

4 Ways to Make Rentals
More Senior-Friendly
Page 7

Landlord Hank Addresses
Holes in Story and in Walls
Page 10

Prepare Your Property
and Residents for Winter
Page 17



ON-SITE

www.rentalhousingjournal.com • Rental Housing Journal, LLC

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



6 Appealing Features for College-Age Renters

KEEPE

Many college students outgrow dorms during their college years and start looking for off-campus housing with other students after their initial year of college.

If your property is near a college or university, you can maximize on this demographic by using these tips to gain a larger interest in potential tenants.

1. RENT

Students are reluctant and often financially limited to over-pay for rent. To maximize on renter interest, be sure to price your rent according to similar properties in the area to maximize on interest while maintaining your revenue.

2. OCCUPANTS

Generally, students rent an apartment unit with other people. Make sure your

See ‘6 Ways’ on Page 23

Landlords, Tenants Join Forces to Fight Mandatory Inspections

BY JOHN R. TRIPLETT

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 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

See ‘Landlords’ on Page 6

Demand For Apartments Expected to Continue Upward Trend in 2019

RENTAL HOUSING JOURNAL

Further growth in demand for apartments in 2019 is expected, especially in Class B multifamily, following a good year in 2018 that pushed up average monthly rents across the United States, according to a new report from RentCafé.

“Favorable economic factors in 2018 and rising interest rates pushed the U.S. average monthly rent to \$1,419 by year-end, 3.1% or \$42 more than at the end of 2017,” the company said in the report.

DEMAND FOR APARTMENTS IN CLASS B AND C TO CONTINUE GROWING

“Healthy job creation, a robust economy, and positive demographic trends are promoting the formation of new households and stimulating demand for rentals,” Doug Ressler, Director of Business Intelligence at



Yardi Matrix, said in a release.

“Vacancies are likely to remain low and declining in most markets, particularly among Class B and C multifamily

buildings,” Ressler said, as the growth in demand for apartments continues.

See ‘Demand’ on Page 14

PRSRT STD
US Postage
PAID
Sound Publishing Inc
98204

Rental Housing Journal, LLC
4500 S. Lakeshore Drive, Suite 300
Tempe, Arizona 85282

Need Painting?
Call Interland! (425) 423-9930





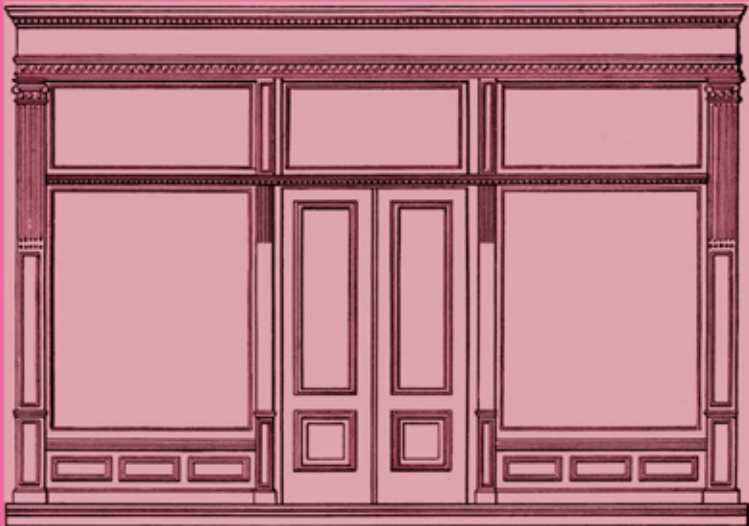
New Year



FRESH NEW LOOK!!!



HALLWAYS
STAIRWAYS
LOBBIES



ACCENTS
CABANAS
OFFICES

| | 1 BDRM | 2 BDRM/1 BATH | 2 BDRM/2 BATH | 3 BDRM |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| INTERIOR APARTMENT PAINTING | WALLS ONLY STARTING AT \$220.00 | WALLS ONLY STARTING AT \$245.00 | WALLS ONLY STARTING AT \$260.00 | WALLS ONLY STARTING AT \$285.00 |
| PRICES LISTED ARE FOR LABOR ONLY. PAINT SUPPLIED BY CUSTOMER. | CEILINGS STARTING AT \$85.00 | CEILINGS STARTING AT \$100.00 | CEILINGS STARTING AT \$110.00 | CEILINGS STARTING AT \$135.00 |

100% Satisfaction
Guaranteed
No job too Large or Too Small
Remember, we paint
Hallways & Cabanas



QUICK TURN
AROUND SERVICE

DESIGN

(425) 423-9930
(425)710-9150 (FAX)
interland@interlanddesign.com
www.interlanddesign.com

INTERDIO22C3

MILLWORK CHANGEOVERS - REHAB SPECIALIST



INTEGRITY. It's how we do business.

At Construction Expeditors, we understand investors' needs because we are investors ourselves, and have been for 25 years.

Whether it's a complete remodel of multiple units or ongoing maintenance to retain the value of your building, we treat your property as if it were our own.

We guarantee quality workmanship, excellent pricing & good communication on every project.

We do it ALL for Rental Housing!

- Additions
- Architectural Design
- Auto CAD
- Bathroom Remodeling
- Carpeting
- Debris Hauling
- Demolition
- Electrical
- Engineering
- Finish Carpentry
- Framing
- Garages
- Granite
- Kitchen Remodeling
- Landscaping
- Masonry
- Multi-Family Remodeling
- Permitting
- Plumbing
- Roofing
- Siding
- Tile
- Windows

From Project to Reality

**CONSTRUCTION
EXPEDITORS**

www.ConstructionExpeditors.com

For a FREE, no-obligation site inspection,
call Jeff Pinorini at 206-595-8852
or email jeff@constructionexpeditors.com



CONGRATULATIONS TO YOUR 2019 EMERALD AWARDS FINALISTS!

After initially judging almost 550 nominations, the following move forward as *Emerald Awards finalists*.

The winners will be announced at the *Emerald Awards Gala* on the evening of February 15, 2019 in Western Washington and February 8, 2019 in Eastern Washington.

A ROUND OF APPLAUSE FOR YOUR WESTERN WASHINGTON FINALISTS!

Presented in partnership with our Emerald Sponsors:



ASSISTANT COMMUNITY MGR. OF THE YEAR

1-300 UNITS

Emilie Wehage, AMLI at Bellevue Park - *AMLI Residential*
Gabriela Fuentes, The Summit at Lake Union - *First Pointe*
Jennifer Berg, Skyview 3322 - *Avenue5 Residential*
Jonathan Payne, Nova - *Greystar*
Lia Martinez, Six Oaks - *Thrive Communities*

301+ UNITS

Crystal Taylor, The Onyx - *Greystar*
Jazmin Richards, McKenzie - *Greystar*
Keirsten Vest, Overlook at Magnolia - *Weidner*
Mayra Miramontes-Ruiz, Keeler's Corner - *Thrive*
Susan Hernandez, Griffis North Creek - *Griffis Residential*

COMMUNITY MANAGER OF THE YEAR

1-150 UNITS

Bill Fowler, Walton Lofts - *Thrive Communities*
Jackie Braemer, Sequel - *Greystar*
Kayla Grayson, LINQ Lofts + Flats - *Insite Property Solutions*
Marina Singh, Lux Apartments - *Avenue5 Residential*
Tom Schwarz, Park Edmonds - *Epic Asset Management*

151-300 UNITS

Danielle Rutledge, The Commons - *Avenue5 Residential*
Erin Moran, Batik - *Avenue5 Residential*
Janai Knox, Waterbury Park - *Weidner Apartment Homes*
Katie Sheremet, Salix Juanita Village - *Avenue5 Residential*
Pascal Coufal, The Century - *Pillar Properties*

301+ UNITS

Anela Bucan, Casablanca Apartments - *Epic*
Ashley Wik, The Cove - *Weidner Apartment Homes*
Matthew Stibbs, Stadium Place - *Pillar Properties*
Michael Taylor, Via6 - *Greystar*
Wilson Cancino, LIV - *Greystar*

AFFORDABLE

Connie Lewis, Ridgeview Terrace - *Guardian*
Gina Worden, Multiple properties - *FPI Management*
Shana Martin, Copper Trail Apartments - *FPI Management*
Stephanie Moss, Multiple properties - *Indigo Real Estate*
Tina Lacerenza, Vintage at Everett - *FPI Management*

LEASING CONSULTANT OF THE YEAR

1-300 UNITS

Amanda Lockleer, The LINQ Lofts + Flats - *Insite*
Hailey Gorman, Multiple properties - *Epic Asset Management*
Morgan Ludlow, Rivet Apartments - *First Pointe Management*
Renée Denomme, The Danforth - *Greystar*
Whitney Nakamoto, The Commons - *Avenue5 Residential*

301+ UNITS

Emily "Emy" Nikulina, Griffis North Creek - *Griffis Residential*
Jamez Guzek, McKenzie - *Greystar*
Kenneth Harrington, AMLI Arc - *AMLI Residential*
Madison Barr, Tower 12 - *Weidner Apartment Homes*
Velizara Aleksandrova, Campo Basso - *Epic*

MAINTENANCE SUPERVISOR OF THE YEAR

1-150 UNITS

Alberto Rivera-Luna, Session - *Thrive Communities*
Benjamin Watts, Multiple properties - *Avenue5 Residential*
Camilla Maston, Vive - *Weidner Apartment Homes*
James Ohrn, Ruth Court - *Avenue5 Residential*
Kalani Grager, Estates at Hillside Gardens - *Indigo*

151-300 UNITS

Nathan Knopp, West Mall Place - *Epic Asset Management*
Bryan Palaruan, Madison Bellevue - *First Pointe Management*
Eli McEwen, Woodin Creek Village - *Weidner*
Joel Sanders, The Meyden - *Pillar Properties*
Johnny Griffith Jr., Brittany Lane - *Greystar*

Steve Klasinski, Affinity at Olympia - *FPI Management*
Viktor Chebotar, Waterbury Park - *Weidner Apartment Homes*

301+ UNITS

Batsaikhan Bazarragchaa, Overlook at Magnolia - *Weidner*
James Jordan, AMLI Mark24 - *AMLI Residential*
Jason Frazier, Meridian Pointe - *Indigo Real Estate*
Roy Sowerby, Club Palisades - *FPI Management*
Senad Kadric, Campo Basso - *Epic Asset Management*

MAINTENANCE TECHNICIAN OF THE YEAR

1-300 UNITS

Adam Startzman, Alderwood Park - *Avenue5 Residential*
Carlos Castellanos, Guinevere Apartments - *Epic*
Donald Craft, Griffis Seattle South - *Griffis Residential*
Nicholas Corcimiglia, Batik - *Avenue5 Residential*
Victor Moran - *Epic*

301+ UNITS

Dave Voss, Stadium Place - *Pillar Properties*
Jim Delcamp, AMLI Mark24 - *AMLI Residential*
Jordan Cox, Reunion at Redmond Ridge - *MG Properties*
Joseph Randazzo, Avana at Forbes Creek - *Greystar*
Juan Salinas, Array Apartments - *ConAm Management*
Kohlton Steinman, Griffis North Creek - *Griffis Residential*

ROOKIE OF THE YEAR - OFFICE

Erin Mathisen, Reserve at Bucklin Hill - *Avenue5*
Kaitlyn 'Kat' Gregovich, Ridgegate Apartments - *Avenue5*
Sara Gluck, Villaggio - *Thrive*
Vy Tran, The Century - *Pillar*
Wenci Alvarez, West Mall Place - *Epic*

ROOKIE OF THE YEAR - MAINTENANCE

Alan Gutierrez, Griffis North Creek - *Griffis Residential*
Alexander Frazier, Casablanca - *Epic Asset Management*
Austin Blake, Rainier Glen / Willow Glen - *Guardian*
Hector Mejia, AMLI 535 - *AMLI Residential*
Robert Lewis, Vintage at Everett - *FPI Management*

CREDENTIAL HOLDER OF THE YEAR

Laina Pickrel, Eden - *Thrive Communities*
Marina Singh, Lux Apartments - *Avenue5 Residential*

PORTFOLIO MANAGER OF THE YEAR

Christy Broyles - *Greystar*
Elisha Davis - *FPI Management*
Kendehl Rojanasthien - *Thrive Communities*
Lacy Devela - *FPI Management*
Marcie Bartlett - *SUHRCO Residential*

REGIONAL MAINT. DIRECTOR OF THE YEAR

Aidin Edraki - *Avenue5 Residential*
Alex Watts - *Avenue5 Residential*
Dana Nichols - *FPI Management*
Ty Reiff - *Allied Residential*
Tyler Patton - *Pillar Properties*

COMMUNITY OF THE YEAR

1-150 UNITS

Illumina Lake Union - *Epic Asset Management*
Ori on the Ave - *Pacific Crest Real Estate*
Park Edmonds - *Epic Asset Management*
The LINQ Lofts + Flats - *Insite Property Solutions*
The 101 - *Pillar Properties*

151+ UNITS

Club Palisades - *FPI Management*
Griffis Seattle South - *Griffis Residential*
Modera South Lake Union - *Mill Creek Residential*
Reunion at Redmond Ridge - *MG Properties Group*
Tower 12 - *Weidner Apartment Homes*

AFFORDABLE

Landmark Apartments - *Greystar*
South Hill by Vintage - *FPI Management*
Urban Center - *FPI Management*

NEW DEVELOPMENT OF THE YEAR

1-150 UNITS

Broadstone Lexington - *Alliance Residential*
Elara at The Market - *Alliance Residential*
Heron Flats + Lofts - *Insite Property Solutions*
Junction Bothell Apartments - *Insite Property Solutions*
Luna - *Indigo Real Estate*

151+ UNITS

Assembly118 - *Thrive Communities*
Batik Apartments - *Avenue5 Residential*
Elan Uptown Flats - *Greystar*

Leeward - *Greystar*
McKenzie - *Greystar*

AFFORDABLE

Copper Valley Apartment Homes - *FPI Management*
Vintage at Mill Creek - *FPI Management*

INDUSTRY PARTNER OF THE YEAR

1UP Floors
Brook Furniture Rental
Knock Rentals

RENOVATED COMMUNITY OF THE YEAR

1-150 UNITS

The Eden - *Thrive Communities*
The Malloy - *Epic Asset Management*
Vintage at Bremerton - *FPI Management*

151+ UNITS

Artesia Apartments - *Thrive Communities*
Avana One Six Four - *Greystar*
Collins Junction - *Coast Property Management*
Griffis Belltown - *Griffis Residential*
Griffis Northcreek - *Griffis Residential*

CURB APPEAL GARDEN STYLE: PRE-1990

Hampton Greens - *Greystar*
Serra Vista Apartments - *Epic Asset Management*
Woodridge Park Apartments - *Allied Residential*

CURB APPEAL GARDEN STYLE: POST-1990

Madison Bellevue - *First Pointe Management*
The Lodge at Peasley Canyon - *Avanath Realty*

CURB APPEAL MID RISE/HIGH RISE

Atlas Apartments - *Avenue5 Residential*
Chelsea at Juanita Village - *Thrive Communities*
Radius - *Greystar*
Villa Appia Apartments - *SUHRCO Residential*
The Carter - *Thrive Communities*

COMMUNITY SERVICE - INDIVIDUAL

Christy Broyles, Multiple properties - *Greystar*
Emily Foster, The Lodge at Peasley Canyon - *Avanath Realty*
Monica Stillwell, Arabella - *Epic Asset Management*

COMMUNITY SERVICE - TEAM

Griffis Residential Gives - *Griffis Residential*
Pillar Passions - *Pillar Properties*

Thank you also to our Western Washington
[Sapphire Sponsors:](#)

CORT

Innovative Systems Technology, Inc.
Interior Logic Group Property Services
Maintenance Supply Headquarters
Malone's Landscape Management, Inc.
Rich Landscaping Inc.

A STANDING OVATION FOR YOUR EASTERN WASHINGTON FINALISTS!

Presented in partnership with our Emerald Sponsors:



ASSISTANT COMMUNITY MGR. OF THE YEAR

1-150 UNITS

Brittany Pospisil, Affinity at South Hill - *FPI Management*
Shemayne Riddell, Affinity at Mill Road - *FPI Management*
Veronica Lozano, Arborpointe - *Avenue5 Residential*

151+ UNITS

Danica Storie, Prairie Hills - *Greystar*
Megan Morzewski, Rockwood Lodge - *Coast*
Melissa Enos, Bella Tess - *Greystar*
Nicole Johnson, Residence at Tullamore - *Prodigy*
Samantha Shoemaker, Canyon Bluffs Apartments - *Coast*

COMMUNITY MANAGER OF THE YEAR

1-150 UNITS

Arianna Wikle, Multiple properties - *Prodigy*
Brittney Richards, Jake at Indian Trail - *Greystar*
Octavia Hackworth, Multiple properties - *Prodigy*
Peri McLendon, Affinity at Mill Road - *FPI Management*
Ronda Robson, Affinity at Southridge - *FPI Management*

151+ UNITS
Catherine Staaben, Multiple properties - *Prodigy*
Christopher Roberts, Eagle Point - *Greystar*
Emily Harris, Legacy Villas - *Prodigy Property Management*
Laral Jacobs, Residence At Whispering Hills - *Prodigy*
Shelbie Skinner, Big Trout Lodge - *Greystar*

LEASING CONSULTANT OF THE YEAR

1-150 UNITS

Bailey Joy, Residence At River Run - *Prodigy*
Felicia Humphrey, Riverview Lofts - *Prodigy*
Johnny Bruzas, Blake - *Greystar*
Libby Patton, Selkirk Lodge - *Rockwood*
Paige Wood, Ashton Apartments - *Avenue5 Residential*

151+ UNITS

Heather Powers, Eagle Point - *Greystar*
PJ Berish, Residence at Whispering Hills - *Prodigy*
Renee Sande, Bella Tess - *Greystar*

PORTFOLIO MANAGER OF THE YEAR

Peggy Low - *Greystar*
Rachel Young - *Prodigy Property Management*

MAINTENANCE SUPERVISOR OF THE YEAR

1-150 UNITS

Aaron Christiansen, Village on Broadway - *Avenue5*
Kevin Harding, Residence at River Run - *Prodigy*
Michael Foster, Lindell Court Apartments - *Coast*
Taylor Monteri, Vintage at Richland - *FPI Management*
Timofey Sytnik, Blake - *Greystar*

151+ UNITS

Benjamin Bridge, Highline at Kendall Yards - *Rockwood*
Bobby Buchan, Residence at Tullamore - *Prodigy*
Kurtis Converse, Bella Tess - *Greystar*
Mark Contreras Jr., Canyon Bluffs Apartments - *Coast*
Nick Baron, The Villages - *Avenue5 Residential*

MAINTENANCE TECHNICIAN OF THE YEAR

Jeff Webb, Residence at Whispering Hills - *Prodigy*
Joel Eshbach, Bella Tess - *Greystar*
Jorge Ramos, Riverside 9 - *Weidner Apartment Homes*
Shane Hixon, Canyon Bluffs Apartments - *Coast*
William Shannon, Parkside at Mirabeau - *FPI Management*

COMMUNITY OF THE YEAR

1-150 UNITS

Affinity at South Hill - *FPI Management*
Affinity at Walla Walla - *FPI Management*
Carrington Place - *Greystar*
Jake at Indian Trail - *Greystar*
Residence at Mill River - *Prodigy Property Management*

151+ UNITS

Canyon Bluffs - *Coast Property Management*
Highline at Kendall Yards - *Rockwood Property Management*
Mosaic On The River - *Prodigy Property Management*
Prairie Hills - *Greystar*
Riverside 9 - *Weidner Apartment Homes*
The Homestead - *Greystar*

NEW DEVELOPMENT OF THE YEAR

Bella Tess - *Greystar*
Eagle Point - *Greystar*
Legacy Villas - *Prodigy*
Riverside at Trutina - *Rockwood*
The Commons at Innovation Center - *Prodigy*

CURB APPEAL

1-150 UNITS

Residence at River Run - *Prodigy Property Management*
Residence at Tullamore - *Prodigy Property Management*

151+ UNITS

Eagle Point - *Greystar*
Trestle Creek - *Greystar*
Mosaic On The River - *Prodigy Property Management*
Adirondack Lodge - *Rockwood Property Management*

COMMUNITY SERVICE AWARD

Greystar
Supportive Services for Veteran Families

INDUSTRY PARTNER OF THE YEAR

Affordable Construction
Alliance Flooring
Sherwin Williams

Thank you also to our Eastern Washington
[Sapphire Sponsors:](#)

Armitage & Thompson, PLLC
Refino Services
Wilmar



For information about the Emerald Awards, visit www.wmfha.org or call 425.656.9077.

711 Powell Ave. SW, Suite 101
Renton, WA 98057
Ph. 425-656-9077 • Fax. 425-656-9087
admin@wmfha.org

Executive Director – Jim Wiard • **Board President** – Sheri Druckman, CAPS • **Vice President** – Laura McGuire, CAPS
Treasurer – Mike Simons • **Secretary** – Shar Eller • **Vice President of Suppliers Council** – Kenneth Baff
Immediate Past President – Becky Sanders, CAPS



Oppose Lifting the State Pre-emption Banning Local Rent Control

Despite the overwhelming expert opinions of economists across the country that rent control is bad policy that will have an opposite effect on housing affordability than proponents desire, rent control is still rearing its ugly head.

In the 2018 legislative session in Olympia, rent-control bills were sponsored by a few elected officials and introduced into the legislative session. The bills intended to remove the statewide pre-emption enacted in 1981 which prohibits local jurisdictions from enacting harmful rent regulation policies.

Both the bill in the state House and in the state Senate failed to gain any support and died early in the session.

Unfortunately, we expect to see those same bills proposed in the 2019 legislative session in Olympia. Think Einstein's definition of insanity.

Currently, 37 states pre-empt local governments from adopting rent-regulation laws and only the District of Columbia and cities and towns in California, New York, New Jersey, and Maryland have rent control or rent-stabilization policies in place.

MORE LOCAL GOVERNMENTS PUSHING BACK

However, as housing instability and tenant displacement concerns gain more attention, and despite failed approaches in areas with rent control, local governments like Seattle are increasingly pushing back on pre-emption laws and considering adoption of these restrictions.

While each jurisdiction's rent-control regime is slightly different, their laws and regulatory frameworks often perform similar functions. With taxpayer funding, they establish a local rent board to administer the program and regulate enforcement.

They govern the amount and frequency of rent increases, require an approval process for special assessments to cover repairs or major capital improvements, and allow for decontrol of a rent-regulated unit upon vacancy or exceptions for new construction.

Also, rent-control policies are often coupled with just-cause eviction measures or other restrictions that severely limit when an owner can terminate a tenancy.

BRIDGING THE DIVIDE

Rarely do economists from across the political spectrum agree on public policy. However, rent control is one of the few subjects that bridges this divide. According to a poll of economists by the American Economic Review, a resounding 93% agree that "a ceiling on rents reduces the quantity and quality of housing available."

Rent control measures are price controls that constrain a property owner's ability to set rental rates. Limits on rent were first promulgated during and after World War II to address a wartime housing shortage. While the intent of the policy was to ensure an adequate supply of affordable housing existed, it has been shown in both academic research and practice to have the opposite effect.

These price controls on rents merely exacerbate the

Rarely do economists from across the political spectrum agree on public policy. However, rent control is one of the few subjects that bridges this divide.

issue by making apartment housing unaffordable. It negatively affects the housing market by discouraging the construction of new housing, expediting the deterioration and loss of existing housing, and diminishing the value and investment in properties. When this decrease in rental housing stock coincides with increased demand, it leads to increased costs for consumers.

SIGNIFICANT NEGATIVE IMPACTS

Rent control has significant negative impacts on the condition and supply of existing rental housing. What we need now in cities like Seattle, Spokane, Vancouver, and Tacoma is more building of multifamily housing at all rental levels, but particularly affordable and low-income housing.

Rent control does not only adversely impact consumers, its effects also place heavy burdens on state and local governments. The reduction in property values that results from rent control leads to a decline in property tax revenue.

The revenue decrease occurs while government expenditures increase as large bureaucracies administer and enforce the new regulations. The creation of a new regulatory body would necessitate the reallocation of budgetary funding and could put a strain on core government services.

With limited ability to recover operational costs, owners may have to postpone or reduce investment in maintenance and improvements to rent-controlled properties. Over time, this lack of investment expedites the deterioration of these buildings and eventually leads to the loss of critically needed, naturally affordable rental housing.

To preserve the quality and value of their properties, owners may also convert rent-restricted units to condominiums, housing not subject to rent control or commercial property.

A THREAT TO THE BALANCE BETWEEN SUPPLY & DEMAND

Rent control also discourages the development of new rental housing, which is crucial to restoring the balance between supply and demand in local housing markets. With no ability to earn a profit on their investment, developers are incentivized to take their dollars to other, non-rent-controlled communities.

By discouraging development and encouraging conversions, rent control effectively restricts supply and ultimately drives up housing costs.

With almost no exceptions, rent-control laws are not

income-targeted, allowing anyone along the income spectrum to take advantage of rent restrictions, regardless of need. In fact, rent control can lead to increased gentrification and a decline in low-income residents.

Housing development, rehabilitation and maintenance generate significant economic benefits in terms of job creation, wages and overall economic output. Rent control eliminates most of this benefit as rental housing activity is significantly reduced or eliminated.

Rent control creates winners and losers and ultimately favors affluent citizens of the community. Often, a greater number of renters compete for a limited number of rent-controlled units. Simply put, there are no access to units afforded to those with the greatest need under rent control.

Property owners of rent-controlled housing become more risk-averse and place greater emphasis on credit scores and income levels in resident selection.

AGGRAVATING UNINTENDED CONSEQUENCES OF GENTRIFICATION

Since affluent renters reap the most benefits from rent control, and low- and middle-income residents find themselves at a distinct disadvantage, it should come as no surprise that these policies can aggravate unintended consequences of gentrification.

The negative effects of rent regulation have been thoroughly researched and the ensuing harm to communities and its residents has been thoroughly documented. Rent control is disqualified as a viable policy to affordable housing.

Our state legislators understand that rent control is counterproductive to achieving affordable housing, which is why they continue to oppose lifting the pre-emption in Washington state.

The National Apartment Association opposes all forms of rent regulation as a strategy to respond to affordability concerns, but they support policies which focus on enabling greater development of housing as the solution to affordability and supply concerns.

We saw a recent battle in California as rent control advocates supported Proposition 10, a statewide initiative that would have repealed California's ban on local rent control called Costa-Hawkins Rental Housing Act. Prop 10 was voted down by citizens of California by an overwhelmingly wide margin of 59 to 41 percent.

We need to be smarter about how to address housing affordability, not just in the short term but for the long term. This requires a broad-based coalition of housing experts weighing in on proposals to increase housing production and supply.

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.

New Tacoma City Code to Restrict Landlords

RENTAL HOUSING JOURNAL

The Tacoma City Council has passed a new Rental Housing Code ordinance that sets out new rules for landlords who want to do extensive renovation of apartments and need to move tenants out.

The Rental Housing Code outlines notice requirements including:

- 120-day notice to vacate and relocation assistance for low-income tenants authorized by RCW 59.18.440, when a landlord intends to change the use, substantially rehabilitate, or demolish a dwelling unit.
- 60-day notice to vacate for no-cause eviction
- 60-day notice requirement for rent increase

The new Rental Housing Code also provides a requirement that landlords:

- Distribute certain information

- Prohibit retaliation
- Allow installment payments for various deposits and fees
- Provide authority to enforce violations, as well as codification of relocation assistance when the City declares a building uninhabitable.

The Rental Housing Code, which passed unanimously on Nov. 20, 2018, permanently replaces the City's temporary tenant protections, which will sunset on Jan. 31, 2019.

"In recent months, we have heard the stories of Tacoma residents whose lives were upended and put into crisis by eviction notices," Mayor Victoria Woodards said in a release.

"... With the adoption of the rental housing code, we are taking a step to provide stability for renters in an increasingly expensive and tumultuous housing market," she said.

The city said in the release "the Rental Housing Code was created through collaborative process that listened to both landlords and tenants to determine how to create policy that helps address protection needs while continuing to make Tacoma a place businesses want to operate."

However, there was some pushback by some landlords in Tacoma – some told the city council that government overreach in the new ordinance could force property owners to sell their buildings and abandon their jobs as landlords altogether.

"I am proud the City has taken steps to prevent something like what happened at the Tiki apartments from happening again, and I appreciate the hard work from staff, landlords, and tenants that went into crafting these regulations," Council Member Keith Blocker said in the release.

The "Notice to Increase Rent" portion of the ordinance will be effective 10 days after the publication of the ordinance, but no penalties will be issued before Feb. 1, 2019, when the full ordinance goes into effect.

Study Says Seattle Has Smallest Apartments

RENTAL HOUSING JOURNAL

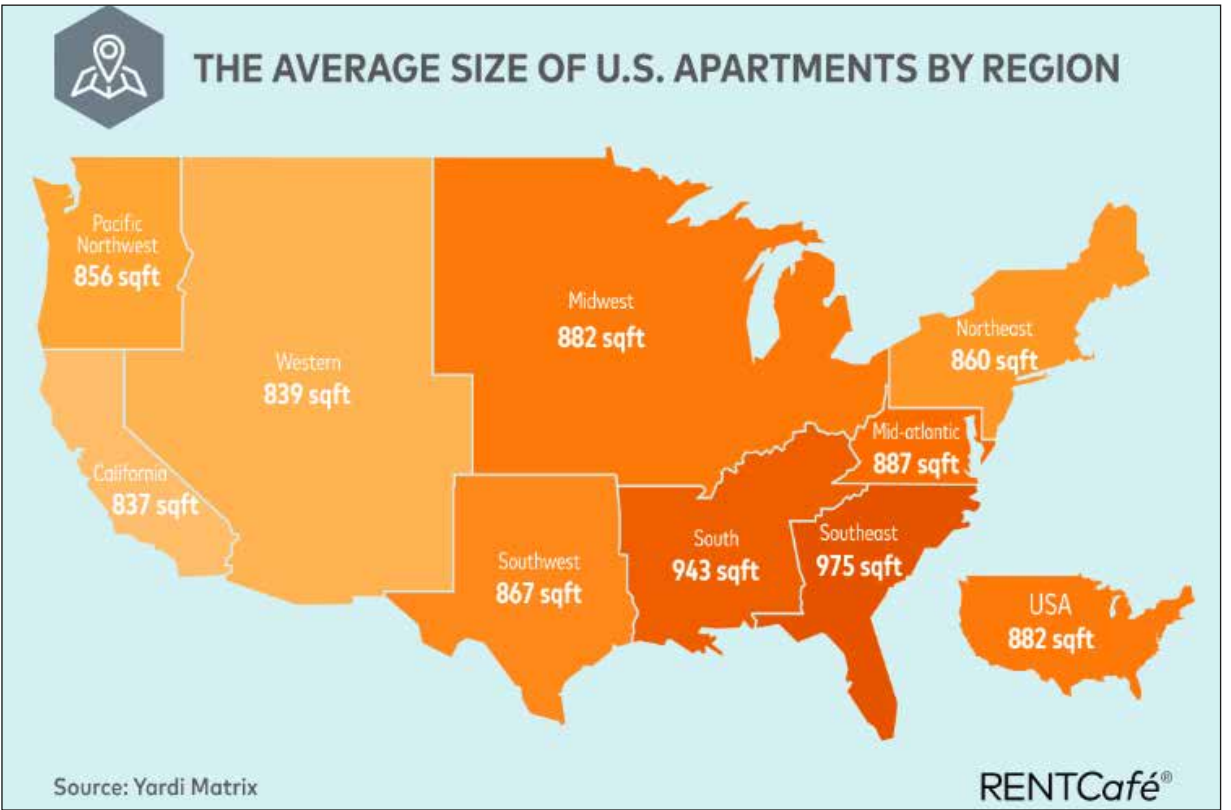
A new study shows the average size of apartments has declined over the past 10 years and Seattle has the smallest apartments in the country.

In the study, RentCafe says the average apartment size has shrunk by 52 square feet over the past 10 years, now coming in at an average of 941 square feet.

RentCafe ranked the top 100 cities with the largest rental stock in the country by the average size of their rental apartments.

HIGHLIGHTS OF THE STUDY

- The average size of new apartments in the U.S. in 2018 is 941 square feet, 5 percent smaller than 10 years ago, with studio apartments shrinking the most, by more than 10 percent; meanwhile, overall rents have increased by 28% over the same period of time.
- The average size of apartments regardless of year built is 882 square feet, with the largest apartments in the Southeast, boasting 975 square feet of living space and the smallest in California, measuring 837 square feet.
- Seattle has the tiniest apartments in the country, with an average size of 711 square feet; Manhattan and Chicago the second smallest rentals, at 733 square feet; while Tallahassee, Florida, offers the most spacious rentals in the U.S., with 1,038 square feet on average.
- Rents in newly built apartments have risen 28%, but they have decreased in size by 5% compared to 2008.
- Apartments in Detroit and Phoenix have suffered the biggest cuts in size over the last 10 years, 27% and 19% respectively. Los Angeles and Boston apartments are also in the top 5 in terms of size reduction.
- Although rentals in San Francisco and Manhattan are among the smallest in the nation, they have been increasing in size in recent years, up by 13% and 12% respectively, compared to 10 years prior.
- Denver, Colorado Springs and San Jose have seen dramatic changes in rents and size in opposite directions over the past decade. Rents



there jumped 60%, while rental sizes went down between 4% and 11%.

Changes in renters’ living habits are literally redrawing floor plans, according to the study.

The largest share of apartment dwellers, millennials, prefer living in locations close to restaurants and entertainment rather than having a large kitchen or living room in which to cook or entertain at home.

Studio apartments — the symbol of downtown living — have been cut down the most. The average studio apartment is 10% smaller than 10 years ago, reduced from 573 square feet in 2008 to 514 square feet this year.

Contrary to the growing interest in smaller units, studio apartments continue to represent a small piece of the rental market, only 5% nationally of all apartments. One-bedroom rental units make up the largest chunk of the national apartment stock (43%)

and their floor plans have decreased by 4% over the last decade, while two-bedroom apartments have seen the least change in size, down by only 0.5% on average.

This report was compiled by RentCafe.com, a nationwide apartment search website that enables renters to easily find apartments and houses for rent throughout the United States. The apartment size and rent data were provided by Yardi Matrix, a RentCafé sister company specializing in apartment market intelligence, providing up-to-date information on large-scale multi-family properties of 50 units or more in over 130 U.S. markets. Unit types are categorized by the number of bedrooms (zero, one, two) as defined by Yardi Matrix. The regions included in this report coincide with Yardi Matrix’s market boundaries and may be different from regional boundaries as defined by other sources.



VANWELL

MASONRY

Preserving the Past. Building the Future.

RESTORATION from OLYMPIA to EVERETT

Repointing ■ Rebuilding ■ Cleaning
Sealants ■ Seismic Retrofits



FREE Estimates!

*Excluding Real Estate Sale Inspections

info@vanwellmasonry.com

360 - 568 - 6400

WWW.VANWELLMASONRY.COM

All employees receive family wage, full medical/dental/vision, and 401K benefits.
WA License #: VANWEMI095dj

Landlords, Tenants Unite to Sue Over Mandatory Inspections

Continued from Page 1

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

4 Ways You Can Make Rentals Senior-Friendly

KEEPE

Do you have a property that attracts multi-generational groups? If so, are your apartments senior-friendly?

You can win more bookings by making simple changes in your apartment with seniors in mind.

Small upgrades can make seniors, and all your tenants, happier and more comfortable in your building. Here are some tips to make your apartment property senior-friendly.

What do seniors want out of your rental?

No. 1 – SAFETY

- Replace traditional locks with smart locks to help seniors enter the building without having to struggle with small keys. Some smart locks can unlock when a key fob is simply tapped on the device—no need to push buttons to enter a code.
- A simple change you can make to increase safety for senior tenants is lowering the water-heater temperature to 120 degrees to reduce the chance of burns.
- Other safety measures such as security cameras and panic buttons are features that can easily attract older tenants to your apartments.

No. 2 – LIGHTING

- Install lights across your property outdoors. In entry areas, use motion-activated lights to ensure tenants can safely get inside the building.
- In the building, consider adding motion-activated lights in areas like entryways or kitchens to reduce risk of falls or bumps.
- In general, lighting in the building should be enhanced for all areas. Increased lighting will allow seniors to see obstacles and allow for optimal safety.

No. 3 – ACCESSIBILITY MEANS ELEVATORS


- Make sure your building and apartments are accessible for seniors with mobility restrictions such as wheelchairs. Ramps outdoors and elevators in multi-story buildings are a must for elderly living.
- Bathrooms must have the ability to be easily converted to handicapped-friendly options with grab bars and sturdy tub flooring when needed.

No. 4 – COMMUNITY AND AMENITIES

- Organize special events for tenants to get to know one another and foster a sense of community.
- Consider keeping the apartment pet-friendly. Older adults enjoy companionship, and pets provide emotional comfort for the elderly. Allowing small cats and dogs in your property can make your property much more appealing for those who already have pets.
- Amenities such as a pool, on-site laundry facilities, fitness center and outdoor areas are great amenities to have when attracting seniors. Tenants will be happiest if there are fun activities to do and plenty of places to meet up with friends.

Your apartment should be a safe and easy place to live in for all tenants, especially seniors.

Keepe is an on-demand maintenance solution for property managers and independent landlords. The company makes a network of hundreds of independent contractors and handymen available for maintenance projects at rental properties. Keepe is available in the Greater Seattle area, Greater Phoenix area, San Francisco Bay area, Portland, San Diego and is coming soon to an area near you. Learn more about Keepe at <https://www.keepe.com>.



— Since 1978 —

(888) 9SWEEPS
(206) 782-0151 - Seattle
(253) 862-1522 - Sumner
(253) 475-0399 - Tacoma
(253) 833-0144 - Auburn
(253) 845-3441 - Puyallup

**VOLUME DISCOUNTING!
WORK GUARANTEED!**

www.thechimneyspecialists.com

Your LEADER in Multifamily Chimney and Dryer Vent Service

Licensed
Bonded
Insured

WA#
CHIMNSI041JN

BBB
CERTIFIED CHIMNEY SWEEP

Dryer Vent Solutions


Specializing in Condominiums and Multi-Unit Apartments

- Repairs
- Problem vents
- Bird nests
- Re-vents
- Bird guards



425-398-5001 [DRYERVENTCLEANING.COM](http://dryerventcleaning.com)

THE DRYER VENT CLEANING EXPERTS



ON-SITE

Publisher/General Manager
John Triplett

Editor-in-Chief
Linda Wienandt

Associate Editor
Diane Porter

Sales Manager
Terry Hokenson

Accounting Manager
Tonna Korsmo

Rental Housing Journal is a monthly publication of Rental Housing Journal, LLC.

Website
www.RentalHousingJournal.com

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

Email
info@rentalhousingjournal.com

Phone
(480) 454-2728 - main
(480) 720-4386 - ad sales

The statements and representations made in advertising and news articles contained in this publication are those of the advertisers and authors and as such do not necessarily reflect the views or opinions of Rental Housing Journal, LLC. The inclusion of advertising in this publication does not, in any way, comport an endorsement of or support for the products or services offered. To request a reprint or reprint rights, contact Rental Housing Journal, LLC at the address above.

© 2018, Rental Housing Journal, LLC. All rights reserved.

SUBSCRIBE TODAY!

| | | |
|----------------|-------|-----|
| NAME | | |
| ADDRESS | | |
| CITY | STATE | ZIP |
| E-MAIL ADDRESS | | |

I am an:

☐ OWNER ☐ INVESTOR ☐ PROPERTY MANAGER ☐ VENDOR ☐ OTHER

*Print subscriptions \$25/year \$15 each additional market \$8 each additional market


I would like: ☐ PRINT ☐ E-MAIL

Editions: ☐ ARIZONA ☐ COLORADO ☐ PORTLAND, OR
 ☐ SALEM/EUGENE, OR ☐ SEATTLE/TACOMA ☐ UTAH

☐ VISA ☐ MASTER CARD

| | | |
|-----------------|------|-----|
| CARD NUMBER | EXP. | CVV |
| NAME ON CARD | | |
| BILLING ADDRESS | | |

OR MAIL A CHECK TO:
Rental Housing Journal
4500 S. Lakeshore Drive, Suite 300
Tempe, AZ 85282



*To advertise in Rental Housing Journal,
call Sales Manager Terry Hokenson at 480-720-4385
or email him at Terry@rentalhousingjournal.com*

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



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.

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.

Don’t Fall Prey to Email Scam Purporting to be from Boss

GRACE HILL

You may have read about, or been the victim of, an email scam that’s getting attention lately.

It goes like this: You get an email from your boss asking you to buy gift cards for clients. It’s urgent. The cards must be purchased right away. After you purchase the cards, you get instructions to email pictures of the codes on the backs of the cards to your boss. Eventually, you find out the email wasn’t from your boss at all. You’ve been scammed.

One of the best ways to avoid becoming the victim of a scam like this is to be vigilant and aware of things that don’t look or feel quite right. You and your common sense are your best defense.

Think about who is asking you to do something, or asking for information. Does this seem like something the “sender” would typically do? Does the wording seem like something that person would really say? Are there spelling or grammatical errors? If anything seems off, it probably is.

Pay attention to details like the sender’s email address and links in emails. Always



be skeptical. It is often difficult, if not impossible, to know for certain who sent an email. If you have any doubts, call or talk to the “sender” in person to verify the email is legitimate. Don’t click on links in emails or attachments of which you are unsure.

Researchers have found that cybercriminals use the following tactics to get people to click on a link in an email.

- They address you by name in the email.

- They craft the message in a way that is meant to make you curious.
- They spoof a known sender.
- They match message content to one of your recent experiences, such as shopping on a specific website.

Sometimes a link masks the actual website to which it links. If you hover over a link without clicking it, you’ll notice the full URL of the link’s destination in a lower corner of your browser. If this looks at all suspicious, don’t click it! Be extremely cautious in these situations, as cybercriminals can put any company name in a URL to make you think it is real. Only visit websites by typing a verified address directly into a new browser address bar. You can also use a free link scanner (such as URLVoid) to check links you think are suspicious. This service helps you identify websites involved in malware, criminal activities, and phishing websites.

Be sure to report anything suspicious to your supervisor and IT department immediately. Getting the word out about the scam will help ensure that none of your co-workers will fall victim.



Rental House:

- ✓ Pick up paint
- ✓ 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!



SAVE THE LEGAL FEES AND GET EXPERT ADVICE FROM A REAL ESTATE INVESTING ATTORNEY

This exciting new eBook from attorney Clint Coons is packed with insights from decades of experience that will change the way you look at rental properties.

Get insider tips that will spare you the typical landlord headaches and make you more money year after year.

DOWNLOAD YOUR FREE COPY TODAY
WWW.ANDERSONADVISORS.COM/PRIMER

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.



WASH

800.777.1484 www.washlaundry.com/happy

Keep Your Residents Happy with a WASH Laundry Room

WASH laundry rooms offer the ultimate in convenience for your residents, with the latest technology-based amenities and unsurpassed service.

- 24/7 live answers to service calls.
- Electronic card systems for easy payment.
- Quick response to service calls — typically within 12 business hours.
- FIXLAUNDRY mobile app and online service portal.
- ENERGY STAR-rated machines and green practices that focus on conservation.
- Online laundry monitoring to see if machines are available or laundry is done.

The bottom line is that when your laundry room contract comes up for renewal, we want you to switch to WASH. WASH offers superior laundry equipment, and service and support that is unparalleled in the industry.

Planning to Renovate Your Properties in 2019?

NPi is the premier supplier of replacement cabinets and cabinet fronts for the multifamily renovation industry.

Contact us today to request a FREE measure and estimate:

www.npi-seattle.com
www.npi-portland.com

North Pacific Industries, Inc.

WA Contractor No. NORTHPI918C4

OR Contractor No. 205769



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.



Full-Service Evictions

We help clients resolve landlord-tenant cases involving evictions, litigation, fair housing complaints, leases, and other tenant disputes.

First in Time Ordinance

Security Deposit Restrictions

Screening Requirements

Avoiding and Resolving Housing Complaints

Evictions | Notices | Lease Reviews

| | | |
|-------------------------|---|--|
| Loeffler Law Group PLLC | We represent commercial and residential property managers, landlords, and owners throughout Western Washington. | |
| T (206) 443 - 8678 | www.loefflerlaw.com | |

MANAGE BETTER

WITH ULTRA-FAST FIBER INTERNET



**Your residents want ultra-fast fiber internet.
Wave has it.**

We provide symmetrical, gigabit fiber internet to residential and mixed-use buildings of all sizes, so your residents can surf, stream, game, and work faster than ever.

Call or visit to learn more:

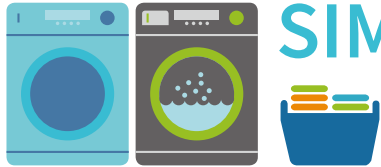
1-855-971-1250
wavebusiness.com/mdu

WBR_RHJ_0818

wave[®]
business
IMAGINE BETTER

Multi-Family Laundry Room Services

EXCEPTIONALLY
SIMPLE.



*Better Technology. Better Ecology.
Better Service. Better Equipment.*

We provide local service for what you
need. *Its that simple.*



Call:
800.452.8508
503.452.4111

service@coinmeter.com
sales@coinmeter.com
Fax: 503-452-3345

10630 SW Barbur Blvd., Portland, OR 97219
coinmeter.com



Demand For Apartments Expected to Continue

Continued from Page 1

The cost of renting an apartment started seeing annual increases above 2.5% in February, reached the highest month-over-month growth rate in May (0.8%) and peaked in September at \$1,422 according to the latest data provided by Yardi Matrix.

LOS ANGELES, PHOENIX AND LAS VEGAS RENTS ARE STRONG

“Aggressive increases in the price of Las Vegas apartments throughout the year have kept Sin City on the podium in terms of rent growth for most of the year, and by year-end, it has outpaced the largest renter hubs with rents almost 8% higher than last year,” the report says.

“Phoenix apartments have also seen some of the fastest rent growths during 2018, and much like Las Vegas, the average rent in Phoenix passed the \$1,000 mark by year-end thanks to a 7.7% Y-o-Y increase. Apartments for rent in Los Angeles now cost 6.6% more compared to the end of last year, earning it third place among the 20 largest renter hubs in the U.S. This translates into a \$153 growth over 12 months, which is second only to Manhattan, where rents have increased by \$157 (albeit that accounts for a more modest proportional change of

3.9% due to the \$4,200 monthly average).”

SUMMARY OF KEY TAKEAWAYS FROM THE REPORT

- At national level, the cost of renting an apartment started seeing annual increases above 2.5% in February and peaked in September at \$1,422.
- Cheap apartments and studios were the most-searched rental terms in 2018, showing that the interest in rentals was driven by a cost-conscious mindset this past year.
- Soaring rents have kept renter mega-hubs Las Vegas (7.9%), Phoenix (7.7%) and Los Angeles (6.6%) on the podium in terms of rent growth for most of the year, with Florida’s largest markets hot on their heels: Jacksonville (6.3%), Orlando (6.1%) and Tampa (5.4%).
- Throughout 2018, rents have seen the most fluctuation in small cities, with double-digit percentage increases in Odessa, Midland, and Reno.
- At the end of the year, Queens, NY is the only large market with stagnating rents, and only two small cities, Baton Rouge and College Station, see significant decreases.

Elevate
Your
Focus

CA

Commercial Analytics

Commercial Analytics allows you to elevate your focus- from data collection and maintenance- to customize, analyze, and visualize your data in a new and profound way.

Contribute. Subscribe.
commercial-analytics.com

CA

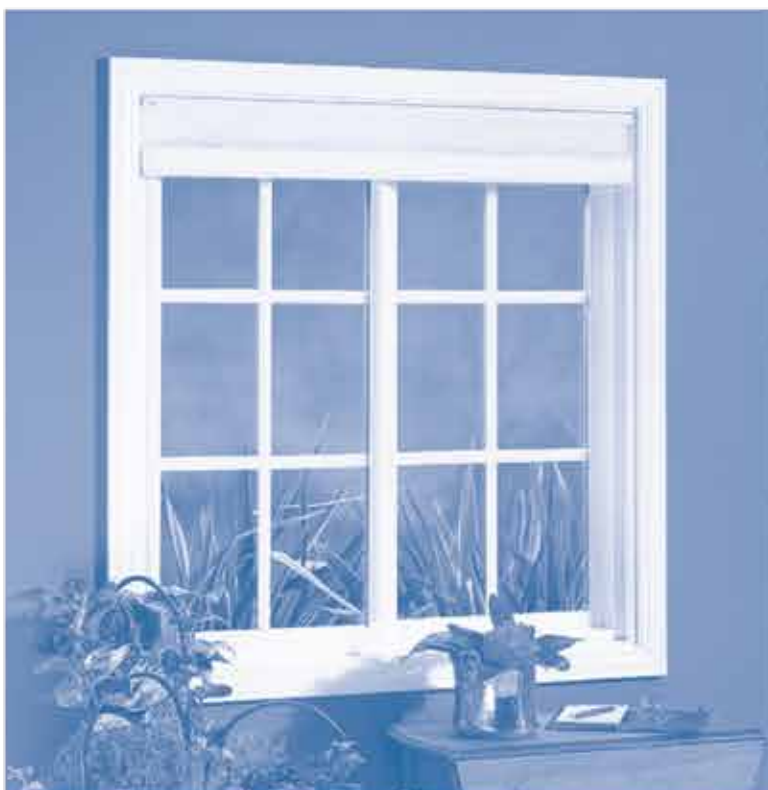
Commercial Analytics

Commercial Real Estate – Illuminated

500 Union St Ste 650B | Seattle, WA 98101 | 206-859-6476 | info@commercial-analytics.com

New Windows are a GREAT Investment!

- ✓ Energy-efficient windows will give you the competitive edge to improve occupancy rates.
- ✓ Beautiful new windows from Milgard windows will increase tenant satisfaction by lowering their utility bills, increasing their comfort and reducing outside noise.
- ✓ Milgard windows are virtually maintenance-free to save you time and money.
- ✓ If you have an electrically-heated 5+ unit building in Tacoma Power or Seattle City Light's service area, be sure to ask us about new window rebates!



New Energy-Efficient Windows Attract New Tenants!



"We were very pleased with their work and would definitely use them again."

– Ed and Sharon Bezy via Angies List



SRC WINDOWS

A SOLID ROCK COMPANY

Call or
E-MAIL
TODAY

FOR A FREE, NO OBLIGATION ESTIMATE

253-565-2488

srcwindows@msn.com

Call or
E-MAIL
TODAY

LICENSED, BONDED, INSURED • REGISTERED UTILITIES CONTRACTOR • MEMBER: RHA, MBA, BBB
WA Contractors Lic. #SRC••981KM

Change is on the horizon.
Are you ready?



www.getcordless.com



PROGRESSIVE ROOFING

QUALITY AND SERVICE ABOVE ALL



Client
Roof
Pro
Service



MAINTAIN



REPAIR



REPLACE

PH: 206.900.9407 **JOE MUCKENTHALER**
WWW.PROGRESSIVEROOFING.US

Prepare Your Property, Residents For Winter

KEEPE

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.

3 STEPS TO PREPARE YOUR RENTAL PROPERTY

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 kit 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 cold 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.

Cooling U.S. Multifamily Market No Cause for Alarm

RENTAL HOUSING JOURNAL

Multifamily market rent declines in November reflected the normal seasonal fluctuation, are no cause for alarm, and demand remains strong, according to the latest report from Yardi Matrix.

“Multifamily rent growth in 2018 stands at 3.1%, higher than most estimates coming into the year. Rents have stalled in the fourth quarter, a typical pattern, declining by \$3 from their September peak,” Yardi Matrix said in a release.

HIGHLIGHTS OF THE MULTIFAMILY MARKET REPORT

U.S. multifamily rents fell by \$2 in November, dropping to \$1,419, while year-over-year growth fell by 10 basis points to 3.1%. Rents are down \$3 from the peak of \$1,422 in September.

The small decline can be chalked up to normal seasonal fluctuation. Demand has remained strong as the occupancy rate has stayed stable for the last six months despite the growth in supply in many metros.

Rent growth continues to be strongest in the West, Southwest and Southeast. Las Vegas and Phoenix have the highest rent growth, and five of the top 10 metros are in California. “Demand continues to be the main driver of the robust market, as new household formation helps fill new multifamily supply. It’s a testament to the economy’s strength that most of the metros with the highest supply pipelines are maintaining occupancy rates and moderate rent growth,” the report says, including:

- Nashville
- Austin
- Denver
- Miami

Year-over-year rent growth leaders for November were:

- Las Vegas
- Phoenix
- California’s Inland Empire
- Atlanta
- Orlando

WHAT IS THE OUTLOOK FOR CAPITAL IN MULTIFAMILY MARKETS

“One of the strengths of the multifamily market in recent years is the availability of capital, especially debt,” Yardi Matrix says in the report.

“Despite some concerns about the durability of the economic expansion, the healthy capital environment should continue through 2019. If anything, the worries might be working in favor of multifamily, as lenders are increasingly looking to book loans on less risky assets and property types. Plus, Fannie Mae and Freddie Mac have dominated the apartment debt market since the recession, which makes other lenders more eager to originate multifamily loans.”


Capital trends in commercial real estate are likely to remain healthy, and multifamily stands to benefit.

Lenders are discriminating among property types and trying to incorporate less risky asset classes into portfolios. That

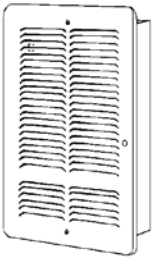
means more multifamily and industrial and less retail and niche property types.

Lenders are acting much differently at this stage of the cycle than the last time around, when loan terms became ever more aggressive until the market collapsed. In the next downturn, debt sources will have much less capital at risk.

Yardi Matrix offers the industry’s most comprehensive market intelligence tool for investment professionals, equity investors, lenders and property managers who underwrite and manage investments in commercial real estate. Yardi Matrix covers multifamily, industrial, office and self storage property types. Email matrix@yardi.com, call 480-663-1149 or visit www.yardimatrix.com to learn more. Yardi® develops and supports industry-leading investment and property management software for all types and sizes of real estate companies. Established in 1984, Yardi is based in Santa Barbara, Calif., and serves clients worldwide. For more information, visit www.yardi.com.

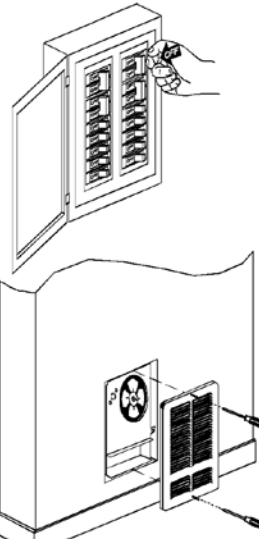


King Electrical Mfg. Company
9131 10th Ave S. Seattle, WA 98108
(206) 762-0400



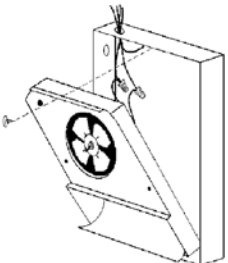
Cleaning and maintenance guide for W-series heater

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 performing the tasks listed in this manual, please contact a professional electrician or qualified repair person to do it for you.



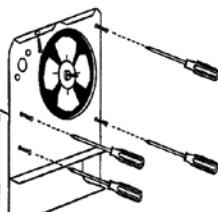
WARNING Take extreme caution when working with electrical heaters. Turn off the electrical power to the heater by switching off the circuit breaker or fuse feeding the heater before removing the grill. Lock, tape or tag the circuit breaker so that the power cannot be turned on accidentally while working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



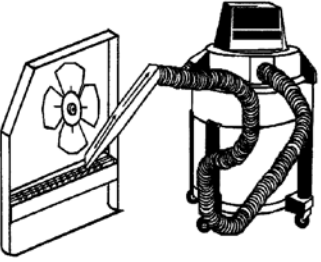
Remove the heater interior from the wall can. To do this:

- 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.



10 Years in the Making: Multifamily Building for Urban Seattle Commuter

RENTAL HOUSING JOURNAL

A multifamily building in Seattle strikes a balance between affordability and aesthetics, according to a release from Collaborative Companies, the builder on the project.

When Seattle’s Link Light Rail was announced 10 years ago, Sarah Westneat began searching for multifamily-zoned lots in Columbia City near the future station. The vibrant neighborhood, located about ten minutes southeast of downtown Seattle, is one of the city’s most historic and diverse communities, according to the release.

As the second-fastest-growing city in America, being near public transportation has become a big draw for Seattle residents. Westneat ended up finding a large single-family lot adjacent to the new Light Rail station—an ideal lot for what would later become a 13-unit apartment building designed for the urban commuter.

“I was very inspired by the idea of transit-oriented development along the Light Rail,” she said in the release. “My daughter and I ended up naming the project Rail House.”

Rail House was designed by Seattle-based architect atelierjones llc which has a knack for urban design. Principal Susan Jones and her team have designed several community-first multi-family developments in the region.

Beyond maximizing space, Westneat requested that the project have a unique architectural quality to complement the diverse community, “I wanted to build something sculptural that would serve as a gateway to Columbia City,” Westneat said in the release. The exterior facade features red hardie panel, black break metal, concrete, and aluminum panels, while the unique window arrangement is intended to maximize light and privacy. All the units run north to south so residents are flooded with natural light throughout the year.

Each unit has its own set of special features such as soaring ceilings, heated concrete floors, Juliette balconies and rooftop decks to create a real sense of home for residents.

“We had a ball designing for the people who would live there,” Westneat said in the release.

The project was built by Valor Builds—the construction arm of Queen Anne-based Collaborative Companies.

“I very much wanted to find a builder with whom I had good chemistry,” Westneat said. With the project now complete, Westneat stands by her decision to hire Valor because the team was “considerate, flexible and creative.” The Valor team worked in tandem with the architects throughout the project to ensure the 8,561-square-foot building fulfilled all of Westneat’s criteria.

Affordability was a priority for Westneat—the units (13 in total) range from studios for \$1,375 per month to three-story apartments with private roof decks for \$2,525 per month. The variety of layouts helped the developer accommodate a wide range of renters.

A diverse community of renters now call Rail House home. Building a community of beautiful light-filled apartments near public transportation at an affordable price was no easy feat in Seattle’s competitive market, but with lots of strategic thinking and attention to detail, the teams were able to make Westneat’s dream a reality.

Avenue5 Hires VP-Property Marketing

RENTAL HOUSING JOURNAL

Seattle’s Avenue5 Residential, a private third-party multifamily property management services firm, has hired Catherine Swaback-Jacobson as its vice president of property marketing.

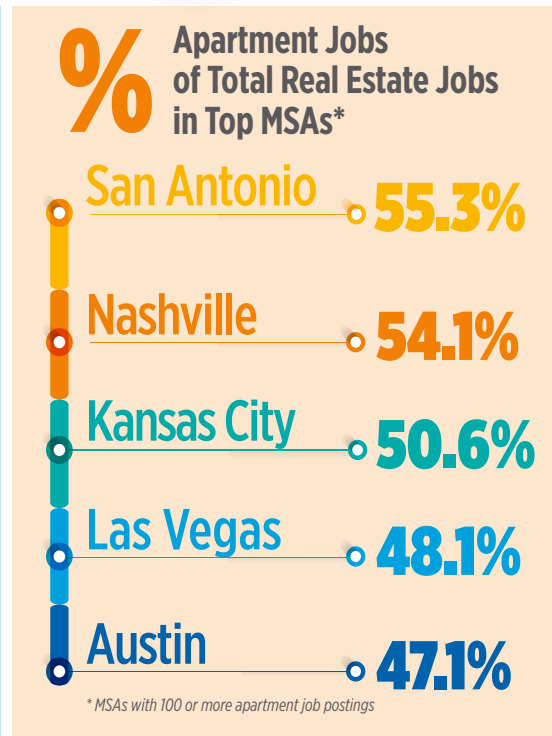
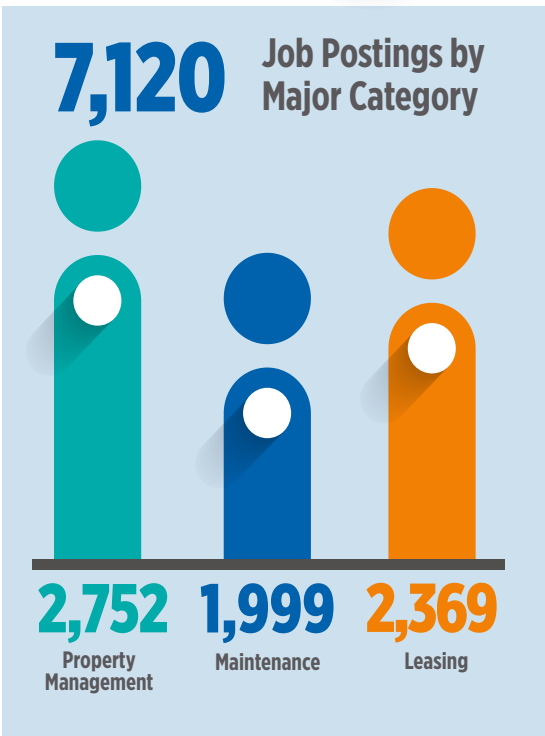
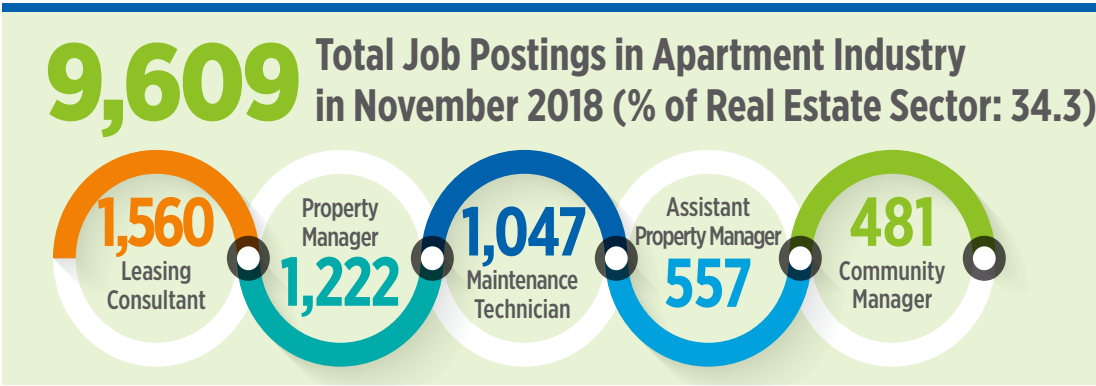
In her new role, Swaback-Jacobson will lead Avenue5’s property marketing team, which includes nearly 20 multifamily experts nationwide who possess specialized knowledge of property marketing operations, holistic branding strategies, innovative demand-generation solutions, comprehensive client reporting, digital marketing automation, and in-house creative services.

“Catherine is a strategic hire for us, as we continue to focus on driving measurable marketing results by building high-performance teams and creating customized solutions that align with our clients’ diverse goals,” Kate Sibbern, chief marketing officer at Avenue5, said in a release.

“It’s critical to have the right marketing leadership in place at Avenue5, and Catherine’s expertise and technological acumen will help to support our clients in navigating a multifamily and marketing landscape that is constantly changing.”

Swaback-Jacobson is a multifamily industry veteran with a track record in creating strategic marketing and branding initiatives that drive occupancy and revenue, planning and executing national marketing program rollouts, implementing successful multi-channel digital campaigns, measuring marketing program ROI, developing new business strategies and pitches, and hiring, training, and coaching associates.

She also served in marketing and operations roles at Alliance Residential for the past several years.



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 in Demand in Seattle, 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.”

Every landlord knows how hard it is to find good, responsible tenants who will pay the rent on time and take care of their rental homes, so your goal should be to keep tenants like this happy.

And guess what? No matter how impossible that may sound, the truth is that it's quite an easy task. All you have to do is become a good property manager whose actions will keep tenants who renew their leases.

It's very important that you don't ignore the complaints from your tenants.

Answer when they call you and listen to the problems they have in their rental home. Sometimes, it may sound like they are stressing over trifles, but if you ignore them, it may become a serious problem. You'll agree that it would be wise to change that leaking pipe before it causes a flood, right?

Be responsible and communicative, ask your tenants what problems they have in their rental home and find a way you both can contribute to a solution. Regular upgrading will keep big problems at bay and keep tenants.

Is there a place in your rental home that you want to emphasize to your tenants?

That can be easily achieved with a smart choice of lights. Of course, the most important is the general lighting of the apartment that will enable your tenants to feel comfortable in their rental home. However, there are more types of lighting



that can add a bit more to your rental apartment and make everyday tasks much easier for your tenants.

The kitchen is one of the most important rooms for every person that moves into your property. If you want to keep the tenants happy, then you must invest a bit.

High-quality kitchen appliances will speak volumes of your care for the tenants' comfort and happiness, but accomplishing this goal doesn't necessarily have to cost you an arm and a leg. For instance, you

can upgrade your rental home with a contemporary Bosch microwave that will make mealtimes simpler with the function that weighs an item to figure out the time it will take to warm it up accordingly.

A hungry tenant who comes home after a busy day at the office will certainly appreciate this.

Besides the kitchen, the bathroom is another room in the apartment that plays a vital role in whether your tenant will renew the lease or not.

You don't need to turn the bathroom into a spa by bringing in a Jacuzzi and a little sauna. Small cosmetic changes will breathe a brand new life into the outdated bathroom. Change that leaking faucet, install a new showerhead and put in a new shower curtain. You can even refresh the bathroom with tile stickers.

Creaky floorboards can be very annoying. If pieces of old parquet fall out from time to time, your tenant can become very annoyed and move out.

And, believe it or not, bad flooring can put your tenants at the mercy of noise from the neighborhood. Based on the amount of money you can spend to fix this problem, you have two options – cork flooring or high-quality carpets. Consider the pros and cons of both options and choose what would be the best solution for you and your tenants.

One very important thing for every tenant is that they feel safe in their rental apartment.

It doesn't matter if the apartment is in a dodgy neighborhood or not, because break-ins happen in all parts of the world. That's why you have to add an alarm service and safety locks. By doing this, you will show your tenants that you care about their safety.

Upgrading your apartment doesn't mean that you need to bring in shiny new things all the time. As a landlord, you should have a home inspection on a regular basis, e.g. every three months.

Your job is to check whether the insulation is in good shape and if the smoke detectors, heating, ventilation and air conditioning are functioning properly. Your tenants will appreciate your concern.

Even if you do all the things mentioned above, there will be some tenants that will constantly ask for more.

Of course, you don't have to fulfill every caprice they have. However, if they are expecting a baby, then try to be cooperative and allow them to redecorate one room into a nursery, especially if they are very good and responsible tenants. In case they move out in a few years, you can easily turn the nursery into a regular room.

As you can see, simple, cost-effective upgrades can mean a world of difference in your tenant's eyes. If you have the same tenants for years that are very responsible and take care of your rental, then you can also reward them with a discount on rent, but you shouldn't offer that benefit to the new tenants until they prove to you that they are worth it, not just in the sense of reviewing the lease. Build their confidence one step at a time and eventually both sides will benefit.

Rentegration.com

Integrated Solutions at your fingertips

5 REASONS TO USE RENTTEGRATION

1. Access - Rentegration.com is a web based, multi-user software offering customers 24/7 access to forms generation, archives, property management data-base, basic accounting, vendor ordering and other services.

2. Rental and Lease Forms - Unlimited use of a full line of state specific rental and lease forms. All Rentegration.com forms are created by attorneys and/or local rental housing associations.

3. Simplified Accounting - Owners and managers can track income and expense for each unit, property and company. Perfect for mid and small size property managers and independent rental owners, who neither have the need or budget for larger, more expensive software.

4. Management Database - Rentegration.com is an easy to use, database driven software. Most form fields are auto populated from the database. The modules are all integrated and work together. For example, a customer can use the rent-roll function to identify all delinquencies, apply fees, and create eviction forms with a few simple clicks of the mouse.

5. Value - Large property management companies that use Rentegration.com for only forms generation will save time and money over other methods. Mid and small size property managers and independent rental owners can manage their entire business at a fraction of the cost of other software and forms.

Exclusive Industry Partner of

NATIONAL TENANT NETWORK

State specific rental and lease forms available in: AK, AZ, CA, CO, DC, DE, FL, GA, IL, IN, KS, KY, MA, NC, NJ, NV, NY, OH, OR, PA, TX, UT, VA, WA & WV.

rentegration.com 503.933.6437 sales@rentegration.com



Seattle Neighborhood Among ‘Most-Dog-Friendly’

RENTAL HOUSING JOURNAL

Seattle’s Ravenna neighborhood, along with Downtown Portland, scored a 99 percent dog-friendly rating in The 2018 Neighborly Awards, according to a release from Trulia, coming in behind the 100 percent rating for Orlando’s Baldwin Park neighborhood.

The Neighborly Awards is a review of nearly 10,000 neighborhoods coast-to-coast based on more than 20 million written reviews and polls answered by participating locals, according to the release.

Many Americans say dog-friendly neighborhoods are important to renters and homeowners. More than one in four U.S. adults (27%) say having a dog-friendly area is one of the most important attributes when it comes to the neighborhood they live in.

Baldwin Park tops the list for being dog-friendly with 100% of participating locals saying that they often see neighbors walking their dogs. This neighborhood is also home to an annual Doggie Derby, a road race for dogs that benefits a local charity.

“People take great pride in where they live. In fact, many buyers and renters say the neighborhood mattered just as much as the house when they were searching for a home,” Tim Correia, Trulia’s senior vice president and general manager, said in the release.

“Every day, people tell us why they love their neighborhood. Using these insights, we created The Neighborlys to celebrate America’s most beloved neighborhoods and to showcase what makes them so special to the people who live there,” he said in the release.

With The Neighborly Awards, Trulia aims to shine a light on the neighborhoods that locals love most with the goal of inspiring buyers and renters in their home search. National and local winners in 18 major housing markets were identified using owned data in the following categories: friendliest neighbors, dog-friendliest, most holiday spirit, best social calendar, most walkable, and kid-friendliest.

Other winners of awards

• Most Walkable: Belmont Heights, Long Beach, Calif. – A slight majority of Americans (55%) say proximity to amenities such as restaurants, shops, and grocery stores is among the most important attributes when it comes to the neighborhood where they live. Belmont Heights wins for being America’s most walkable neighborhood — 99% of



participating locals tell us they can walk to restaurants, and say they love living in this neighborhood because they “can walk to the beach, dinner or shopping.”

• Friendliest Neighbors: Trestle Glen, Oakland, Calif. – Neighbors can make or break a neighborhood. In fact, more than half of Americans (52%) say having neighbors you can get along with is among the most important attributes when it comes to the neighborhood they live in according to a recent Trulia survey conducted online by The Harris Poll. Residents of America’s most friendly neighborhood, Trestle Glen, are quite friendly as 97% of participating locals report that they say “hi” to their neighbors when they are out and about according to Trulia’s analysis. Many residents tell us they “love all their neighbors” and that it is “hard to believe just how friendly the neighbors are.”

• Kid-Friendliest: Power Ranch, Gilbert, Ariz. – An overwhelming proportion of parents with children under 18 say safety (73%) and a quiet neighborhood (59%) are among the most important attributes when it comes to the

neighborhood they live in. In America’s most kid-friendly neighborhood, 97% of Power Ranch’s participating locals reported regularly seeing kids playing outside. Most likely, these youngsters are enjoying the neighborhood’s long list of kid-friendly amenities that includes year-round heated pools, stocked fishing ponds, soccer fields, basketball courts, and over 26 miles of connected trails – perfect for family walks and bike rides.

To learn more about The Neighborlys’ winners, visit: www.trulia.com/neighborhoods/awards

Designed to helps prospective buyers and renters quickly grasp if a neighborhood has the right fit and feel for their lifestyle, Trulia Neighborhood’s What Locals Say feature surfaces insights straight from the people who know the neighborhood best: locals. The feature provides both written neighborhood reviews and feedback on topics we know prospective buyers and renters care about, like if there is easy parking, or if people talk to their neighbors.



1031 Qualified Intermediary

the exchange experts since 1992



FREE CONSULTATION

Not sure if your situation qualifies for a 1031 Exchange? **Call us to discuss!**

We understand the tax code, its regulations, weaknesses, loop holes, and associated case law.
We challenge you to present an exchange situation we have not yet seen!

- Our experts teach 1031 exchanges to attorneys, CPAs and real estate agents on a national basis
- Safe harbor in the event of an IRS challenge
- 1031 Exchange document processing
- Individual accounts held in federally insured local bank
- No comingling of client funds
- You earn all the interest on exchange funds while they are held

CALL TODAY 1-800-669-7927

1031@1031exchange.net
www.1031exchange.net



Multifamily Lending
Low Fees | Great Rates | Streamlined Process



YOU SEE OPPORTUNITY. WE SEE WAYS TO HELP.

**If you’re looking for fast answers,
great rates, and local market knowledge,
you’re looking for us.**

Chase is known for our fast, efficient loan processing and low fees. It’s what has made us #1 in multifamily lending nationwide. Call us today to learn how we can put our resources to work for you.

Mike Githens
Executive Director
(206) 500-4582
michael.githens@chase.com



Credit is subject to approval. Rates and programs are subject to change; certain restrictions apply. Terms and conditions subject to commitment letter. Products and services provided by JPMorgan Chase Bank, N.A. #1 claim based on 2017 FDIC data. ©2018 JPMorgan Chase & Co. All rights reserved. Chase is a marketing name for certain businesses of JPMorgan Chase & Co. and JPMorgan Chase Bank, N.A., Member FDIC. 382968

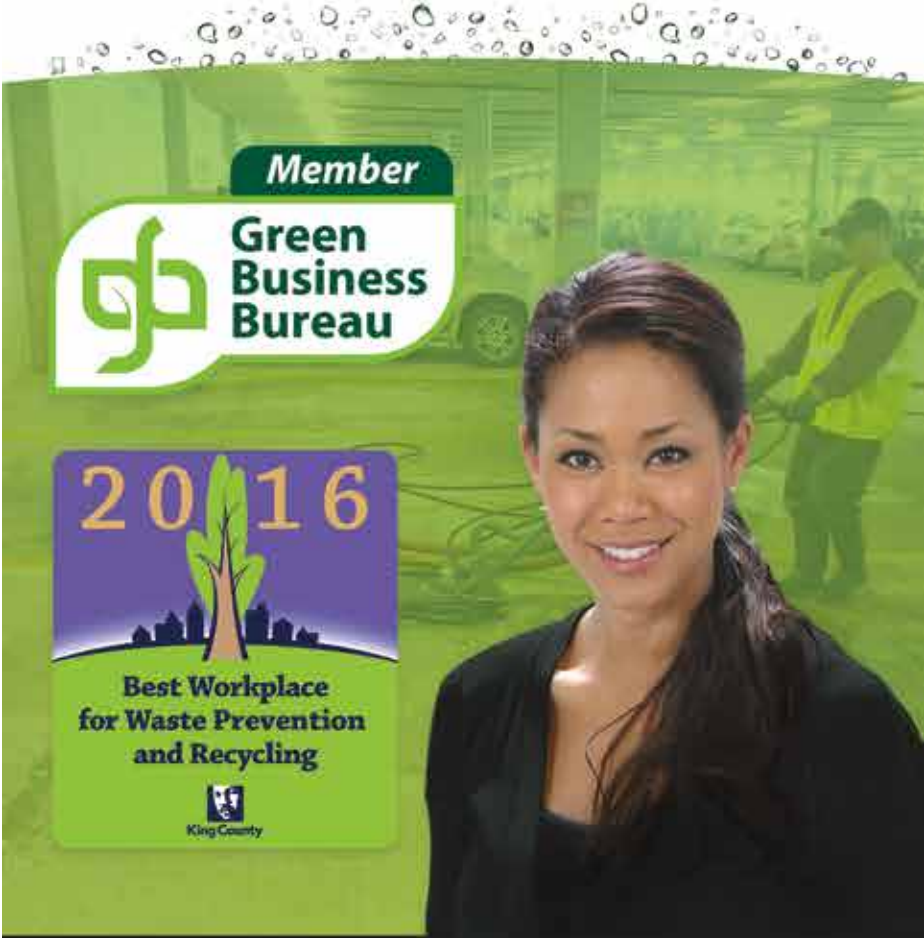


Parking Garage **Cleaning Experts**

Over **10,000,000** sq ft cleaned

ECO FRIENDLY

We capture **98%** of our water leaving **NO MESS!**



Call Mayumi for a Free Quote

425-998-0106

Why Use Mr. Pressure Wash

- Eastside Business of the Year Winner
- \$2,000,000 General Liability
- \$3,000,000 Umbrella Liability
- \$1,000,000 Pollution Insurance
- Green Business Certified
- 2016 King County Best Workplace for Waste Prevention & Recycling
- Compliance Depot
- Satisfaction Guaranteed



RESICON

3914 Center St | Tacoma, WA 98409

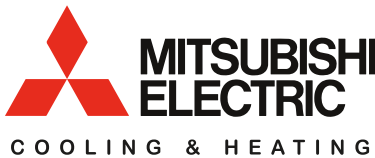
(253) 625-7952

- **STOP BY OUR BOOTH AT THE -**

PUYALLUP HOME SHOW
OR
TACOMA HOME & GARDEN SHOW

Multi-family Experts in:

- Common area/In-unit LED lighting upgrades
- Ductless heating and cooling solutions for offices, fitness centers and more
- Continuous ventilation solutions for mold remediation
- General contractor for larger projects



COMMERCIAL | RESIDENTIAL
ELECTRICAL SERVICES | HVAC | DUCTLESS HEAT PUMPS

RESICONLLC.COM



KURKOV SOFTWASH
ROOF & EXTERIOR CLEANING

- NO PRESSURE WASHING
- BIODEGRADABLE
- LONG LASTING RESULTS



paul@kurkov.com

253.732.2382

KurkovSoftwash.com



6 Ways to Attract College Renters

Continued from Page 1

is flexible on the number of occupants one unit can have to maximize on renter interest.

3. PARKING

If your property isn't centrally located near stores and a university, consider re-evaluating parking costs to ensure your college-age applicants can afford the extra expense. High parking costs might drive students from considering your property as a reasonable place to live.

4. REPUTATION

College-age renters review online sites such as Yelp.com and ReviewMyLandlord.com to get a sense of what to expect from the landlord. If you are receiving bad reviews on these sites, be sure to make changes in your business that will reflect you more positively in reviews.

5. AMENITIES

High-end features are not a necessity, but amenities such as laundry, gym, and a pool are all features that can sway college-age renters to picking your property over

another. If your apartment complex has useful amenities, be sure to highlight these features on your website and other marketing channels to remain competitive in the market.

6. SMART TECHNOLOGY

Millennials and Generation Z are early adopters of smart apartment technology and prefer renting in properties that have already adopted technologies. Technologies such as smart thermostat and lighting systems are among the top devices that are seen as valuable to renters. Invest in smart technology to draw in millennial renters, especially if you are in a competitive market.

Keepe is an on-demand maintenance solution for property managers and independent landlords. The company makes a network of hundreds of independent contractors and handymen available for maintenance projects at rental properties. Keepe is available in the Greater Seattle area, Greater Phoenix area, San Francisco Bay area, Portland, San Diego and is coming soon to an area near you. Learn more about Keepe at <https://www.keepe.com>



service • sewer • showroom

Seattle

Bellevue

206-633-1700 • 425-453-4003

PLUMBING

Faucet/Fixture Repairs

Water Line Replacement

Water Heater/Boiler Services & Installation

DRAIN CLEANING

Residential & Commercial Service

Commercial Hydro Jetter

We Keep Your Tenants Happy

SEWER REPAIR

TV Sewer Inspection System

Commercial Hydro Jetter/Pipe Locating

Trenchless Sewer Replacement

4129 Stone Way N. • www.bestplumbing.com

24-HOUR EMERGENCY SERVICE

\$50 OFF

DRAIN CLEANING

Must present coupon at time of service.

Cannot be combined with other coupons or discounts.

Serving the Greater Seattle Area Since 1968

Seattle Bellevue Renton Lynnwood

Lic. No. BESTPGL973CD

Increase Your Laundry Room Capacity by as much as 50%

And Save Up To 50% on Utility Costs

Coin • Card
Rent • Lease

HAINSWORTH
LAUNDRY COMPANY



Toll Free: (800) 526-0955
www.hainsworth.biz



precision
MANAGEMENT COMPANY, INC

Proudly Serving Our Clients Since 1994

Our Focus Is on You...

Providing Personalized & Integrated Property Management Services That Exceed Expectations.

Located in Kirkland, Washington, Precision Management oversees and manages multifamily, mixed-use retail, and commercial properties, as well as renovations, pre-development consultation, and lease-ups in the greater Seattle area.

Precision focuses on providing detailed, efficient, and personalized care to each client, while understanding and meeting their goals and objectives. Clients and residents are a priority and always come first – maintaining that trust and relationship is why clients have been relying on Precision since 1994.

Managed with Precision

precisionmanaged.com

425.827.6760



Need Staffing?

Don't take chances with staffing! Our temps are tested, trained, experienced, and fully insured!



Apartment
Advantage[®]



Hiring, Training, and Placing the Property Management Leaders of Tomorrow

Daily • Weekly • Monthly • Permanent

Temporary On-Site Staff

Managers • Leasing Agents • Maintenance • Grounds Keepers

Greater
Seattle-Tacoma Area

(425) 456-3663

Greater
Portland-Vancouver Area
(503) 644-8233

Greater
Denver-Boulder Area
(720) 822-0117



www.apartmentadvantage.com