in addition to a service dog? What if she gave you an online “certification” for the emotional support bird? What if the requested service dog was a restricted breed in your county?

Accommodation requests related to assistance animals are prevalent, yet they cause much confusion. This is understandable; multiple laws apply and use different terms and definitions. There are many kinds of assistance animals that help people with many types of disabilities (some of which are not obvious), and online sites have surfaced offering questionable documentation.

So, what you can you do? First, you can read “The Multifamily Property Manager’s Guide to Handling Assistance Animals” for a handy primer on this tricky topic. It is available for download at www.gracehill.com. Then follow these suggestions for reducing your risk of discrimination when it comes to assistance animals:

Three laws relate to rental housing and service and assistance animals:

- The Fair Housing Act (FHA)
- Section 504 of the Rehabilitation Act of 1973 (Section 504)
- The Americans with Disabilities Act (ADA).

The FHA applies to almost all rental housing. Among other things, it prohibits discrimination based on disability and requires housing providers to make reasonable accommodations for people with disabilities, such as making an exception to a no-pet policy or a breed restriction.

Housing that receives federal financial assistance from HUD must also comply with Section 504. Like the FHA, Section 504 prohibits discrimination based on disability and requires housing providers to make reasonable accommodations for people with disabilities.

Whereas the FHA and Section 504 prohibit discrimination in housing, the ADA prohibits discrimination based on disability in all areas of public life, including schools, transportation, and all public and private places that are open to the public. The ADA requires you to let service dogs accompany their owners in any area of the community that is open to the public, such as the leasing office.

KNOW THE TERMINOLOGY

An assistance animal may be any type of animal and is not required to have specific training.

The FHA and Section 504 use “assistance animal” as a broad term to describe any animal that works, provides assistance, or performs tasks for the benefit of a person with a disability or provides emotional support that alleviates one or more symptoms or effects of a person’s disability.

Under the FHA and Section 504, service animals, emotional support animals, and companion animals are all considered assistance animals. An assistance animal may be any type of animal and is not required to have specific training.

The ADA uses the term “service animal” and defines it specifically as a dog that has been individually trained to do work or perform tasks for people with disabilities. Emotional support animals, companion animals and animals other than dogs (and sometimes miniature horses) are not considered service animals under the ADA.



grace hill

TRAINING TIP
OF THE MONTH

You cannot deny a reasonable accommodation request because an animal does not meet the ADA definition of a service animal. Under the FHA and Section 504, reasonable accommodations must be granted for assistance animals, which include service animals, emotional support animals, and companion animals.

If an animal works, assists, or performs tasks for the benefit of a person with a disability or provides emotional support that alleviates one or more symptoms or effects of a person’s disability, it doesn’t matter what term someone uses, it is an assistance animal under the FHA and Section 504.

Thinking of assistance animals as working animals, not pets, can prevent confusion. Under the FHA and Section 504, assistance animals may be cats, dogs, birds, turtles, rabbits, hamsters, fish, or nearly any other type of animal. It is not the type of animal that matters, but rather the function the animal serves.

UNDERSTAND ASSISTANCE ANIMAL DOCUMENTATION

Currently, there are no legally recognized organizations for registering service or assistance animals. Sites that claim to be certifying bodies or that offer official registrations are misleading because there is no such thing.

Under the FHA, there is no requirement that assistance animals be trained. Documentation only needs to establish that the person has a disability and that the animal provides disability-related assistance or emotional support. An animal’s training is not relevant when evaluating a reasonable accommodations request.

HUD states that you are entitled to documentation from a reliable third party that is in a position to know about the individual’s disability.

If the organization or person who issued the documentation has never talked to or met with the person requesting the accommodation, it is likely reasonable to ask for supplemental information.

No matter what the source of the documentation, if you are suspicious, do not immediately deny the accommodation request. Instead, start a conversation with the resident to gather more information, and consult your legal counsel.

KNOW HOW TO HANDLE ACCOMMODATION REQUESTS

Remember these three criteria when considering accommodation requests:

1. Under the FHA, there is no requirement that assistance animals be trained. The person must have a disability. If the person’s disability is obvious, you may not ask questions. If the disability is not obvious, you may ask for reliable documentation that the person has a disability. Never ask for details of a person’s physical or mental disability.
2. The animal must serve a function directly related to the person’s disability. If the disability-related need is obvious, you may not ask questions. If the need

is not obvious, you may ask for reliable documentation that the animal provides disability-related assistance or emotional support.

3. The request must be reasonable. You are not obligated to grant every request.

CONTINUOUSLY EDUCATE YOURSELF

The best way to avoid confusion is to read as much as you can and get exposure to the scenarios that come up in real life. This is the best way to learn things like:

- A resident may be entitled to multiple assistance animals.
- You can deny a request if that particular animal has harmed someone in the past.
- You can usually take action when residents with assistance animals violate community rules.

This stuff is complicated – and serious. You’ll find that The Multifamily Property Manager’s Guide to Handling Assistance Animals can answer a lot of your questions about assistance animals, including how to tackle conversations with other residents. But when in doubt, ask your supervisor or legal counsel.

Ellen Clark is the Director of Assessment at Grace Hill. For nearly two decades, Grace Hill has been developing best-in-class online training courseware and administration solely for the Property Management Industry, designed to help people, teams and companies improve performance and reduce risk. Contact Grace Hill at 866.472.2344 to hear more.

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Company Agrees to Pay \$3 Million Over Screening Discrepancies

Continued from Page 1

release. “This case shows that, especially with today’s tight rental market, we will hold tenant screening companies responsible for the accuracy of their reports.”

The FTC alleges that from at least January 2012 until September 2017, RealPage used broad criteria to match applicants to criminal records and only applied limited filters to the results, and did not have policies or procedures in place to assess the accuracy of those results.

RealPage compiled screening reports through an automated system that used the applicant’s first name, middle name when available, last name, and date of birth when searching for criminal records.

Its matching criteria only required an exact match of an applicant’s last name along with a non-exact match of a first name, middle name, or date of birth, the FTC alleges. For example, if RealPage searched an applicant named Anthony Jones born on Oct. 15, 1967, it would deem a match if it found a criminal record for Antony Jones 10/15/67, Antonio Jones 10/15/67 and Antoinette Jones 10/15/67, according to the FTC.

REALPAGE DISAGREES WITH FTC ASSERTIONS

In a statement the company said, “During its investigation, the FTC questioned the accuracy of a minuscule fraction of RealPage’s screening report results. The FTC’s investigation centered on certain ‘soft’ matching practices for consumers with common last names. The FTC was unable to identify any prior industry or regulatory guidance or other clear legal precedent that RealPage should have followed. No judicial

findings of fact were made and, as set forth in the Stipulated Order, RealPage makes no admission of wrongdoing. All of the practices identified by the FTC predated RealPage’s release of innovative new matching logic in September 2017.

“We were disappointed that the FTC singled out RealPage for an issue that has confronted the entire screening industry, namely how to match applicants with common last names to public records when most courts do not make Social Security or driver’s license numbers available as part of those records. We believe our newest matching technology provides market-leading accuracy in spite of these challenges. While we disagree with the FTC’s assertions, we agreed to settle this matter in order to avoid the expense and distraction of litigation,” the company said in a release.

“RealPage would provide reports containing records of several different individuals with different names and, in some instances of sex offender registry information, would provide reports containing photographs of several different individuals with different names,” the complaint says.

“RealPage provided consumer reports to clients, including landlords and property managers, that included criminal records of individuals other than the applicant, including:

- a. individuals with a different name from the applicant (including names that are not common nicknames or slight misspellings of the applicant’s name);
- b. individuals with a different date of birth from the applicant;
- c. multiple individuals with different

- names, dates of birth, and differences in other identifiers such as gender or race;
- d. multiple individuals with different photographs.

APPLICANTS MAY HAVE BEEN DENIED OTHER OPPORTUNITIES

Because RealPage’s screening reports associated some potential renters with criminal records that did not belong to them, those renters may have been turned down for housing or other opportunities, according to the complaint.

In addition to the civil penalty, the proposed settlement also requires RealPage to maintain reasonable procedures to assure the maximum possible accuracy of the information it includes about individuals in its consumer reports. In addition, RealPage is subject to compliance and reporting requirements.

The Commission vote authorizing the staff to file the complaint and stipulated final order was 5-0. The FTC filed the complaint and final order in the U.S. District Court for the Northern District of Texas, Dallas Division. NOTE: The Commission files a complaint when it has “reason to believe” that the law has been or is being violated and it appears to the Commission that a proceeding is in the public interest. Stipulated final orders have the force of law when approved and signed by the District Court judge.

RealPage has been expanding and this month announced that it has entered into an agreement to acquire Rentlytics, which will expand the company’s business intelligence and performance analytics platform by nearly 900,000 additional multifamily units.

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