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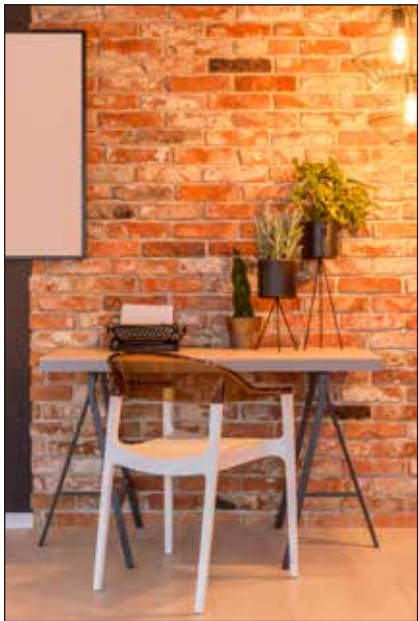


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Organic Decor Can Attract Eco-Conscious

By LILLIAN CONNORS

If you are managing properties, your goal is to try and put together a liveable space people will actually want to rent, and knowing what eco-conscious tenants want can be important. However, before you start, you should first try to determine your target audience, so to speak. Today, the majority of renters are, of course, young people who are just starting out in the world.

So, it's important to keep in mind that these young people are much more eco-conscious than the previous generations and they have fully embraced the green mentality, implementing it in every single aspect of their lives. That, of course, means that you should offer them a chance to rent out green living units.

See 'Use' on Page 4

Landlords, Tenants Join Forces to Fight Mandatory Inspections

By JOHN R. TRIPLET

Landlords and tenants in Seattle have filed a class action lawsuit challenging the city's use of warrantless mandatory rental inspections, according to a release from the Institute for Justice.

The lawsuit, which was filed in King County Superior Court, argues that the city's program is a clear violation of the Washington state constitution's mandate that "no person shall be disturbed in his private affairs, or his home invaded, without authority of law." Yet, in Seattle, that is exactly what happens when the city forces landlords and tenants to submit to a warrantless search, according to the release.

"By subjecting tenants to random, government-mandated inspections that would not occur if that same person owned their home, Seattle is treating renters like second-class citizens," William Maurer, the managing attorney of the Institute for Justice's Washington state office, said in the release.



"Your home is your castle, regardless of whether you rent or own it. It is plainly unconstitutional for Seattle to force renters to open up their homes to government inspectors when nothing is wrong inside," Maurer said. "The lawsuit seeks to do one simple, but important, thing—allow tenants to exercise their constitutional rights and say 'no' when an inspector shows up without a warrant."

"It should be up to tenants to decide whether they want a stranger entering their home," Institute of Justice attorney Rob Peccola said in the release. "The fact that someone rents, rather than

owns, their home should not give the government the right to disrupt their life, invade their privacy and search their homes even when there is no evidence that anything is wrong."

"The law makes landlords do the city's dirty work when a tenant says no to an inspection," Peccola said in the release.

"The city has never attempted to get a warrant—that would mean forcibly entering over the objections of people the law was meant to help—so instead it fines landlords upwards of \$500 per day until they can coerce their tenants to allow the inspection. The city is essentially fining landlords for refusing to violate their tenants' privacy."

This lawsuit does not seek to stop the city from inspecting rental units where the tenants agree to the inspection or keep the city from addressing problem properties. Rather, the suit seeks to stop the city from entering the private homes

See 'Property' on Page 6

Landlords To Pay \$6,000 After Promising, Then Refusing, Disabled Pair's Request



RENTAL HOUSING JOURNAL

Landlords have agreed to pay \$6,000 and forgive back rent to settle a complaint by a disabled couple who were denied the opportunity to move to a first-floor unit despite being told upon moving in that they would be able to transfer to a first-floor unit as soon as one became available.

The U.S. Department of Housing and Urban Development (HUD) and the Silver Creek Apartments in Las Vegas, Nevada, have reached a conciliation agreement, according to a release.

The agreement resolves allegations that the on-site manager denied the couple's request to move to a first-floor unit. The property is owned by Silver Creek LV, LLC, and managed by Stout Management Company, both located in Las Vegas.

See 'Landlords' on Page 5

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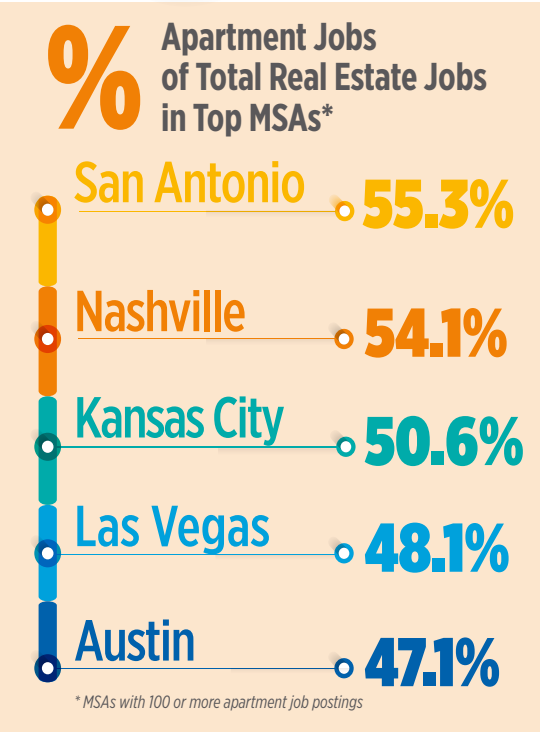
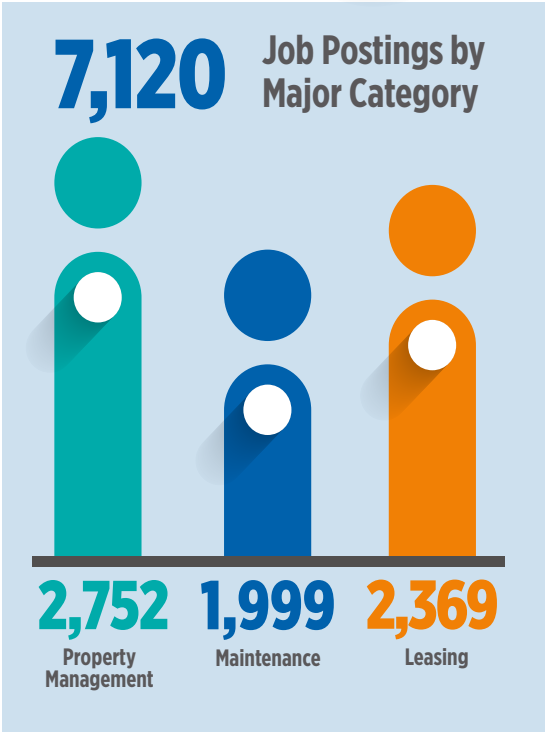
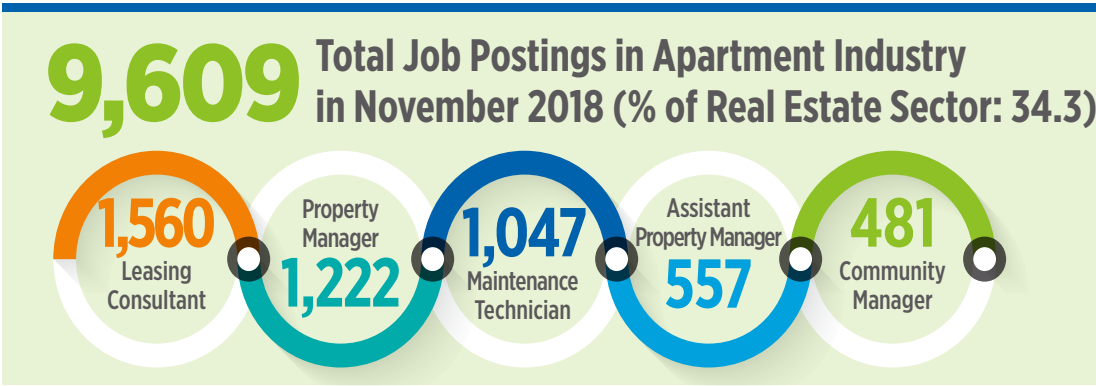


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Spotlight

Last 6 Months

Assistant Property Manager

Markets With Highest Concentration

City	# of Apartment Job Postings	Location Quotient***
Dallas	190	2.6
Los Angeles	147	1.2
Washington, D.C.	146	2.2
Seattle	105	2.6
Atlanta	102	1.9

*** Location quotients display concentrations of demand within MSAs. U.S.-wide average demand equals 1.0; a location quotient of 1.5 indicates 50% higher demand than the US average.

Top Skills Required

Specialized	Baseline
Property Management	Communication Skills
Yardi Software	Microsoft Office
Customer Service	Organizational Skills

Educational Requirements

0 to 2 Years **83.3%**
3 to 5 Years **16.4%**

Projected National Change in Employment

8.1%
2016-2026

Source: NAA Research; Burning Glass Technologies; Bureau of Labor Statistics
Data as of November 30, 2018; Not Seasonally Adjusted

Apartment Jobs Snapshot

November 2018

Asst. Property Manager Jobs Currently in Demand, Report Says

RENTAL HOUSING JOURNAL

The latest National Apartment Association jobs report spotlights the need for the assistant property manager position.

Over 9,600 rental housing jobs were available during November, accounting for 34 percent of the broader real estate sector, just slightly below the monthly average for the year, according to the latest jobs report from the National Apartment Association.

The jobs 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.

Las Vegas entered the top 5 for apartment job demand for the first time this year, while Nashville marked its fifth month in the rankings.

As expected, experience required was at the entry level, but 78 percent of employers were seeking candidates who already had property management skills.

EVOLVING ROLE OF THE PROPERTY MANAGER

The role is becoming more than just a property manager, Munger said earlier this year.

“The hiring manager gets to a point where they say, ‘I need more than one whole person to do this job.’ So we are seeing more and more event coordinators in apartment communities,” she said.

“Getting residents together, planning events, maybe dealing with outside vendors more than they have,” she said. And not in terms of vendors like a landscaper — “They’ve been doing that forever,” she said.

But more like a celebrity chef or “someone who comes into the building to do a quickie demo. That kind of stuff. I think in general they are having to think a little bit more about, I won’t say event planning, but something along those lines,” Munger said.

NATIONAL APARTMENT ASSOCIATION JOBS REPORT BACKGROUND

“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.”

So NAA partnered 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.”



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- ✓ Order replacement window
- ✓ Check smoke detectors
- ✓ ~~Hire an attorney to make sure we're not overlooking anything important in our leases~~
- ✓ Read Clint Coons' eBook!



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What Do Your Apartment Employees Know About Discrimination And Retaliation?

By ELLEN CLARK

If an employee complains to you about discrimination or harassment, you must treat that employee with care, because any action you take that the employee could view as punishment or retaliation for the complaint might be construed as illegal retaliation and result in legal action against you and your company.

Recently, the U.S. Equal Employment Opportunity Commission (EEOC) announced preliminary sexual harassment data from the 2018 fiscal year.

Based on the preliminary data, in fiscal year 2018:

- The EEOC filed 66 harassment lawsuits, including 41 that included allegations of sexual harassment. That reflects more than a 50 percent increase in suits challenging sexual harassment over fiscal year 2017.
- In addition, charges filed with the EEOC alleging sexual harassment increased by more than 12 percent from fiscal year 2017.
- Overall, the EEOC recovered nearly \$70 million for the victims of sexual harassment through litigation and administrative enforcement in fiscal year 2018, up from \$47.5 million in fiscal year 2017.

Anti-retaliation laws ensure that people are not discouraged from speaking out against discrimination.

According to the EEOC, “Retaliation is the most frequently alleged basis of discrimination in the federal sector and the most common discrimination finding in federal sector cases.”

The increase in charges filed with the EEOC, along with the heightened awareness brought about by the #MeToo movement and the promotion of prevention strategies such as bystander intervention, make it more important than ever that employees and supervisors are aware of another illegal behavior: retaliation.

PROPERTY MANAGER CANNOT ACT IN A WAY THAT APPEARS TO RETALIATE FOR A COMPLAINT



A manager may not fire, demote, harass or otherwise retaliate against an individual for filing a complaint of discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination. This type of behavior is called retaliation, and it is illegal.

Anti-retaliation laws serve important purposes. Not only do they protect employees from retaliatory behavior, but they also help ensure that people are not discouraged from speaking out against discrimination or participating in the EEOC’s administrative process or other employment discrimination proceedings.

To address retaliation, organizations must recognize the potential for retaliation and also make sure supervisors know the acceptable and unacceptable responses to protected activity under the law.

IF YOU ARE IN A MULTIFAMILY SUPERVISORY ROLE, HERE ARE SOME IMPORTANT THINGS TO KNOW

- Any employee who voices a concern about discrimination or harassment must be treated equally.
- Make sure that no one is treated differently for voicing a concern, and don’t avoid an employee who has done so. This might create a retaliation claim instead of preventing one.
- It is also important to have thorough and timely communications with your Human Resources department and document all supervisor actions involving employee counseling and discipline, complaints, or other possible situations which could be used to create a retaliation claim.

While it may be difficult not to take an Equal Employment Opportunity (EEO)



allegation personally, it is important, if you are involved in such a situation, to take a step back to consider your reactions.

A negative change of behavior toward an employee after an EEO allegation can be perceived as retaliatory.

Here are some ways you, as a supervisor, can prevent retaliation:

- Avoid publicly discussing the allegation.
- Do not share information about the EEO activity with any other managers or subordinates.
- Be careful not to isolate the employee.
- Avoid reactive behavior such as denying the employee information, equipment, or benefits provided to other employees who are performing similar duties.
- Do not interfere with the EEO process.
- Provide clear and accurate information to the EEO staff, EEO Investigator, or judge.

- Do not threaten the employee, witnesses or anyone else involved in the processing of a complaint.

Ellen Clark is the Director of Assessment at Grace Hill. Her work has spanned the entire learner lifecycle, from elementary school through professional education. She spent more than 10 years working with K12 Inc.’s network of online charter schools – measuring learning, developing learning improvement plans using evidence-based strategies, and conducting learning studies. Later, at Kaplan Inc., she worked in the vocational education and job training divisions, improving online, blended and face-to-face training programs, and working directly with business leadership and trainers to improve learner outcomes and job performance. Ellen lives and works in Maryland, where she was born and raised. 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 learn more.

Use Organics to Attract Eco-Conscious Tenants

Continued from Page 1

Greening up your rentals will not only boost you on the market, but it will also make your renters happier as they will finally get the chance to rent a space that perfectly reflects their lifestyles. Check out these tips.

BRING NATURE INDOORS

Aside from making sure that you equip your properties with eco-friendly and energy-efficient appliances, which will only work to your advantage, you should also incorporate natural elements in your interior design as much as possible.

Natural materials such as wood, stone, brick, bamboo, jute, as well as various types of greenery, have the power to instantly transform any space, making it look and feel more soothing, cozier and homier. Therefore, implement as many of these elements as you can in your interior design, and here’s how to do it properly:

CREATE A STATEMENT WALL

An exposed brick wall looks simply stunning. Depending on the color of the brick you decide to use, you can pair it up with virtually any style. Use basic grey brick to make a statement wall in your monochrome living room, red brick if the living room style is a bit more rustic and yellow brick for an eclectic or industrial vibe. Alternatively, for a true Scandi vibe, you can paint the bricks white. No matter which style you opt for, an exposed brick wall will work as an amazing backdrop, enhancing the natural vibe in the room.

USE WOOD IN EVERY ROOM

Wood is one of the most versatile natural elements. The raw beauty of wood makes it a highly sought-after element in the world of interior design. Wood comes in many finishes – from raw to high-gloss – which leaves plenty of room for imagination. So, don’t hide your wooden floors but expose them and make them work in your advantage. Also, consider adding a wooden wall panel in the bathroom to boost the spa-like feel. Finally, by using salvaged or reclaimed

wood, you will add more character to your interior, making it more sustainable at the same time.

PAY ATTENTION TO RUGS

Rugs are a somewhat controversial interior design element – people usually either love them or hate them – but that’s because a lot of people make the mistake of choosing the wrong kind of rug for their interiors. The thing is that a good rug acts as the “it” element in any design and has the power to instantly boost any interior. Therefore, when choosing a floor-covering option for your rental, you should check out natural jute rugs, not only to additionally accentuate the eco-friendly vibe in the space, but also to make cleaning and maintenance super easy.

FILL SPACE WITH GREENERY

What better way to make the space greener than to actually fill it with greenery? When choosing plants for your rental, make sure you go with the ones that are easy to take care of, as the last

thing you want is to welcome your new tenants in an apartment filled with dead houseplants. You should also try to layer the plants instead of just randomly placing them throughout the space. The floors of your rental are reserved for tall plants with lush green leaves, window sills are the perfect place for smaller plants and succulents and there are amazing spider plants you can hang on the walls.

Including these solutions in your rental property’s interior design will make it look and feel more eco-friendly, which will help you significantly in attracting eco-conscious tenants.

If one thing is true about Lillian Connors, her mind is utterly curious. That’s why she can’t resist the urge to embark on a myriad of home improvement/DIY projects and spread the word about them. She’s also deeply into green practices, cherishing the notion that sustainable housing and gardening will not only make us far less dependent on others regarding the dwellings we inhabit and what we eat, but also contribute to our planet being a better place to live.

Holes in Advertiser’s Story, Holes in Property’s Walls

By **HANK ROSSI**

I am a real estate broker dealing in rental properties.

A woman called saying she saw a property that had been listed for rent, but it had since been removed from advertising. After she provided me with the address, I informed her that the property had in fact been removed from advertising because it had been rented.

She then told me that she was the one who had rented it.

This was confounding to me, since I am the broker in charge of this property, and I know she is not the person who rented it.

I asked her to provide me with all the details of this transaction.

The woman said she saw an ad on a very popular website for a sub-let situation. She called the number provided in the ad and spoke to an “agent,” who told her that he represented this property.

He told her that a tenant had to leave her lease early and was going to sublet her rented condo. He further stated that she could capitalize on the annual rental rate, even though this condo would normally have rented for double that rate during the time she wanted it.

The woman verified this information with the “tenant,” and the available rental period corresponded to the time she wanted.

So, the woman mailed the security deposit and first and last month’s rent, totaling \$5,000.

Even though the woman lives in the area, she paid these funds without having seen the unit or having signed a lease.

I soon realized that she had been the victim of a scam and had lost her money.

Scammers are alive and well and



making money because they are believable liars who present skilled sales pitches and promise huge discounts.

If you are renting a property, do so through a reliable company that can prove it represents the desired property or a landlord who can prove he or she is indeed the property owner.

Property ownership can be found in tax records, which are public records.

It is also important that you tour a property you are interested in to make certain it has been accurately represented

in the advertising.

A real landlord normally requires the prospective tenant to undergo an application process.

Additionally, you can talk to the property’s neighbors for information about the landlord and/or property. Be savvy and protect yourself.

Dear Landlord Hank: We hired a contractor to fix big holes in the sheetrock of one of our rentals after tenant damage. It is an older house. The contractor said he found two layers of sheetrock underneath when he started repairs, so it is going to cost more. Does this sound right, that previous owners had layers of sheetrock? And that it will cost more? — **Sam**

Dear Landlord Sam: It seems like everyone these days has a camera built into their cell phones.

Maybe your contractor could take some

photos of the problem so you can see what he is encountering.

If your property is older, built in the 1950s or earlier, the walls could originally have been covered with lath (wooden strips) covered with plaster, usually three coats.

This means of finishing interior walls is much thicker, over an inch compared to 3/8 or 5/8 drywall. The plaster walls were tougher but much more labor-intensive to make.

Also, if plaster walls were damaged with picture hanging, etc., they are more expensive to repair.

It could be possible that an earlier owner of your property applied sheet rock over the plaster walls to make surface repairs easier. If your contractor can’t take a photo of the area and show you what he is talking about, can you check it out for yourself?

Older properties can be more expensive to repair, but I’d want to see the situation first-hand, if possible.

“Landlord Hank” Rossi started in real estate as a child watching his father take care of their family rentals — maintenance, tenant relations, etc, in small-town Ohio. As he grew, Hank was occasionally his dad’s assistant. In the mid-’90s he decided to get into the rental business on his own, as a sideline. In 2001, Hank retired from his profession and 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.

Landlords to Pay After Refusing Couple’s Request

Continued from Page 1

The Fair Housing Act makes it unlawful to discriminate in the sale, rental, and financing of dwellings, and in other housing-related transactions, based on disability. This includes refusing to make reasonable accommodations in rules, policies, practices, or services or facilities related to housing.

“Housing providers need to understand that many people with mobility impairments rely on accommodations to fully enjoy their home, and that they have an obligation to provide those accommodations,” Anna María Fariás HUD’s Assistant Secretary for Fair Housing and Equal Opportunity, said in the release. “Hopefully this settlement will make more housing providers aware of their responsibilities under the Fair Housing Act.”

COUPLE SAY THEY MADE NUMEROUS REQUESTS TO MOVE

The couple alleged that they made the same request on numerous occasions over a seven-year period.

Each time their request was denied even though they observed first-floor units being rented to others, according to the release.

According to the complaints, earlier this year, the apartment landlords approved the couple’s request to move to

a first-floor unit.

However, they were told they would have to pay a move-in fee of \$700 and an additional \$400 security deposit. The couple could not afford the extra costs and was forced to move out.

PROVIDERS DENY DISCRIMINATION AGAINST COUPLE

The housing providers deny that they discriminated against the couple.

Under the HUD conciliation agreement, Stout Management and Silver Creek LV, LLC, will pay the couple \$6,000, forgive \$1,392 in unpaid rent, and amend their Fair Housing policies to include information about reasonable accommodations.

In addition, all leasing and management staff who work with tenants at Silver Creek Apartments will attend Fair Housing training.

Last April, HUD marked the 50th anniversary of the Fair Housing Act, joining local communities, housing advocates, and fair housing organizations across the country in a coordinated campaign to enhance awareness of fair housing rights.

Persons who believe they have experienced discrimination may file a complaint by contacting HUD’s Office of Fair Housing and Equal Opportunity at (800) 669-9777 (voice) or (800) 927-9275 (TTY).

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The Right Way To Offer Apartment ‘Special’

RENTAL HOUSING JOURNAL

When you need to move quickly to fill some units, is a rent special the right way to go?

And if so, what is the right way to do it?

You may have these questions:

- How long do you run a rent special?
- How do you know what rent special to offer that will work?
- How do you do it, exactly?

Sometimes the rent special is the quick-fix you need, and Jake Meador at Rentping.com has some ideas to think about.

A good rent special involves two things:

1. It will offer the prospect something valuable enough to motivate them to rent.
2. It will minimize the damage done to your bottom line both by long-term vacancy and by the special itself.

“Because of the different needs of different properties, it is hard to be more specific than that in terms of defining a good rent special. However, there are three questions we generally recommend client communities ask themselves when they are trying to move from a general idea of a good rent special to a specific special they wish to offer,” Meador writes on RentPing.com.

WHAT ARE YOU OFFERING AS INCENTIVE?

You can dangle any number of different carrots as rent specials in order to attract prospects.

What specific thing does your community have to offer?

It is good to identify all the options and then work backward by asking yourself what is the easiest for your community to offer and what would be most valued by your residents.

When you identify the offer that checks both of those boxes, you probably have identified the benefit you should offer as part of the special.

There are many possible answers to this question:

- Temporary rent reduction
- Waived deposit
- Waived application fee



- Waived pet deposit
- Free month of rent
- Free offers:
 - cable
 - internet
 - parking
- Special offer:
 - Gift card to area business
 - Discounted membership at a local gym

DOES THIS INCENTIVE APPLY TO SPECIFIC FLOORPLANS OR UNITS?

Rent specials can become very expensive if you offer them on all vacant units in your community.

On the other hand, they can become very complex and lose their appeal if you offer them more narrowly.

So figuring out what units to offer the special on is an important question for every community to figure out.

WHEN DOES THE RENT SPECIAL END?

If you have a system for tracking occupancy that accounts for both currently occupied units on notice and vacant units that are leased but not yet occupied, then you will have an accurate picture of your occupancy situation at the community.

With that information in hand, you can make informed, sound decisions about when you need a rent special and when you do not, which also means you will know when you can stop using a given rent special.

Rent specials can be a powerful tool to help make fast changes at a struggling property. But it's an emergency option rather than something you should be leaning on regularly.

Property Owners, Tenants Unite Against Mandatory Inspections

Continued from Page 1

of Seattle’s renters unless the city gets the tenant’s consent or obtains a warrant based on evidence of a specific problem, according to the release.

HOW THE SEATTLE INSPECTION LAW WORKS

Under Seattle’s program, each year the city randomly chooses roughly 10% of the rental units in Seattle for a mandatory

inspection. Owners of buildings with more than one rental unit may choose to have a sample of at least 20 percent of the units in a building inspected (up to 50 total units), with the city choosing which units to inspect.

Anyone renting an apartment or home chosen by the city must allow inspectors into their home to inspect it for housing code violations, even if they do not consent and the city does not have a

warrant. The law offers no options for tenants or their landlords to object to the search.

For many years, Seattle addressed housing code violations in rental housing using a complaint-based system. But in 2013, Seattle, like an increasing number of municipalities, switched to a proactive rental inspection system, the Rental Registration and Inspection Ordinance, or RRIO, which took effect in 2015.

WHAT TENANTS HAVE TO SAY

Earlier this year the city informed the landlord for renters Matthew Bentley, Wesley Williams, and Joseph Briere, that their home needed to be inspected. Bentley, Williams, and Briere, along with their three other roommates, have nothing to hide. But because their home is in great shape and they all value their privacy, they informed the city that they did not want their home inspected. The city responded by threatening fines upwards of \$500 per day if their landlords did not somehow coerce the housemates to allow the unconstitutional inspection.

“For me, it’s not only a matter of privacy but also of security,” Keena Bean, one of the tenants who filed suit, said in the release. “I’m a young woman living alone in the city, and I take my personal safety very seriously.

“Deciding whether or not to let a stranger into my home is something

that should be left 100 percent up to me. Just because I rent doesn’t mean the government can force its way into my bedroom and through all of my personal belongings,” she said in the release.

Bean’s landlords, plaintiffs John B. Heiderich and Gwendolyn A. Lee, have owned and operated rental properties in Seattle for more than forty years.

“They care deeply about their tenants and cultivate long-term relationships with their renters. They are unwilling to act as the vehicle by which the city will intrude into Ms. Bean’s home without her consent and are committed to helping their tenant protect her constitutional rights,” according to the release.

The Institute for Justice, which has an office in Seattle, is a nationwide, public interest law firm that stands up for citizens’ constitutional rights and liberties. It has filed three previous lawsuits challenging rental inspection laws in Redwing, Minn., Golden Valley, Minn., and Pottstown, Penn. Through strategic litigation, training, communication, activism and research, the Institute for Justice advances a rule of law under which individuals can control their destinies as free and responsible members of society. IJ litigates to secure economic liberty, educational choice, private property rights, freedom of speech and other vital individual liberties, and to restore constitutional limits on the power of government.



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Prepare Your Property, Residents For Winter

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Prepare your rental property by being aware of these weather guidelines, and take proactive measures to ensure you and your tenants stay safe this winter.

Snow or heavy rain can bring different types of conditions so stay up with what can hit in your area.

STAY ON TOP OF THE WEATHER CONDITIONS

Track the weather. Stay up to date on weather patterns in your area and communicate any extreme weather changes to tenants. According to the National Weather Service definitions, there are three various tiers of cold weather alerts:

- Winter Storm Watch:** A Winter Storm Watch is issued when there is the potential for significant and hazardous winter weather within 48 hours. It does not mean that significant and hazardous winter weather will occur, it only means it is possible.
- Winter Weather Advisory:** A Winter Weather Advisory will be issued for any amount of freezing rain, or when 2 to 4 inches of snow (alone or in combination with sleet and freezing rain), is expected to cause a significant inconvenience, but not serious enough to warrant a warning.
- Winter Storm Warning:** A Winter Storm Warning is issued when a significant combination of hazardous winter weather is occurring or imminent.

Severe snowstorms or heavy rain with flooding can lead to property damage, especially for properties that were not prepared for the extreme weather. Take precautions to ensure your property and tenants stay safe this season.

Storm Hardening: Your winter-storm preparedness plan should include a preventative-maintenance assessment of your building to improve the designs for corrosion resistance; boards should be put up in place, remove dead or damaged branches/trees, and prune trees that may become hazardous in the near future.

Emergency Plan: Come up with an emergency plan that will minimize the challenges that you may face during the crisis. Let your residents know emergency exit locations and other resources they



can rely on during and after a severe snowstorm.

Winter Kit: Add the following supplies to your property emergency kit: rock salt and similar products to melt ice on walkways, sand to improve traction and snow shovels and other snow removal equipment. You may need sandbags to keep flood waters out as well.

PREPARE YOUR PROPERTY AND YOUR RESIDENTS

Keep a first-aid kit handy in the office to prepare for winter storms and potential slips and falls. Make sure your residents know the evacuation route. Remain proactive and share helpful tips with your tenants if your area is likely to experience extreme weather conditions.

Here are some of the important items tenants should prepare in their personal safety kits before a storm:

- Blankets
- Flashlight
- Battery-powered radio
- Extra clothing
- Water and non-perishable high-energy foods
- First-aid kit with medications
- A fully charged cell phone

Establish a safety plan that will allow you to stay informed, make a plan and remain safe in an emergency.

8 Tips to Prevent Slips and Falls

In the winter, snow, ice and freezing temperatures create the perfect conditions for accidents like slips, trips and falls. These winter-related accidents are very common and can be extremely dangerous, especially for senior citizens.

Use these 8 tips to ensure your tenants stay safe this winter season.

- Non-slip tapes:** A simple way to add protection to your floors are by adding peel-and-stick non-slip tapes. These tapes are easy to apply and provide increased security on floors and stairs.
- Stair Treads:** Tread covers and nosing are another great preventative solution for stair-related accidents. Indoor and outdoor stairs of any material can benefit from stair-tread nosings. The long-lasting material resists chips, scratches and stains.
- Absorbent mats:** Absorbent mats are great solutions for walkway areas and entry areas throughout the property. These mats will absorb all liquids while preventing floor stains.
- Lighting:** Make sure there are good lighting systems throughout your outdoor and indoor property. Use motion-sensor lights if you’d prefer an energy-efficient solution.
- Clean up:** Keep common areas and walkways clean and tidy. Keep electric cords and telephone wires near walls and away from walking paths. Clean up indoor spills and puddles immediately.
- Spot check for hazards:** Identify potholes and cracks outdoors that may cause issues and arrange repairs before it snows. Check entrance steps and handrails for damage and repair accordingly.
- Indoor snow removal:** When snow is tracked indoors, interior surfaces can become dangerous. Use a floor fan to keep walkways dry and place “wet floor” signs in needed areas to alert incoming residents of caution areas.
- Outdoor snow removal:** Discuss with your maintenance staff which areas you expect snow and ice accumulation to be removed and treated. Ensure snow is piled in a low area to prevent melting and refreeze.

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Website
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Mailing Address
4500 S. Lakeshore Drive, Suite 300
Tempe, AZ 85282

Email
info@rentalhousingjournal.com

Phone
(480) 454-2728 - main
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