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Special Section
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Published in association with Washington Association, IREM & Washington Multifamily Housing Association

Educating Tenants on Septic Systems



KEEPE

If your rental property has a septic system, you must learn the warning signs that can save you and your tenants a lot of trouble – and expense.

Let’s explore the most common issues that are likely to arise:

- As a property manager or landlord, you are responsible for maintaining your building’s septic tank. Regular plumbing every three to four years, depending on your tank, is the key to maintenance to avoid premature failing of septic systems.
- You can give your tenants a list of do’s and don’ts for what to put and not to put down the toilet or kitchen sink drain.
- In addition, give tenants information on the common symptoms they might see when a septic tank is failing to ensure you can identify the problem quickly before more damage happens.

DRAIN MAINTENANCE HABITS

Do not put these items down a drain (including toilets, sinks, tubs and showers) since they can trigger a septic-system failure:

See ‘Landlords’ on Page 10



Seattle Rents Up Slightly in February

APARTMENT LIST

Seattle rents have increased 0.3% over the past month, and have increased marginally by 0.6% in comparison to the same time last year, according to a new report from Apartment List.

Currently, median rents in Seattle stand at \$1,330 for a one-bedroom apartment and \$1,650 for a two-bedroom.

This is the second straight month that the city has seen rent increases after a decline in December of last year. Seattle’s year-over-year rent growth lags the state average of 1.1%, as well as the national average of 0.9%.

Throughout the past year, rent increases have been occurring not just in the city of Seattle, but across the entire metro. Of the largest 10 cities that we have data for in the Seattle metro, 9 of them have seen prices rise. Here’s a look at how rents compare across some of the largest cities in the metro.

- Lakewood has the least expensive rents in the Seattle metro, with a two-bedroom median of \$1,450; the city has also experienced the fastest rent growth in the metro, with a year-over-year increase of 3.9%.
- Over the past year, Marysville is the only city in the metro that has seen rents

fall, with a decline of 3.5%. Median two-bedrooms there cost \$1,640, while one-bedrooms go for \$1,320.

As rents have increased marginally in Seattle, a few similar cities nationwide have also seen rents grow modestly. Compared to most other large cities across the country, Seattle is less affordable for renters.

- Rents increased slightly in other cities across the state, with Washington as a whole logging rent growth of 1.1% over the past year. For example, rents have grown by 1.7% in Vancouver and 0.7% in Spokane.
- Seattle’s median two-bedroom rent

See ‘Seattle’ on Page 20

Landmark OR Rent Control Bill Signed

BY JOHN R. TRIPLETT

Governor Kate Brown has signed a landmark first-in-the-nation rent-control bill, SB 608, which she said provides protections for renters related to no-cause evictions and rent increases.

“This legislation will provide some immediate relief to Oregonians struggling to keep up with rising rents and a tight rental market,” the Governor said in a release.

“But it does not work alone. It will take much more to ensure that every Oregonian, in communities large and small, has access to housing choices that allow them and their families to thrive,” Brown said in the release.

The Governor’s 2019-21 budget includes \$400 million in new investments aimed at ending homelessness for Oregon’s children, providing permanent supportive housing for the chronically homeless, housing Oregon’s veterans, and accelerating the growth of housing supply by tripling the existing pipeline of affordable housing by 2023, according to the release.



Oregon Gov. Kate Brown

Brown has made affordable housing a priority but cautioned the bill could lead to “a lot of headaches” if not paired with a \$20 million funding package, according to reports. The funding package included in Brown’s proposed budget, for instance, would pay for technical assistance in the form of a help line and legal aid for landlords and renters, according to the Statesman-Journal.

Democrats released a statement saying the legislation will “protect renters from rent-gouging and no-cause evictions.”

Senate Bill 608 “creates a fairer system that will provide predictability and stability to renters throughout the state, while not discouraging new construction,” the statement reads.

Rep. Mark Meek (D-Oregon City), a Realtor and property manager, carried the legislation on the floor.

He told the story of his own experiences as a child dealing with housing instability.

“I have lived both sides of this issue,” Meek said in the release. “I’ve experienced homelessness and extreme hunger. I remember couch-surfing throughout the Los Angeles area with my mother after being evicted from our apartment. We’d sleep in a motel when we could afford them, and when we couldn’t, we’d sleep in our car.

“My story is one example of what displacement looks like. Displacement is

See ‘Landmark’ on Page 6

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How a Bill Becomes a Law

Those of us who are old enough remember the famous Schoolhouse Rock animation of “I’m Just A Bill”. That video certainly motivated young children to ask their parents or teachers questions about how a bill becomes law.

That civics lesson would be an important and timely lesson to revisit for anyone in the rental housing industry today.

The 2019 Washington State Legislative session has been a complicated and contentious session for rental housing providers. Many legislators, including newly elected members, have made housing affordability one of their priority issues.

It is well known that in Washington state, we are simply not building enough new housing to meet the increased demand. Higher costs to build and local regulatory barriers to housing construction have left an imbalance, forcing housing costs to rise faster than wages.

Such a shortage has a significant impact on quality of life for millions of Americans, across nearly all socioeconomic strata. Families are forced to pay more in rent or mortgages, and often live much farther away from job opportunities. Long commutes lead to less time spent with children and loved ones. More and more working-class families experience increased housing uncertainty.

ON THE GROUND IN WASHINGTON STATE

Unfortunately, the solutions advocates and tenant activists are pushing to lawmakers do nothing to help increase housing supply. They are focused on “tenant protections,” which supposes that landlords have all the power and tenants need more favorable landlord-tenant laws.

Eviction prevention legislation has also been more prevalent as housing affordability has become more acute. We see increased focus on the causes of eviction and assuredly, landlords are made the scapegoat in that discussion.

Our state legislature is a citizen legislature, which convenes in regular session annually. In odd years, the session is a “long session,” or 105 days long. In even years, the “short session” is just 60 days in length.

The bicameral body is made up of the state Senate, with 49 members, and the state House of Representatives, with 98 members. Currently, Democrats enjoy a large voting majority control of both chambers of the legislative branch, as well as control of the executive branch (Governor’s office).

THE BILL PROCESS AND WMFHA

A bill is a written proposal to enact a law or that proposes a change to the law in the Revised Code of Washington, known as RCW. Any citizen or group can propose an idea to a lawmaker and ask that that they create a bill for consideration in the state legislative branch. Thousands of bills are introduced each session, with limited time for consideration.

Bills are referred to a Senate or House committee for consideration. That committee holds public hearings before the bill is considered by the committee. Public comments and testimony is heard in those public committee hearings. If the committee elects to pass the bill out of that committee, it is referred “on the floor” of that chamber.

Legislative hearings are informal. Anyone can speak for or against a proposed bill. WMFHA staff and members regularly testify in these committee hearings as subject matter experts in housing and to give opinions and advice on the merits or pitfalls of proposed laws. Our role is to educate lawmakers on the effects of these proposals.

If the bill is passed in the first house of origin, it then goes to the opposite chamber for review and debate. If amendments are proposed in the second chamber, the first chamber must concur in the amendments. If passed by both chambers, the bill goes to the Office of the Governor for signature or veto.

WE WORK FOR YOU

Washington Multi-Family Housing Association advocates for legislation equitable to our industry and the broader community. Our advocacy efforts are focused primarily on the state and local levels.

As the leader in multifamily housing in our state, we speak with the collective voice of thousands of members owning and managing more than 225,000 apartment homes in our state. Our obligation is to provide quality rental housing that meets the needs of renters.

To fulfill that obligation, our industry watches proposed legislation with keen interest – will this regulation negatively affect our ability to serve residents of our homes? Will the legislation impede our ability to maintain affordable housing? Will this policy increase costs or risk of providing quality housing? If so, we may speak out against that proposed legislation and/or recommend more constructive

proposals.

More and more, as elected officials try to show that they are “doing something” to address our housing issues, we find that they take a limited, short-term view of the issues, and often we see the likely result to be ineffective at addressing the very concern they are attempting to affect.

NEIGHBORING & NATIONWIDE IMPACT

As we have seen recently in Oregon, partisan politics and pandering to special interest groups can result in disastrous policies like Oregon’s new rent control law. The trend toward a more adversarial posture against housing providers is a disturbing reality. We expect to see more adverse policy recommendations that will harm residents we serve and housing providers, with little positive effect on renters.

The following is a statement from Robert Pinnegar, CAE, President and CEO of the National Apartment Association:

“The regrettable action by the Oregon State House of Representatives on SB 608 will lead to unintended, but pre-eminently predictable negative consequences for housing affordability in the state. Rather than focusing on the onerous regulatory environment that constricts the diversity of housing needed to meet the surging demand for rental housing, Oregon’s public officials chose to slide backward by enacting a failed policy that has historically proven to hurt residents and housing supply alike.”

Doug Bibby, President of the National Multifamily Housing Council, a Washington, D.C.-based association

representing the apartment industry, wrote:

“While the intent of rent control laws is to assist lower-income populations, history has shown that rent control exacerbates shortages, makes it harder for apartment owners to make upgrades and disproportionately benefits higher-income households. Oregon lawmakers should focus on a holistic solution that encourages more housing supply, facilitates public-private partnerships to tackle many of the existing barriers, and increases direct assistance to renters.”

We need to fight for an appropriate environment that promotes balance between renters and rental housing providers. We ask that our members be informed, be engaged, follow the issues and evaluate candidates for office, and VOTE!

These are trying times for our industry, and our voices need to be heard loud and clear. We cannot allow ill-advised legislation and adversaries to push policies that hurt the residential property management industry that supports tremendous economic growth and job creation for local cities and communities.

To learn more about Washington Multi-Family Housing Association, our advocacy efforts, educational opportunities, networking events, 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.



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Where Do You Draw the Line on Normal ‘Wear and Tear’?

Dear Landlord Hank: Where do you draw the line on what is normal wear and tear, what is not, and what tenant should pay for? We had a long-time tenant who lived alone and recently moved into an assisted living facility. While cleaning his rental, we found multiple red wine stains in the 5-year-old carpet in different rooms that are not going to come out so carpet has to be replaced. He is asking for his full deposit back. Seems to us five years is pretty good for useful life of carpet and probably due for replacement anyway. Place is fine otherwise. But where is the line on what is normal wear and tear and what is not? – **Landlord Sam**

Dear Landlord Sam: Normal wear and tear is not really defined anywhere regarding all the components of a property. All landlords should expect for a unit not to look brand new when a tenant moves out. In most cases, they have been living in a property, not taking their shoes off outside, hanging pictures, etc. You probably will notice “heavy traffic patterns” in your carpeting as tenants have moved through doorways and around furniture. That would be normal and you can’t bill the tenant for that.

But any damage to your property due to tenant /tenant guests, accidents, carelessness, or negligence would be recoverable from damage deposit, following proper procedure. Regarding the carpet: burns, stains, bleach marks, rips, loosened from tack strips, snags would normally be considered damage. The quality of the carpeting is also an issue-very cheaply made carpeting will snag very easily sometimes with vacuum



cleaners! In another example, to me, if a tenant hangs a few pictures in every room, that I would consider normal wear and tear. Hanging a TV from the wall is a much more extensive repair and that is not normal wear and tear. Sometimes tenants try to “fix” things by patching and painting. I ask them not to do so, as their repairs usually cost more to fix correctly than if maintenance doesn’t have to re-do. If I have a great long term tenant like your older gentleman, I would be very generous with “normal wear and tear.” I think after 5 years, your carpet could be expected to be replaced, in most cases.

“Landlord Hank” Rossi started in real estate as a child watching his father take care of their family rentals 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. A few years ago he and his sister started their own real estate brokerage, focusing on property management and leasing.



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Spotlight on Sexual Harassment in Housing

By ELLEN CLARK

The two primary types of sexual harassment are quid pro quo sexual harassment and hostile environment sexual harassment.

While harassment of any kind is illegal, the topic of sexual harassment warrants special consideration. Every year, thousands of people face unwelcome comments and requests for sexual favors from landlords, property managers, maintenance workers, and security guards.

The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ) recognize two types of sexual harassment: quid pro quo sexual harassment and hostile environment sexual harassment.

Quid pro quo sexual harassment is an unwelcome request or demand to engage in conduct where the submission is either explicitly or implicitly made a condition related to the terms, conditions, or privileges of the sale or rental. An unwelcome request or demand may constitute quid pro quo harassment even if the person agrees to the unwelcome request or demand.

A property manager telling a prospective resident that she'll waive the pet fee if he goes on a date with her is an example of quid pro quo sexual harassment.

Hostile environment sexual harassment is unwelcome conduct that is sufficiently severe or pervasive enough to interfere with the use or enjoyment of the apartment home or other facilities.

Determining a hostile environment depends on many factors, including nature, severity, frequency, duration, context, and location of the conduct. An example of hostile environment sexual harassment would be a leasing consultant making frequent comments about a resident's body



while she is at the swimming pool to the point where his behavior makes her stop visiting the swimming pool.

Considering the attention sexual harassment has gotten lately, you may be feeling nervous or confused about what is and isn't appropriate.

Here are some tips:

- Take a moment to think about how others may perceive actions you consider friendly.
- In general, do not initiate hugs or kisses with customers and coworkers. Even if you are just an affectionate person and don't mean anything by it, it could make people uncomfortable, and they may be too polite to tell you so. You can still be friendly—try a big smile and a positive greeting instead.

grace hill

TRAINING TIP
OF THE MONTH

- In general, avoid commenting on how customers and coworkers look, like telling a customer she looks great in her jeans or telling a co-worker he's "looking hot." What may seem like a harmless compliment to you could be unwanted attention for that person.
- If you see harassing behavior happening, don't play along and don't ignore it. The person doing the harassing may think your silence or

nervous laughter means that you are OK with the behavior. If you don't feel safe speaking up, at least report the behavior to your supervisor or the HR department.

- If you are a supervisor, immediately investigate and respond to any complaints of harassment.

The increased spotlight on sexual harassment is not going away. HUD is serious about investigating complaints of sexual harassment, and owners and operators of rental housing communities are paying the price.

Make sure your employees are aware of the laws, but more importantly make sure they are trained in what is appropriate, respectful behavior that should be shown at all times.

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 over 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. 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 hear more.

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Landmark OR Rent Control Bill Signed



“Rather than focusing on the onerous regulatory environment that constricts the diversity of housing needed to meet the surging demand for rental housing, Oregon’s public officials chose to slide backward by enacting a failed policy that has historically proven to hurt residents and housing supply alike.”

Continued from Page 1

devastating. It stifles a child’s ability to be successful. It is no small miracle that I am standing here before this esteemed body today,” Meek said in the release.

Senate Bill 608 establishes a statewide limit on rent increases, keeping them to no more than 7 percent plus the consumer price index during a 12-month period. It also bans no-cause evictions following the first 12 months of occupancy.

PASSAGE OF SB 608 ERODES PRIVATE PROPERTY RIGHTS AND FIXES NOTHING

Oregon House Republicans released a statement saying, “It is evident supply is necessary to alleviate the affordable housing shortage.

“Passage of this bill also raises a more serious question: If a property owner can’t decide who lives in their apartments and houses, who really owns the property? Certainly, it is no longer the one who pays the property taxes.

“Moreover, the bill doesn’t address the real problem: the supply of affordable housing. The super-majority party contends the legislation will rein in rising rents caused by a housing crisis.

“But over and over, rent control in cities across the country has demonstrated otherwise. The answer to the housing crisis is not rent control, the answer is increasing the available number of houses and apartments. SB 608 neither encourages the building of new housing supply, nor does it provide real incentives to maintain existing rental property.

“Investment dollars that would have

provided more housing will now go elsewhere. The Democrats’ unwillingness to seriously consider common-sense amendments will damage the mom-and-pop property owners, many of whom have invested their retirement dollars into the rental market.

“The consequences of this legislation will ripple far beyond the urban areas to Oregon’s small communities, where the housing shortage is just as real as in urban areas. It is also an assault on private property rights, effectively removing property owners’ ability to do what they wish with their own assets.

“This bill is just one of many aimed to further regulate Oregonians, while doing little to solve the problems it purports to fix. The virtual elimination of single-family zoning ensconced in HB 2001 and the explicit promise in HB 2020 of a new ‘economic system’ for households, businesses and workers demonstrate the true intentions of Oregon’s ruling party,” the Republicans’ statement said.

NATIONAL MULTIFAMILY HOUSING COUNCIL AND NATIONAL APARTMENT ASSOCIATION WARN OF NEGATIVE CONSEQUENCES OF SB 608

“There is no doubt that housing affordability is a crisis in Oregon. However, SB 608 will worsen the imbalance between housing supply and demand by allowing for rent control across the state,” said Doug Bibby, President of the National Multifamily Housing Council, in a release.

“While the intent of rent-control laws is to assist lower-income populations, history has shown that rent control exacerbates shortages, makes it harder for apartment owners to make upgrades and disproportionately benefits higher-income households.

“That is why Oregon and a majority of other states have laws in place that explicitly prohibit local municipalities from implementing rent-control laws. Reversing course is counterproductive and will not solve the crisis.

“Oregon lawmakers should focus on holistic solutions that encourage more housing supply, facilitate public-private partnerships to tackle many of the existing barriers, and increase direct assistance to renters,” Bibby said in the release.

The “regrettable action by the Oregon State House of Representatives on [passing] SB 608 will lead to unintended, but pre-eminently predictable negative consequences for housing affordability in the state,” said Robert Pinnegar, CAE, President and CEO of the National Apartment Association, in a release.

“The National Apartment Association and the National Multifamily Housing Council will continue to promote sustainable, responsible solutions that

- The National Apartment Association

lead to more apartment construction, and oppose reckless and ill-advised policy approaches like rent control,” Pinnegar said in the release.

OREGON DEMOCRATS PRAISE BILL

The Oregon Democrats’ release said, “Senate Bill 608 builds on years of work to address Oregon’s housing crisis, including a law passed in 2017 that prohibits rent increases in the first year of month-to-month tenancy and requires that landlords provide 90-day notice of rent increases. “

Meek added in the release, “I am a landlord and will remain one after this bill becomes law. Becoming a property manager in Oregon is a great investment, and providing fair protection to renters with Senate Bill 608 does not change that.”

The non-partisan Office of Economic Analysis said in a memo that the regulations instituted by Senate Bill 608 will not negatively impact new housing supply.

Rep. Tiffiny Mitchell (D-Astoria) spoke about the need for protections in rural communities throughout Oregon. In recent years, rents statewide have increased by 14 percent, and in towns like Talent, Oregon, one in three residents spends more than half of their income on housing.

“As someone who has spent the last year talking to countless rural Oregonian tenants about the stress they face every day from a rental market in crises, I know how critical this legislation is toward helping them find the stability they deserve,” Mitchell said in the release.

Rep. Tawna Sanchez (D-Portland) stressed how important the legislation is for protecting the most vulnerable and underserved Oregonians.

“In every corner of Oregon, individuals are facing an emergency,” Sanchez said in the release. “From women fleeing domestic violence, to working families in communities big and small trying to get by, to indigenous people who struggle to find a safe and secure home, this crisis touches all of us.

“Oregon House Democrats continue to work to ensure more Oregonians have access to an affordable, stable place to call home. This legislation is an important and significant step forward, and it is one part of a broad range of solutions needed to address this statewide crisis,” the release states.

John R. Triplett is the publisher and general manager of Rental Housing Journal.



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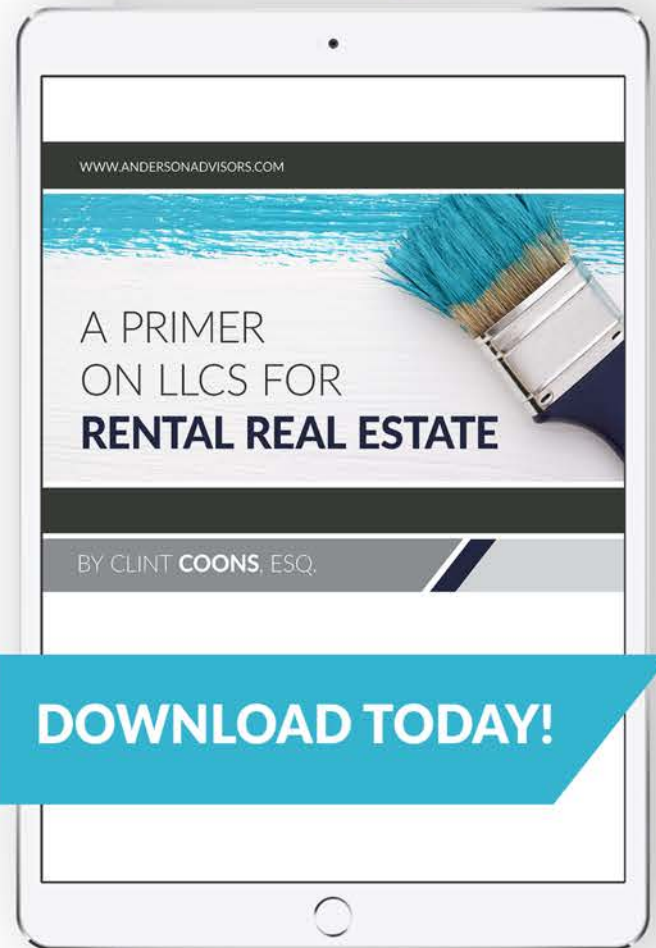
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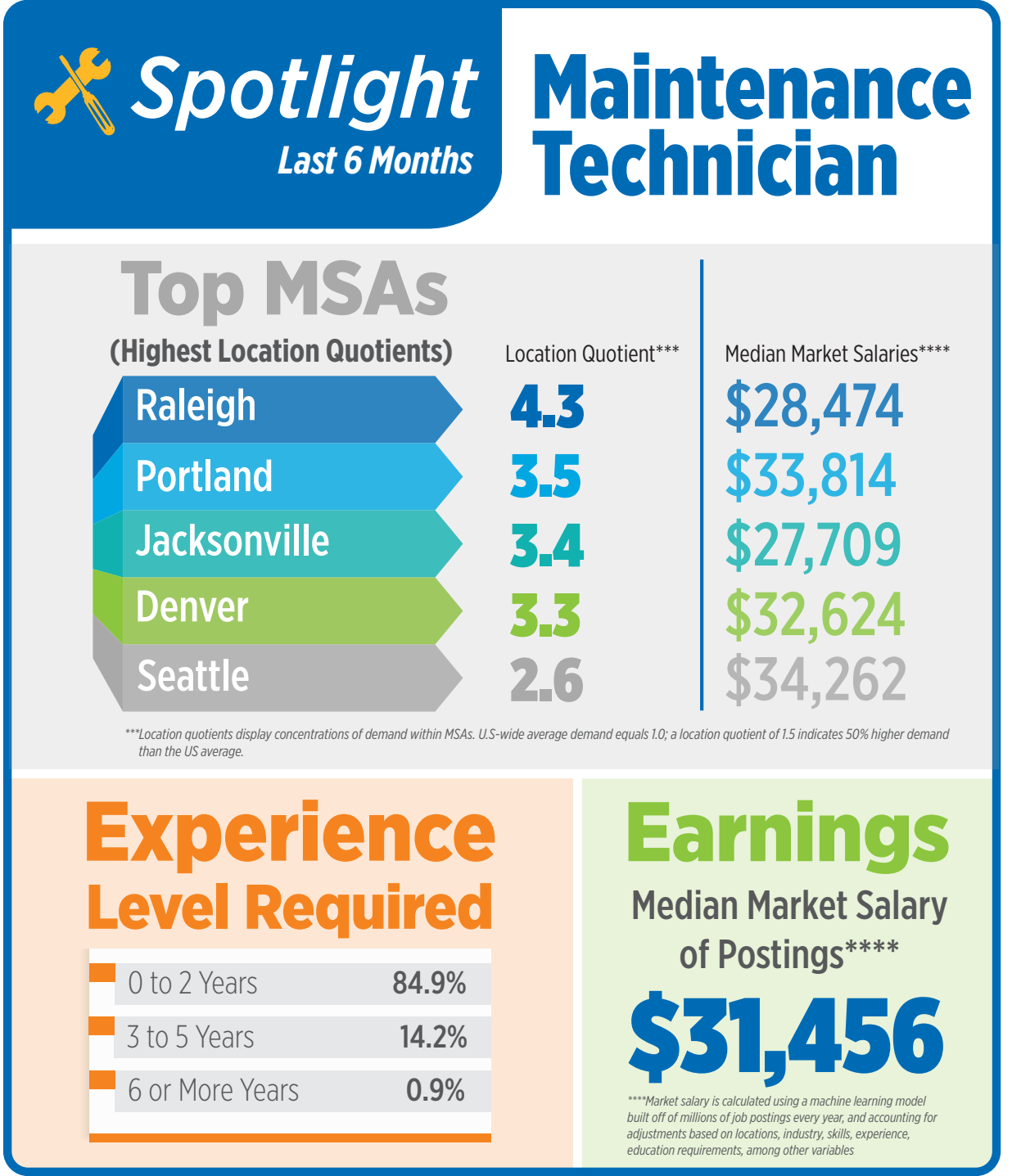
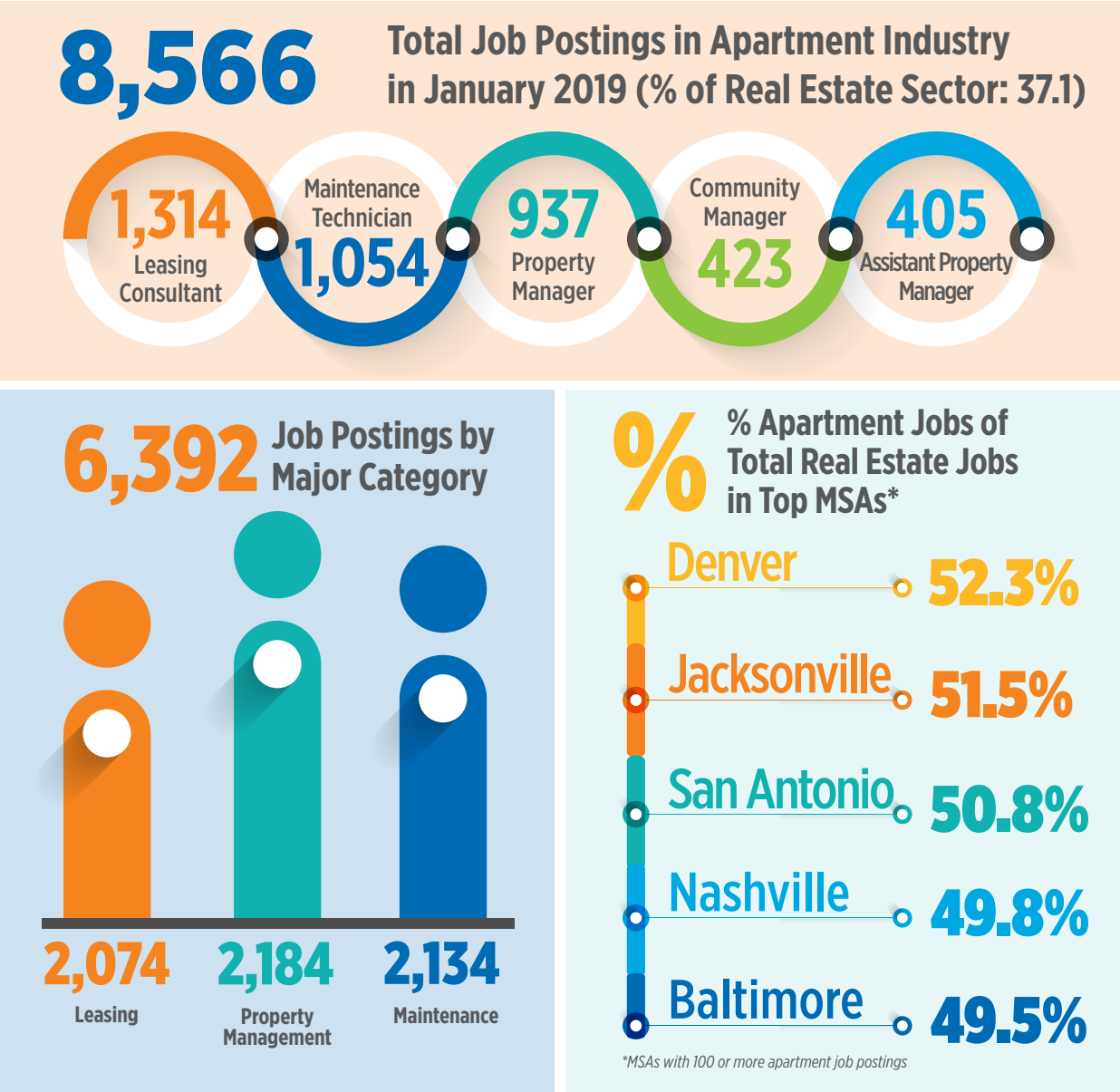


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Apartment Maintenance Tech Jobs in Demand

NATIONAL APARTMENT ASSOCIATION

The latest jobs report from the National Apartment Association (NAA) shows that apartment-maintenance technician jobs in the West — Portland and Seattle, in particular — had the highest demand across the country.

The need for people to fill apartment-maintenance technician positions were more than three times the U.S. average in Raleigh, Portland, Jacksonville, Denver and Seattle, according to the National Apartment Association Education Institute (NAAEI) Apartment Jobs Snapshot January 2019.

Median market salaries for apartment-maintenance technician jobs was \$33,814 in Portland and \$34,262 in Seattle. Most jobs required only up to two years or less experience.

HIGH NUMBER OF JOBS IN RENTAL HOUSING

The apartment-industry labor market held its momentum from late last year into 2019, with apartment jobs representing more than 37 percent of job openings in the real estate sector.

Jobs available in the rental-housing industry rose from an average of 35 percent last year to more than 37 percent of the real estate sector in January.

Days-to-fill were particularly challenging in Baltimore, where the unemployment rate fell to post-recession lows at the end of last year, and Nashville, which currently boasts the tightest labor market of major metro areas across the United States.

MAINTENANCE-TECH SKILL SET STILL HIGHLY SOUGHT AS TITLES CHANGE

The change in the proportion of job titles over the past five years is not only reflective of demand, i.e. the highly sought-after maintenance tech, but of recruiters providing more focused and appealing titles, the NAA report says.

The generic “apartment manager” has given way to “community manager,” while the surge of assistant property managers and maintenance supervisors reveals a clear career path within those sectors.

The greatest increases in skills desired for all types of positions included both specialized skills such as Yardi Matrix software, and soft skills, particularly writing and collaboration.

JOBS REPORT BACKGROUND

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.

“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.”

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,” Munger said.

Lying About an Emotional Support Animal in Utah Could Become a Misdemeanor

RENTAL HOUSING JOURNAL

Utah lawmakers are close to passing legislation penalizing renters for lying about owning emotional-support animals.

The lawmakers say the legislation is for the benefit of both landlords and people with legitimate disabilities, but disability groups say the legislation could be intimidating to people who legitimately need an emotional-support animal in their residence. The Utah House has passed the bill to make it a misdemeanor to falsely claim to a landlord that a tenant has an emotional-support animal; it has received favorable recommendation in the Utah Senate.

The bill, HB43, was proposed by Rep. Jim Dunnigan, R-Taylorsville, and makes a clear distinction between service animals and emotional-support animals. According to Dunnigan, there is no penalty under the current law for a tenant falsely claiming to a landlord that he or she has an emotional-support animal, and this bill changes that.

“It’s becoming a problem, I’ve heard a lot from service-animal owners that the people with emotional-support animals are kind of damaging their brand, because more and more people are saying, ‘I qualify for an emotional-support animal, you need to rent housing to me,’ when they do not,” Dunnigan told KSL.com.

The bill’s primary function would be to impose criminal penalties on people who seek housing and lie about having a medical need for an emotional-support animal. Under current state law, people who lie about having a “service animal” can be charged with a class B misdemeanor, but no such penalty exists for “emotional-support animals.”

DISABILITY GROUPS SEE PROBLEMS WITH THE LEGISLATION

Ogden-based disability advocacy group Roads to Independence sees problems with the bill. “They say that it will be used as a deterrent, but our concern is that deterrent, if you want to call it that, is intimidation,” said Roads to Independence Director Andy Curry during a public hearing before the Senate Health and Human Services Committee, according to the St. George News.



“When you do intimidation, you’re catching the whole gamut of people,” Curry said. “You’re catching the people that have the disability and you’re catching people that don’t.” He suggested that there are alternatives to taking a law enforcement approach, such as awareness training for landlords.

Andrew Riggle, a public policy advocate with the Disability Law Center, also spoke in opposition to the bill. “As part of our fair-housing work, the DLC takes hundreds of calls and represents hundreds of clients every year facing barriers to their ability to live independently,” Riggle said, according to the newspaper.

“Clients with support animals are people with debilitating anxiety, PTSD, postpartum depression, bipolar disorder or severe depression,” he explained. “These people need their support animals so badly that many of them would be unable to live independently without (them). These people, real people with disabilities with real needs, face denials of their requests for accommodation every single day.”

Riggle said people making fraudulent claims about service or support animals are “exceedingly rare” in the experience of the Disability Law Center, arguing that legislation of this nature would just serve as yet another barrier to these people seeking living accommodations.



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Landlords Must Educate Tenants on Septic Systems

Continued from Page 1

- Baby wipes and diapers
- Large amounts of food waste
- Any kind of grease. When needed, use alternative cleaning solutions that are septic-safe (like vinegar).

Tenants should also avoid very long showers, use the washing machine no more than once a day, and refrain from excessive use of garbage disposals. Tenants should know to report any drain issues as soon as possible. Being aware of these bad habits can keep tenants informed and aware if any issues were to arise.

MOST COMMON SIGNS OF SEPTIC SYSTEM FAILURE

Septic systems are fragile, and issues are bound to arise at some point. Be proactive by keeping an eye out for the most common problems that occur with septic systems:

1. **Backed-up toilet:** An overflowing toilet might be a sign that your septic tank is failing, but in most cases, it's easy to plunge or snake the toilet to drain any buildup.
2. **Sewer smells:** Sewer odors are likely to arise if your tank is overflowing. Other reasons might be due to a pump malfunction, such as a transfer pump that has stopped working. In this case, you'd have to have the system inspected to verify the issue. Another reason for a smelly sewer could be due to frozen rank or outflow pipes. If the weather is cold in your region, your septic

tank may have frozen. In this case, you would need your tank pumped.

3. **Drain cleaners:** Drain cleaners such as toilet disinfecting products that sit in the tank and dissolve slowly might actually have a negative effect on your drain. Also, hazardous chemicals, paints, solvents, antifreeze, and other drain cleaners can have a similar negative effect. Encourage tenants to avoid using these products.

OTHER WARNINGS

As a property manager, make sure to communicate the status of your septic tank to tenants to avoid related septic issues such as the following:

- Limited-capacity tank: If your septic tank's capacity is limited, let your tenants know so they can limit how many guests they have during gatherings in the building.

- Septic field location: Let tenants know where your septic field is so tenants can enjoy outdoor activities and plant gardens away from the area to avoid contamination.

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Publisher/General Manager

John Triplett

Editor-in-Chief

Linda Wienandt

Associate Editor

Diane Porter

Sales Manager

Terry Hokenson

www.RentalHousingJournal.com

Mailing Address

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

Email

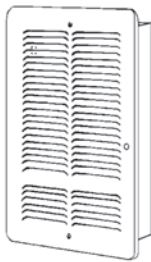
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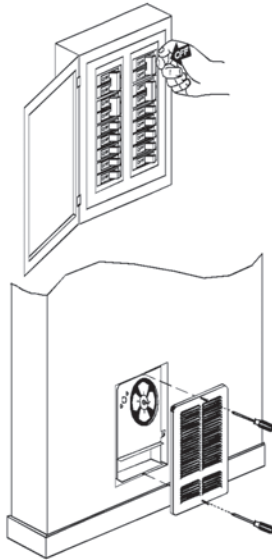
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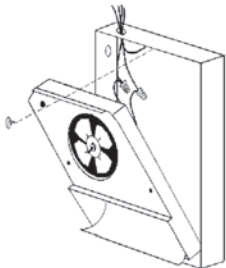
Cleaning and maintenance guide for W-series heater

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

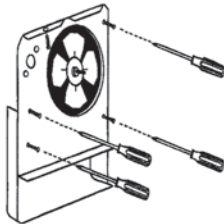


WARNING Take extreme caution when working with electrical heaters. Turn off the electrical power to the heater by switching off the circuit breaker or fuse feeding the heater before removing the grill. Lock, tape or tag the circuit breaker so that the power cannot be turned on accidentally while working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

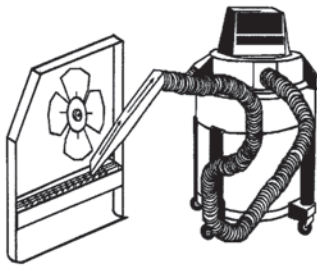
After the power is turned off, remove grill using a #2 square drive or a #2 Phillips head screw driver. Clean grill by vacuuming or wiping off before reinstalling.



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 an audible click, so by listening close to the heater on older models you can determine if it is cycling. Heaters manufactured in 2001 were equipped with the **SMART GUARD**® high temperature limit system which does not utilize the warning light lens. Also, look at the grill to see if it has discolored from high temperatures. In either case, if you suspect that your heater is not functioning properly, discontinue use and follow the guidelines mentioned in this manual or call a qualified electrician. As mentioned before, always keep combustible materials at least three feet away from the front of the heater and one foot from the sides. With regular inspection and maintenance of your electric heaters they will operate safely and efficiently.

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REGISTRATION, BREAKFAST, TRADE SHOW
AND NETWORKING:

8:00 a.m. – 8:30 a.m.
\$500 prize opportunity just for showing up on time!

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8:30 am - 9:00 am, Center Hall Stage
Laura McGuire, CAPS – Woodspear Properties, WMFHA Board President
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2019 Education Conference and Exposition

TRADESHOW EDUCATION ACHEDULE

	Room #401/402	Room #403	Room #404	Room #405	Room #406	Room #407/408
8:00 a.m.	Registration	Registration	Registration	Registration	Registration	Registration
8:30 a.m.	Conf. Kick-Off	Conf. Kick-Off	Conf. Kick-Off	Conf. Kick-Off	Conf. Kick-Off	Conf. Kick-Off
9:00 a.m.	Resident Satisfaction	Risk Management	Emotional Intelligence	Reasonable Accommodations	Appliance Repair Refrigeration	Keeping Up With the Joneses
9:30 a.m.						
10:00 a.m.	Trade Show	Trade Show	Trade Show	Trade Show	Trade Show	Trade Show
10:30 a.m.	Understanding The RFP Process	Stress Management	Mastering Profitability	Effective Notices	Appliance Repair Cooking	Take Pride In Your Property
11:00 a.m.						
11:30 a.m.	Trade Show- Maint. Mania	Trade Show- Maint. Mania	Trade Show- Maint. Mania	Trade Show- Maint. Mania	Trade Show- Maint. Mania	Trade Show- Maint. Mania
12:00 p.m.	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
1:00 p.m.	Making Cents of the Maint. Budget	Building a Cohesive Team	Executive Leadership Panel	Safe & Sound	Appliance Repair Dishwashers	Don't Phone It In!
1:30 p.m.						
2:00 p.m.	Trade Show	Trade Show	Trade Show	Trade Show	Trade Show	Trade Show
2:30 p.m.	Remediation Practices	Generational Awareness	Rise and Fail	Market Update	Appliance Repair Laundry	Award Winning Sales & Leasing Strategies
3:00 p.m.						
3:30 p.m.	Maintenance Mania Race Car Competition and EdCon After Party	Maintenance Mania Race Car Competition and EdCon After Party	Maintenance Mania Race Car Competition and EdCon After Party	Maintenance Mania Race Car Competition and EdCon After Party	Maintenance Mania Race Car Competition and EdCon After Party	Maintenance Mania Race Car Competition and EdCon After Party
4:00 p.m.						
4:30 p.m.						
5:00 p.m.						
5:30 p.m.						

Class Session One: 9:00 a.m. - 10:00 a.m.
Choose from these great classes!

- At Your SERVICE: The Impact of Maintenance on Resident Satisfaction and Retention
- Avoiding Worst Case Scenario: Risk Management Issues
- Emotional Intelligence: What It Is and Why It's Important
- Reasonable Accommodations
- Appliance Repair - Refrigeration
- KEEPING UP WITH THE JONESES: Why You Want to Make Nice with Your Competition

TRADESHOW AND NETWORKING: 10:00 a.m. – 10:30 a.m.
Explore the EdCon Trade Show and learn about some of today's leading-edge products and services that can help you achieve your business goals!

Class Session Two: 10:30 a.m. – 11:30 a.m.

- Get Me Some Bids: Understanding the RFP Process
- Stress: It's What You Make of It!
- Line Item Leaders: Mastering Profitability



- A 10-Day with Teeth! The Who, What, Where, Why of a Good Notice
- Appliance Repair – Ranges
- Take Pride in Your Property: Every Community Has a Story - Learn It, Love It, SELL IT!

Continued on Page 17

A moment to shine at the night

February 15, 2019 brought *Washington Multi-Family Housing Awards*.
After a rigorous, thorough nomination and judging process, award winners were announced.
Please join us in acknowledging the accomplishments of these winners.

Community Manager of the Year

1-150 Units: Bill Fowler - *Thrive*
151-300 Units: Pascal Coufal - *Pillar*
301+ Units: Matthew Stibbs - *Pillar*
Affordable: Stephanie Moss - *Indigo*

Assistant Community Manager of the Year

1-300 Units: Jonathan Payne - *Greystar*
301+ Units: Keirsten Vest, CAM - *Weidner*

Leasing Consultant of the Year

1-300 Units: Amanda Lockleer, NALP - *Insite*
301+ Units: Madison Barr - *Weidner*

Rookie of the Year

Office: Sara Gluck - *Thrive*
Maintenance: Robert Lewis - *FPI*

Maintenance Technician of the Year

1-300 Units: Adam Startzman - *Avenue5*
301+ Units: Kohlton Steinman - *Griffis Residential*

Maintenance Supervisor of the Year

1-150 Units: Alberto Rivera - *Thrive*
151-300 Units: Joel Sanders - *Pillar*
301+ Units: Roy Sowerby - *Avenue5*

Regional Maintenance Supervisor of the Year

Alex Watts - *Avenue5*

Curb Appeal

Garden Style (Pre 1990): Seaside - *Thrive*
Garden Style (Post 1990): Mill Creek - *Thrive*

Mid/High Rise: Villa Appia - *Thrive*

Renovated Community of the Year

1-150 Units: The Eden - *Thrive*
151+ Units: Griffis Belltown - *Thrive*

New Development of the Year

1-150 Units: Assembly 118 - *Thrive*
151+ Units: Junction Bothell - *Thrive*
Affordable: Vintage at Mill Creek - *Thrive*

Community of the Year

1-150 Units: The 101 - *Pillar*
151+ Units: Griffis Seattle South - *Thrive*
Affordable: Landmark Apartments - *Thrive*

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ssociation's ninth annual Western Washington Emerald Awards.
ward recipients were announced at an elegant black tie gala.

hments of the 2019 Emerald Award recipients!

or of the Year

-Luna - *Thrive*
s - *Pillar*
FPI

Director of the Year

erra Vista - *Epic*
Madison Bellevue -
First Pointe
SUHRCO

y of the Year

rive
- *Griffis Residential*

he Year

- *Thrive*
- *Insite*
Creek - *FPI*

r
r

uth - *Griffis Residential*
rtments - *Greystar*

Portfolio Manager of the Year

Kendehl Rojanasthien, CAPS - *Thrive*

Credential Holder of the Year

Marina Singh, NALP, CAM, CAS - *Avenue5*

Community Service Award

Individual: Monica Stillwell - *Epic*
Team: Griffis Residential Gives

Industry Partner of the Year

Brook Furniture Rental

Volunteer of the Year

Brad Milne - *HD Supply*

Lifetime Achievement Award

Gail Duke



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A moment to shine at the fourth annual Eastern Washington Emerald Awards!

Over 300 people gathered at the beautiful Davenport Grand Hotel in Spokane on February 8 for our fourth annual Eastern Washington Emerald Awards! At this elegant luncheon event, 17 Emerald trophies were awarded in 11 categories. Thank you for celebrating the best of the best in property management with us!

Leasing Consultant of the Year

1-150 Units: Johnny Bruzas - *Greystar*
151+ Units: Heather Powers - *Greystar*

Assistant Manager of the Year

1-150 Units: Shemayne Riddell - *FPI*
151+ Units: Danica Storlie - *Greystar*

Maintenance Technician of the Year

Jorge Ramos - *Weidner*

Maintenance Supervisor of the Year

1-150 Units: Timofey Sytnik - *Greystar*
151+ Units: Nick Baron - *Avenue5*

Community Manager of the Year

1-150 Units: Arianna Wikle - *Prodigy*
151+ Units: Christopher Roberts - *Greystar*

Portfolio Manager of the Year

Rachel Young - *Prodigy*

New Development of the Year

Bella Tess - *Greystar*

Curb Appeal

1-150 Units: Residence at River Run - *Prodigy*
151+ Units: Mosaic on the River - *Prodigy*

Community of the Year

1-150 Units: Affinity at South Hill - *FPI*
151+ Units: Prairie Hills - *Greystar*

Industry Partner of the Year

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Community Service - Team

Supportive Services for Veteran Families - *Goodwill Industries*

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2019 Education Conference and Exposition



LUNCH, TRADESHOW AND NETWORKING:
11:30 a.m. – 1:00 p.m.

Let’s get ready to rumble!
Maintenance Mania Competition 11:30 a.m. –1:00 p.m.



- Class Session Three: 1:00 p.m. - 2:00 p.m. •**
Making “Cents” of Your Maintenance Budget
- We’re All in This Together: Building a Cohesive Onsite TEAM
 - Executive Leadership Panel – Learn. Connect. Grow.
 - Safe and Sound: (Active Shooter Response in an Apartment Community)
 - Appliance Repair - Dishwashers
 - Don’t Phone It In! Phone Skills Can Make or Break You!

TRADESHOW AND NETWORKING: 2:00 p.m. – 2:30 p.m.

- Class Session Four: 2:30 p.m. - 3:30 p.m.**
- Top 10 Remediation Practices
 - Generational Awareness
 - Rise and Fail
 - Market Update
 - Appliance Repair – Laundry – Washers & Dryers

- Award Winning Sales & Leasing Strategies – An Emerald Awards Panel

Maintenance Mania Race Car Competition and Prizes/Awards – 3:30 p.m. – 4:30 p.m.



Join the Maintenance Mania competition, with an opportunity to qualify for the national Maintenance Mania competition in Denver at National Apartment Association’s (NAA) Apartmentalize Conference. Racing against the clock, you will compete against each other to see who is the fastest in eight maintenance-focused challenges. The finale of the event concludes with a race car competition, where the competitors build a model car using at least one maintenance product or part and race it down a pinewood derby-style track. Cash prizes are offered for top times, including a \$500 cash prize for the best overall time.

2019 Maintenance Mania Events

- There are eight events in the Maintenance Mania competition. Each event is open to every Maintenance Mania participant. To be eligible to compete at the national competition in Denver and win an all-expense-paid trip, you must compete in all events and meet eligibility rules.
- AO Smith Water Heater Installation
 - Smart Comfort Air Conditioner Repair
 - Fluidmaster Duo Flush Toilet Conversion
 - Kidde Fire & Carbon Monoxide Safety Installation
 - Frigidaire Ice Maker Installation
 - Kwikset Key Control Deadbolt Test
 - Smart Burner Heating Element Installation
 - Race Car Competition

EDCON AFTER-PARTY: 4:00 p.m. – 5:30 p.m.

Stay and enjoy good food and drink, and great company!
Network with peers – catch up on old times, and meet new people.

TRADE SHOW EXHIBITORS:

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- American Furniture Rental
- ALN Apartment Data
- American Floors & Blinds
- Anyone Home Inc.
- AO Services
- Apartment Advantage Staffing
- Apartments.com
- APlus Trees
- BG Multifamily
- Brightview Landscapes
- Buy-Rite Carpet Wholesaler
- Catchall Environmental
- Cinch Kit
- Clean Source Property Management
- Club Fitness Equipment
- Coin Meter Company
- Dog-On-It Parks
- Dogwood Building Supply
- Earthworks Landscape Services
- Elite Resurfacing
- Engineered Floors
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- Executive Coatings & Contracting
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- Fischer Plumbing & Fischer Restoration
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- Mohawk Industries
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- One Way Carpet Cleaning & Restoration
- Pacific Breeze Products
- Pacific Lamp & Supply
- Patcraft
- Precor Commercial Fitness
- Premier Paving and Sealcoat
- PSF Mechanical
- Puget Sound Energy
- RedRock Resurfacing
- Restoration Envy
- Schlage Lock / Allegion
- Shine on Signs & Graphics
- Tacoma-Pierce Co. Health Dept.
- TransUnion
- Valet Living
- Vasquez Landscapes
- VentMasters Dryer Vent Cleaning
- Xfinity Communities

THIS IS WHAT PEOPLE HAVE SAID ABOUT EDCON!

“I am especially pleased with all of the knowledge that three of my staff members, new to the industry, were able to take away after just one day at the EdCon. They are still excited about it this morning.”
— E.A., Community Director with Pinnacle

“I enjoyed the conference very much. The classes were amazing and the speakers well prepared.” — Cindy Lien-Kessner, ConAm Management
“It is so much fun, we have so many amazing and brilliant people in our industry. I enjoyed it.”
— Aaron Stright, HNN Associates

“The venue was easy to navigate in and out of, the speakers were incredible, knowledgeable and spoke about vital topics, the lunch and snacks were well coordinated, timed and delicious. The whole event ran so seamlessly. I loved the stamps on the vendor cards and the Think Tank. I love the keynote speech at the start of the day rather than at the end. I even loved the lanyards vs. pins that always damage my clothes. All the little touches made it a class act all the way. I will be there with bells on every year.”
— Felicity Alexander



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Smart Home Automation For Multifamily

By SEAN MILLER

Smart Apartment Control is a subset of the worldwide Internet of Things (IoT) movement, in which products are constantly being introduced that allow the remote control of components in a home or apartment.

A FOCUS ON SMART HVAC CONTROL

HVAC is an abbreviation for Heating, Ventilation, and Air Conditioning. Most apartment units have them, and they are the most expensive appliances on the property.

The investment in an HVAC system can run into the tens of thousands of dollars, and the nuances of such a system often are misunderstood by the average consumer (particularly residents). Therefore, it makes sense to add some level of control to the HVAC system to prevent misuse and abuse, and to extend the life of this costly appliance.

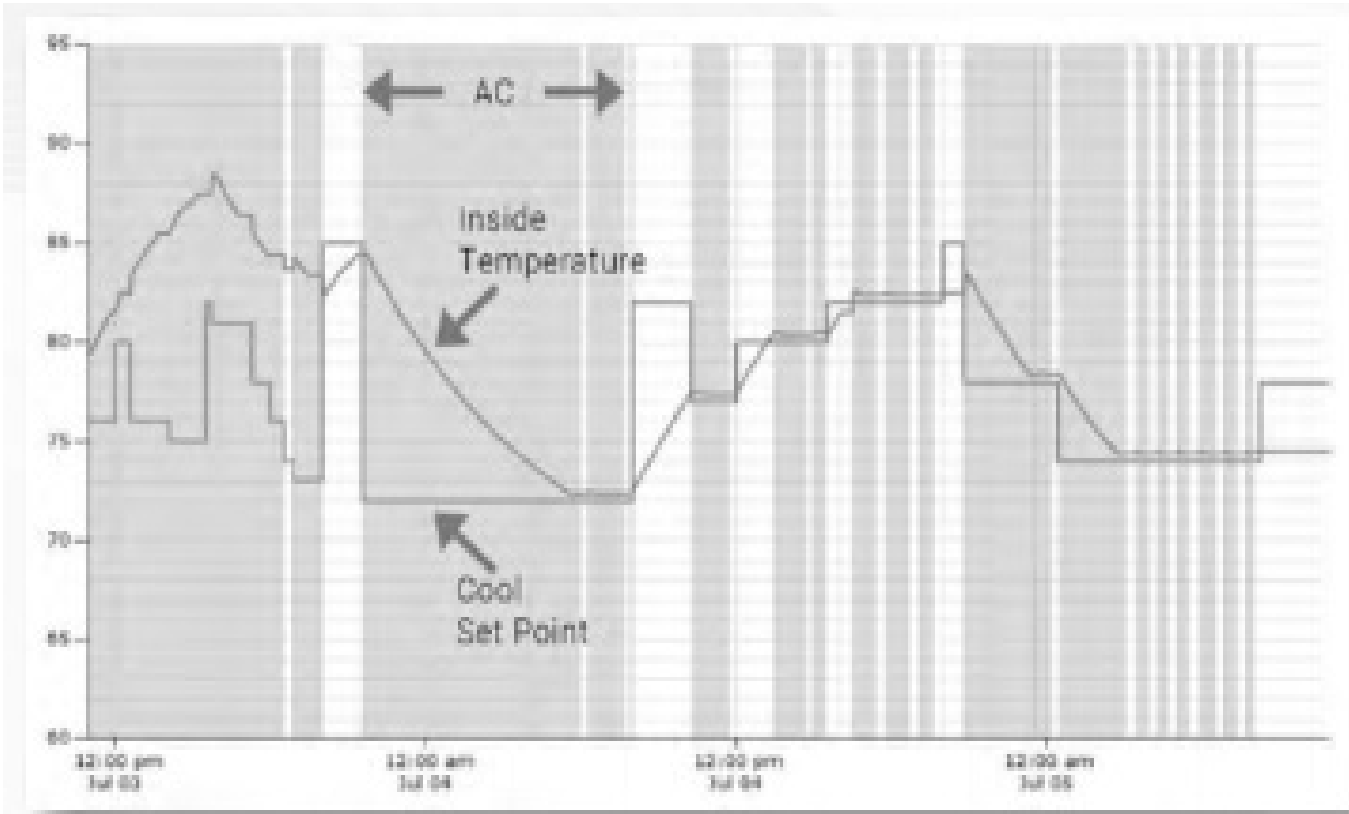
What is Smart HVAC Control?

Smart HVAC Control adds the ability to monitor and control smart thermostats remotely. Adding schedules, defining acceptable set-point ranges, enabling extreme temperature notifications and monitoring humidity are all components of the smart HVAC control.

HOW DOES SMART HVAC CONTROL HELP YOU?

1. By establishing acceptable set-point ranges to avoid damage.

Some people believe that if you turn an air conditioner to 60 degrees, the apartment



will cool faster. They don't understand that the property cools at the same rate (typically 1 to 2 degrees per hour) regardless of how low the set-point is. So, turning a thermostat to 60 degrees just means the HVAC system is going to run longer. And if it is left at 60 degrees, often an air conditioner will freeze up, resulting in thousands of dollars in repair costs.

Smart-thermostat control systems allow your property manager to define a minimum cooling set-point and a maximum heating set-point. This can typically be done through a web portal and wirelessly communicated to the thermostat in your apartment.

By defining minimum cooling and maximum heating set-points for occupied apartments, the resident will be restricted as to how high or low they can adjust the thermostat.

HVAC Analytics identifies small problems before they become big ones. Smart thermostats are continually communicating securely with the web. Data points such as current set-point, actual room temperature and HVAC mode (heating/cooling) are tracked on a per-

apartment basis in the cloud.

Algorithms have been developed that analyze this data in conjunction with the apartment address and outside temperature to determine if an HVAC system is operating properly. In a situation where the system is not running efficiently, a notification is sent to the property manager.

This notification allows the property manager to schedule maintenance before it becomes an emergency, saving significant costs.

The above graph allows a property manager to see what the thermostat settings are should a resident call and complain about the heating or cooling system. By looking at the graph, an assessment can be made as to whether an HVAC system needs maintenance or is responding appropriately given the outside temperature.

2. By using schedules for vacant apartments.

As the apartment manager, you're paying the energy bill when an apartment goes vacant. While well-intentioned, many vendors, showing agents and prospective residents will adjust a thermostat to a

comfort setting (cooler in the summer, warmer in the winter) while working in or viewing your apartment. If they forget to return the thermostat to an energy-saving mode, you spend money cooling or heating an empty unit.

With web-enabled schedules (see graphic above) added to your thermostat, you can be assured that at the end of the day, your thermostat will be reset to the energy-saving mode. By doing so, you eliminate the risk of excessively cooling or heating a vacant apartment, and save the wear and tear on your HVAC system.

3. By monitoring and controlling humidity.

High humidity can result in significant property damage and loss of comfort. A smart thermostat's humidity-monitoring capability can automatically adjust the humidity levels in an apartment by running the air conditioning when humidity thresholds are exceeded.

WILL MY RESIDENTS BENEFIT (OR CARE)?

Residents can use HVAC schedules to save money on energy bills. Just as using online schedules during vacancy will save you money, they will also allow your residents to save money on their energy bills.

ENERGY STAR has confirmed savings of 9% to 16% when heating and 15% to 23% when cooling.

These savings, along with the convenience of controlling the thermostat through a mobile app, will provide the incentive for residents to pay a monthly fee for this service.

Wakefield Research showed that 86% of millennials and 65% of baby boomers are willing to pay more for a rental unit outfitted with smart apartment devices.

Sean Miller is president of PointCentral, the property management-focused division of Alarm.com, the largest Smart Apartment provider in the world. PointCentral's Property-Automation system is based around a cellular gateway installed in the apartment. This device utilizes a cellular radio that communicates securely with the web, and allows online control of a vacant unit.

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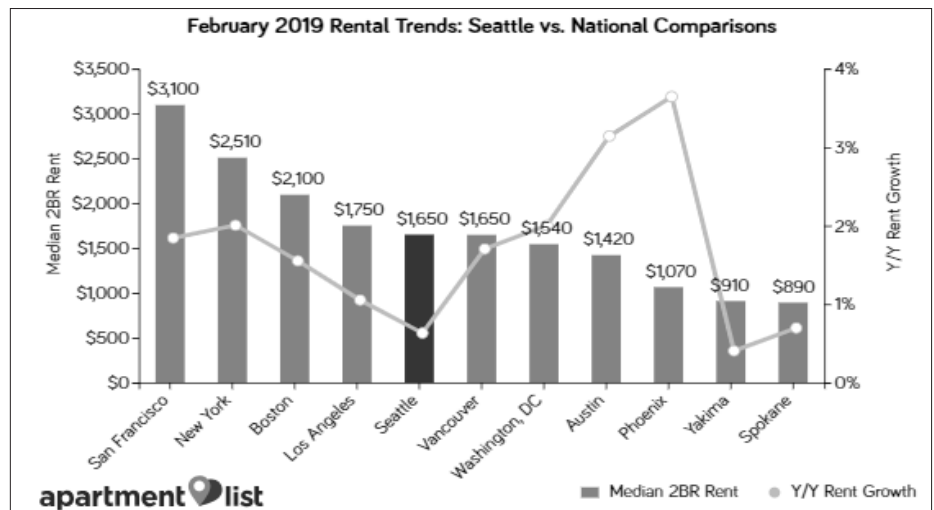
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Seattle	\$1,330	\$1,650	0.3%	0.6%
Tacoma	\$1,250	\$1,560	0.5%	1.4%
Bellevue	\$1,870	\$2,330	0.6%	3.6%
Everett	\$1,330	\$1,660	-0.3%	2.5%
Kent	\$1,460	\$1,820	-0.2%	3.4%
Renton	\$1,660	\$2,070	0.3%	3.5%
Federal Way	\$1,400	\$1,740	0.2%	2.4%
Auburn	\$1,350	\$1,680	0.4%	2.3%
Marysville	\$1,320	\$1,640	0.2%	-3.5%
Lakewood	\$1,170	\$1,450	0.1%	3.9%
Redmond	\$1,780	\$2,220	0.1%	3.6%
Kirkland	\$1,670	\$2,080	-0.7%	5.9%
Sammamish	\$2,710	\$3,370	0.5%	5.5%
Puyallup	\$1,540	\$1,920	0.7%	2.6%
Lynnwood	\$1,540	\$1,920	-0.7%	2.7%
Bothell	\$1,760	\$2,190	-0.3%	3.9%
Mercer Island	\$2,010	\$2,510	-0.2%	7.8%
Kenmore	\$1,670	\$2,080	0.1%	-2.9%
Mukilteo	\$1,830	\$2,270	2.2%	9.2%

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Keepe Partners With Zillow Rental Manager to Provide On-Demand Maintenance Services

KEEPE

Keepe, the on-demand maintenance platform for the rental housing industry, announced that it has teamed up with Zillow Group to offer landlords and property managers an efficient way to source qualified maintenance technicians and streamline the maintenance process for their portfolio of rental properties.

Keepe’s network of independent on-demand maintenance technicians is now available to Zillow’s customers in five major metropolitan markets including:

- Greater Seattle
- San Francisco Bay area
- Greater Portland
- Greater San Diego
- Phoenix Metropolitan area

“For landlords and property managers with portfolios of single-family homes and small apartment buildings, sourcing high quality maintenance technicians on an ongoing basis is the number one problem,” Rishi Mathew, co-founder and CEO, Keepe, said in a release. “With Keepe’s platform, Zillow Rental Manager users can tap into a high quality network of maintenance technicians who are independently licensed and insured, background checked and constantly vetted by Keepe’s customers.”

With Keepe:

- Landlords and Property managers can submit maintenance requests and obtain quick online estimates.
- Keepe automatically schedules with tenants, and automatically dispatches a technician (Keeper) to complete the maintenance request.



- The requester of maintenance request can get notifications when work is scheduled and successfully completed.
- In addition, admins get access to the entire history of maintenance requests thereby allowing them to manage their entire portfolio of rental units more effectively.

Recent industry research has put the spotlight on rental property maintenance as one of the most important aspects of property management. In a recent Freddie Mac survey, 82 percent of renters cited “freedom from home maintenance

responsibilities” as the main reason for continuing to rent instead of own homes. In a separate 2018 survey by Buildium and the National Association of Residential Property Managers (NARPM), property managers declared maintenance as the top challenge facing their business.

As landlords and property managers realize the importance of streamlining maintenance using technology, they are turning toward software solutions that can bring transparency and efficiency to the process both for themselves, renters and property owners. Keepe’s partnership with

Zillow is a major step in this direction. To learn more, visit www.keepe.com.

Keepe is the on-demand maintenance platform for the rental housing industry. Keepe’s network of independent maintenance technicians are available seven days a week and in five metropolitan markets - Seattle, San Francisco, Portland, San Diego and Phoenix. Live since 2016, Keepe is headquartered in Seattle. For more information, visit www.keepe.com.

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RENTAL HOUSING JOURNAL ON-SITE · MARCH 2019

21

Senior Renting Population Up 43 Percent

RENTAL HOUSING JOURNAL

Renters over 60 now represent the third largest group of renter households at 22 percent, according to new research from RentCafé.

And, this is expected to increase as renters over 60 are now the fastest growing group of renters among all age groups in the last 10 years. With a 43 percent increase, senior renters have outpaced even their fellow homeowners.

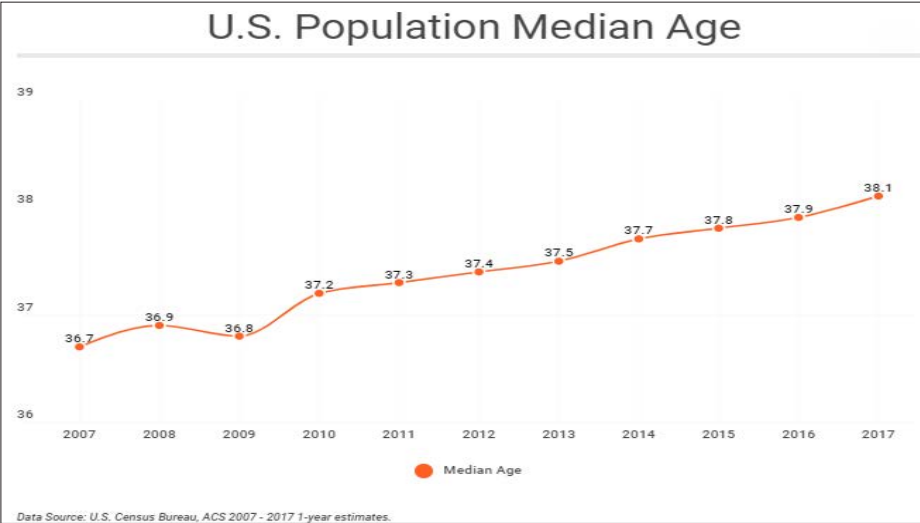
Driven by a decline in homeownership, RentCafé researchers’ estimate that by 2035 seniors will make up 31% of the total number of renters, outnumbering Gen Z renters.

Past studies conducted show that the older population is no longer enthusiastic about homeownership, with many seniors starting to downsize and move into rentals. As their children move out, they find themselves alone, in a big house that costs a lot to maintain, causing them to rethink their housing choices.

RENTERS OVER 60 KEY FINDINGS

- With a 43% increase, renter households over 60 drove the past decade’s surge in renters, greatly outpacing younger age groups.
- When looking at the largest gains,

See ‘Austin’ on Page 23



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Austin Boasts Biggest Increase in Senior Renters

Continued from Page 22

renters over 60 are still in the lead with 2.81 million households added over the last 10 years.

• Zooming in, at a city level, Austin boasts the highest increase in the share of 60+ renters, 113%, followed by Phoenix (112%) and Fort Worth (95%).

• Think New York City is known only for young and hip Millennials? Well, think again. Out of the top 30 largest US cities, the Big Apple has the largest share of senior renter households, 27%. Thanks to a 10-year growth rate of 20%, this age group managed to outrun even those under 34.

• According to our projection based on the trend witnessed between 2007 and 2017, we expect the year 2035 will mark a major demographic shift. The share of seniors will cover about one third of the U.S. rental market and will become the second largest group of renter households.

Out of the 30 most populous cities in the U.S., 16 experienced an increase of over 40% in the 60+ renter household share between 2007 and 2017.

Austin takes the first place as the city with the highest percentage change in the share of 60+ renter households, increasing by 113% in the 10-year period. Phoenix is also present in this top with the second highest increase of 112% and it's followed by Fort Worth, with 95%.

The top 30 oldest cities in the study all have a median age over 39.6 and are mostly retirement cities in Florida, California, or Arizona.

In fact, Florida is home to 12 of the oldest

City/State	10 Year change	Share of 60+ renters	No. of 60+ renters
Austin, TX	113%	12%	24,819
Phoenix, AZ	112%	17%	40,705
Fort Worth, TX	95%	16%	20,799
Jacksonville, FL	83%	17%	26,721
Charlotte, NC	66%	13%	20,939
Dallas, TX	62%	14%	43,534
Houston, TX	61%	15%	73,366
San Antonio, TX	59%	16%	37,191
Louisville, KY	58%	20%	19,935
Denver, CO	52%	16%	23,896

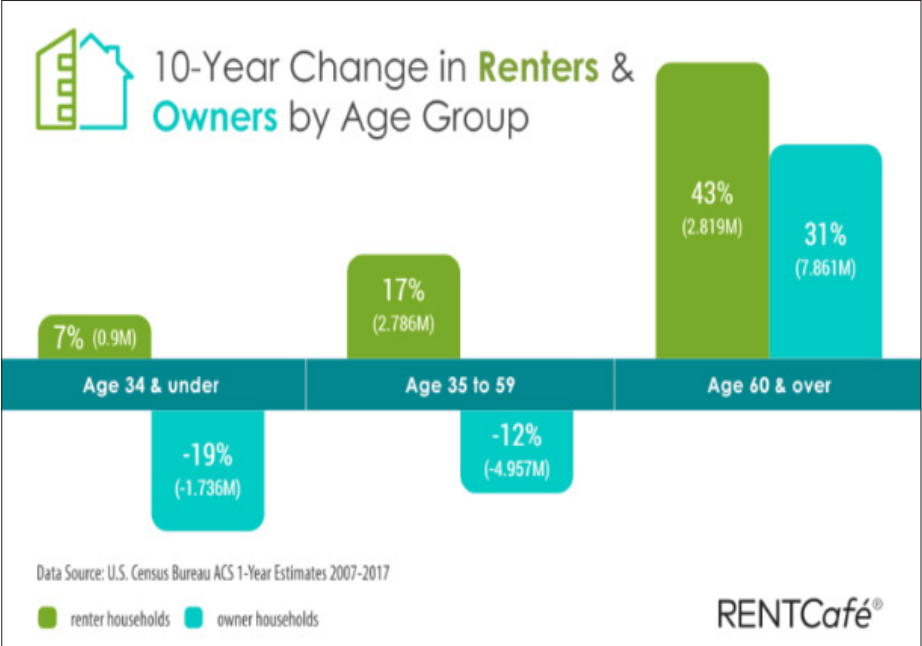
cities, with Cape Coral, first, with a median age of 47.9, followed by Hialeah, with 46.5. In Arizona, sunny Scottsdale is third, with a median age of 46, proving once more its high popularity among retirees in search of warm days and entertainment.

SUMMARY

This growing share of older Americans is bound to have an impact on the U.S. real estate market.

This is a cohort of people that witnessed firsthand the impact of the 2007 housing crisis and the re-shaping of the economy, forcing most of them to give up their homeowner status and move into rental apartments.

It's important for developers to acknowledge the particular housing needs of older renters and make sure that they are being met.



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Landlord to Pay \$9,000 to Settle Over Emotional Support Animal

RENTAL HOUSING JOURNAL

A landlord and agent who refused to rent to a tenant with disabilities because he had an emotional-support animal have settled with the U.S. Department of Housing and Urban Development (HUD) through a conciliation agreement, according to a release.

The case in San Francisco came to HUD’s attention when an individual with disabilities filed a complaint alleging that he was denied the opportunity to rent an apartment because he had an emotional-support animal.

HUD’s investigation found the landlord and agent were explicitly informed that the

prospective tenant’s animal is prescribed by a doctor and allowed under fair housing laws, but they still refused to consider his tenancy because of the animal.

Landlord to pay \$9,000

Under the terms of the agreement, the owner will pay the complainant \$9,000 and both respondents will attend fair housing

training, according to the release.

“Assistance animals provide persons with disabilities with the support they need to not only enjoy their home, but to function in life,” said Anna María Fariás, Assistant Secretary for Fair Housing and Equal Opportunity, in the release. This “agreement reflects HUD’s ongoing commitment to ensuring that housing providers abide by our nation’s fair housing laws.”

The Fair Housing Act prohibits housing providers from denying housing to persons with disabilities and from refusing to make reasonable accommodations in policies or practices, which includes denying assistance-animal requests.



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