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Need Help With Your Clogged Drains?

KEEPE

Recently, Keepe has been getting many jobs for clogged drains; these situations are never ideal for anyone. To help you when you encounter such issues, here are some tips from our maintenance crew.

Consider this scenario: Your tenants are trying to take a shower and the water keeps coming up on their feet (or even higher).

If you are dealing with a lot of standing water, the drain is probably clogged and fixing tenant drain clogs is something you should address as soon as possible.

Standing water for long periods of time can lead to more problems for you. Depending on the severity of your drain’s clog, you might be dealing with standing water sitting in your tub for

See ‘Clogged’ on Page 11

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Denver Rents Up 5th Month in Row

APARTMENT LIST

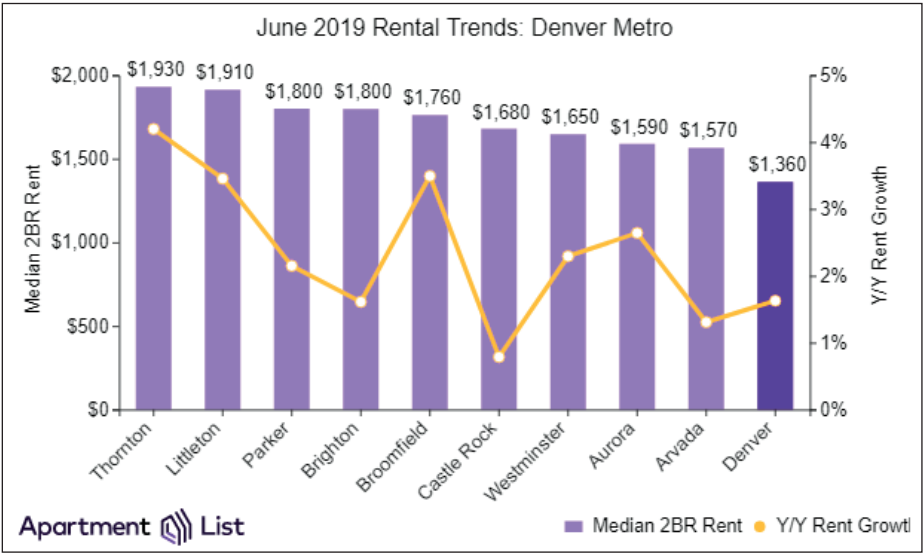
Denver rents have increased 0.4% over the past month, and are up slightly by 1.6% in comparison to the same time last year, according to the July report from Apartment List.

Currently, median rents in Denver stand at \$1,080 for a one-bedroom apartment and \$1,360 for a two-bedroom.

This is the fifth straight month that the city has seen rent increases after a decline in January.

Denver’s year-over-year rent growth lags the state average of 2.1%, but is in

See ‘Denver’ on Page 8



Assistance Cat Denial Leads to HUD Charge



RENTAL HOUSING JOURNAL

Landlords who refused to allow a single mother with a daughter who needs an assistance animal to rent a townhome has been charged with housing discrimination, according to a release. The woman had already signed a lease and explained to the landlords that her oldest daughter, who has mental disabilities, needed the assistance cat – which was recommended by her daughter’s therapist – to live in the townhome in Minnesota.

“For individuals with mental disabilities, assistance animals provide

the support they need to perform life’s daily tasks,” said Anna Maria Fariás, HUD’s Assistant Secretary for Fair Housing and Equal Opportunity, in the release. She said the action “demonstrates HUD’s ongoing commitment to taking appropriate action when housing providers fail to meet their obligations to comply with the Fair Housing Act.”

The U.S. Department of Housing and Urban Development (HUD) said the case came to their attention when the mother of three minor children filed a complaint

See ‘Landlords’ on Page 10

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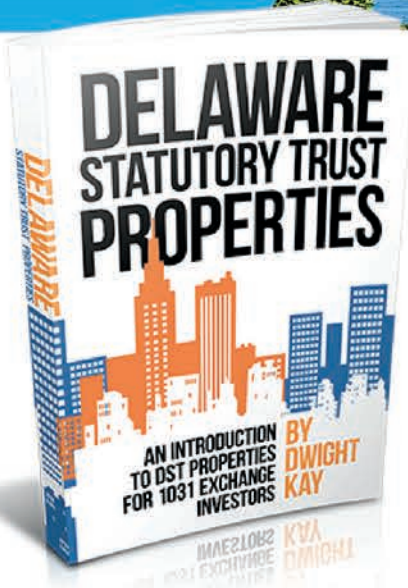
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Case Study: A Client's First Experience with DSTs?

By **BETTY FRIANT**
SENIOR VICE PRESIDENT
KAY PROPERTIES & INVESTMENTS, LLC

The client has invested in real estate since 1987. After experiencing difficulties in renting an industrial property she owned for the past 13 years, it was time to sell.

Having sold many properties in the past, the concept of doing a 1031 exchange was all too familiar to her. She questioned whether or not to do it this time.

In consulting her financial advisor and CPA, she was informed of the tax consequences in selling this property. In hearing this information, she inquired into the best course of action for her tax situation.

The advice was based on a simple question, "Do you want another rental property?" Emotionally, the client was tired of the responsibilities associated with being a landlord, in addition to everything involved in purchasing another rental. Logically, however, it was concluded that the best course of action was to purchase a replacement property and defer the taxes.

The search began for a replacement property, with the industrial unit settlement coming in 60 days. Within a few days, she was tired of looking through hundreds of listings provided by residential real estate agents and commercial properties that did not meet the financial criteria.

Despite these challenges, the search continued until she reached a point of frustration and considered paying the tax, rather than deal with this long process. Why invest in another property, doing the same things she had already been doing, such as rent collections, paying bills, and solving all sorts of problems?



She called her commercial broker to discuss the situation, who said the DSTs sounded like the perfect solution for her situation.

The client was then introduced by the commercial broker to Kay Properties and Investments, LLC. She was hesitant at first, not knowing how DSTs work. Taking it upon herself to read all of the educational material and asking many questions, the client studied DSTs prior to the settlement for her warehouse.

The client spent six weeks prior to her warehouse settlement, immersed in numerous PPMs and in study mode with Kay Properties. In the end, the client was grateful to Kay Properties for helping her avoid a huge tax consequence and educating her through various channels.

The client was able to successfully complete her 1031 exchange into a diversified portfolio of DSTs consisting of Class

A apartments, Class B apartments, and also single tenant net lease industrial. The process from the close of the warehouse to the selected DSTs took place within a week! She was delighted to start receiving income from her DST investment because for the two and a half years prior, her relinquished property had been vacant and not producing income.

She now enjoys sharing her new acquired knowledge with other investors who are tired of property management but still love the passive income that real estate offers.

This is an example of the experience of one of our clients and may not be representative of the experience of other clients. Past performance does not guarantee or indicate the likelihood of future results. Diversification does not guarantee profits or protect against losses.

About Kay Properties and Investments, LLC:

Kay Properties and Investments, LLC is a national Delaware Statutory Trust (DST) investment firm with offices in Los Angeles, San Diego, San Francisco, Seattle, New York City and Washington, D.C. Kay Properties team members collectively have over 114 years of real estate experience, are licensed in all 50 states, and have participated in over \$7 billion of DST real estate. Our clients have the ability to participate in private, exclusively available, DST properties as well as those presented to the wider DST marketplace, with the exception of those that fail our

due-diligence process. To learn more about Kay Properties please visit www.kpi1031.com.

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tion herein. Investors should perform their own investigations before considering any investment. IRC Section 1031, IRC Section 1033 and IRC Section 721 are complex tax codes; therefore, you should consult your tax or legal professional for details regarding your situation. This material is not intended as tax or legal advice.

There are material risks associated with investing in real estate, Delaware Statutory Trust (DST) properties and real estate securities, including illiquidity, tenant vacancies, general market conditions and competition, lack of operating history, interest rate risks, the risk of new supply coming to market and softening rental rates, general risks of owning/operating commercial and multifamily properties, short-term leases associated with multi-family properties, financing risks, potential adverse tax consequences, general economic risks, development risks and long hold periods. There is a risk of loss of the entire investment principal. Past performance is not a guarantee of future results. Potential cash flow, potential returns and potential appreciation are not guaranteed. For an investor to qualify for any type of investment, there are both financial requirements and suitability requirements that must match specific objectives, goals and risk tolerances.

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What if Tenant Says ‘No’ to Showing Property?

Dear Landlord Hank: Have you made an inquiry into the new Oregon Rent Control? My question is a tenant has lived in a place 12 years and the landlord wants to sell and gave the tenant a 90-day notice but now the tenant does not want the property shown. I realize there is a 24-hour notice law that has to be done in writing. But what if the tenant says NO??? Would the landlord then give a 30-day eviction notice? Failure to comply with rental documents? I have not seen the rental documents to know what if sale or for rent clause. I am a real estate broker asking for the tenant. Thank you.
— Karen

Dear Karen: Yes, I read about Oregon’s statewide rent control and limiting rent increase to 7% per year + inflation.

Is there a current lease in place?
What does the lease stipulate about showings?

Many leases allow the unit to be shown at any time, with notice to the tenant. So if the tenant refuses to allow entry, the tenant is violating the lease.

Best to consult an attorney, in your area, conversant with landlord-tenant law.

Dear Landlord Hank: My tenant gave notice that they are ending the lease four months early. I know I can charge for expenses to rent the property again and any months it’s not rented, but I manage it myself so there are not any real expenses. Only my time and energy and I have already found a new tenant so there is only a few days of missed rent. However, I would like to charge a “breaking-the-lease fee” for my time and the inconvenience. How much can I charge if the lease doesn’t specifically say how much a charge would be for breaking the lease? The house is in Peoria, Arizona, and I’m thinking of just charging the security deposit as the fee. Thanks for your help! — Mike

Dear Landlord Mike: I’m not able to give legal advice, so please don’t construe this as such.

Does your lease address default? Usually there is a paragraph devoted to this issue, since it happens frequently.

Some leases indicate that if the tenant doesn’t fulfill the lease, the owner is



entitled to the deposit.
Other leases indicate the deposit is for damage only and any unpaid rent, future rent, attorney fees, etc.

Sounds like you have a few days rent coming to you, for sure. I know you feel like the tenant owes you something for breaking the lease, but it sounds like you haven’t really lost anything, other than a few days’ rent.

If the tenant were to take you to court over the security deposit, and it comes to light that your only real claim of loss is a few days’ rent, you could potentially owe the tenant for legal fees and at least the entire deposit. (I don’t know Arizona state law).

I’d consider myself very lucky to have been able to re-rent almost immediately, and give the tenant an official accounting of the few days deduction of rent from the deposit, and refund the balance by certified mail, in the time frame you have to work in.

You may want to amend your next lease to address this issue.

Dear Landlord Hank: Should tenants tell you when they go on vacation? Do you require it? Do you worry about your rentals being vacant for a couple of weeks? — Landlord Will

Dear Landlord Will: I let my tenants know when they move into a property, that they are responsible for the unit as if it were their own personal home. And,

they have to be smart about living in the property.

They have been shown where the main water cut off is to the property. If they are going to be away for any length of time, they have been instructed to turn this off.

If you live in a cold climate and it’s winter, hopefully you would have instructed them on avoiding freezing water pipes.

I let my tenants know that the air conditioner must be on in the summer time whether they are in residence or not, to avoid mold/mildew growth. That is in the lease too.

Also, make sure your home owners’ insurance is up to date and fully covers your property.

I also strongly suggest tenants get “renter insurance” and it is strongly suggested in my lease, too.

I don’t ask tenants to tell me they are going on vacation and I don’t worry about it. I’ve never had a problem related to this situation.

If you feel uneasy about your current tenants, talk to them and tell they you’d like to know if they are leaving for vacation so you can keep an eye on “their place” to make sure all is well in their absence.

Dear Landlord Hank: With the current water restriction in Los Angeles how do I motivate my tenants to conserve



water when I’m paying the bill? — Landlady Lynn

Dear Landlady Lynn: You can’t use economics to have tenants conserve since your wallet will be the one suffering from high water usage.

I’m assuming you have one water meter that handles every unit at your property?

What I’ve done at my properties where I have only one water meter for many units is to determine the highest bill, divide by the number of units and all NEW tenants are now going to be paying for the water.

You can’t change your current rental agreement but you could talk to tenants and make sure they are aware of the water crisis, also make sure you have no leaks anywhere.

You could also install conserving shower heads and toilets.

Make sure all new tenants, per your lease, know they are paying for water based upon consumption if you think the rate is likely to increase.

About Landlord Hank: “I started in real estate as a child watching my father take care of our family rentals- maintenance, tenant relations, etc. in small town Ohio. As I grew, I was occasionally Dad’s assistant. In the mid-90s I decided to get into the rental business on my own, as a sideline. In 2001, I retired from my profession and only managed my own investments, for the next 10 years. Six years ago, my sister, working as a rental agent/property manager in Sarasota, Florida convinced me to try the Florida lifestyle. I gave it a try and never looked back. A few years ago, we started our own real estate brokerage. We focus on property management and leasing. I continue to manage my real estate portfolio here in Florida and Atlanta. Visit Hank’s website: <https://rentsrq.com>

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John Triplett

Editor-in-Chief
Linda Wienandt

Associate Editor
Diane Porter

Vice President, Sales
Terry Hokenson

Website
www.RentalHousingJournal.com

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

Email
info@rentalhousingjournal.com

Phone
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RENTAL HOUSING JOURNAL COLORADO · JULY 2019

5 Tips on Marketing Your Rental Property

By Alexander Hassoulas

The work of a landlord isn’t just to collect rent at the end of the month. It’s much more than that.

As a landlord, you also have to be a supervisor, a salesperson, a maintenance person and – you guessed it – a marketer!

In this article, you’ll learn the 5 essential tips to marketing rental properties.

Tip #1: Make Sure Your Property is Rent-Ready

It goes without saying that a clean, neat, and orderly home will rent faster and for a higher amount than one that looks unappealing. So before you begin marketing your rental property, ask yourself the following questions:

• **Does my property need a little curb appeal?**

First impressions matter. Make a lasting one by taking care of your yard. Some things you could do for your yard include trimming bushes and trees, spreading mulch, pulling weeds, and mowing your lawn.

• **Do the carpets look clean and inviting?**

Your home isn’t rent-ready if the carpet is dingy, smelly, or stained. Get a professional to restore and clean your carpets.

• **Are there signs of pest infestation?**

Pests are unwanted guests that no tenant wants to deal with. Take care of these unwanted problems before marketing your property.

• **Are there safety concerns?**

Make sure to repair anything that poses a safety risk. Check decks, stairs and handrails to ensure nothing is loose or otherwise may be dangerous to your future tenants.

• **Does paint look curled, chipped or otherwise unappealing?**

If so, then you need to give the home a new paint job.

• **Does the home look clean?**

This one is a no-brainer. Give the place a good scrubbing and once-over.

Tip #2: Take High-Quality Photos of the Property

With most prospective tenants browsing the internet for apartments before attending a property showing, it makes having quality photos even more important.

Unsure how to take amazing photos of your rental property? Here are some few tips to help you:

• Use a digital camera. The high resolution it offers will be able to do your property some justice.

• Switch off the flash. You want your photos to look real.

• Take the pictures during the day. However, for the best quality photos, remember to keep the main source of light behind you.

• Experiment, experiment, experiment! Try as many angles as possible.

• If necessary, touch up the photos.

Before taking any photos, ensure your property is clutter-free and staged. This way, prospective tenants will be able to picture themselves residing there.

Tip #3: Include Social Media in Your Marketing Strategy

Social media can be a great marketing



tool. If you know how to use it, that is.

• **YouTube**

Do you plan to create a video of your rental property? If so, then YouTube can be a great platform to use. Just make sure to include your contact info and keywords when describing your property.

• **LinkedIn**

LinkedIn is generally full of working professionals. When used the right way, it can become a source of reliable tenants.

• **Twitter**

Twitter can be a great way to find referrals who might be interested in renting your property. Just remember to include an image when tweeting about your rental property.

• **Facebook**

Facebook is another way to get referrals. Simply post your listing and ask your friends to share it.

Remember, though, no one likes to get spammed. It’ll only make your connections to become annoyed and then possibly disconnect from you.

Tip #4: Create the Best Ad Possible

A well-written ad can make the difference between attracting high-quality tenants and attracting low-quality tenants.

So take the time to create an ad that is detailed and interesting.

The following are some elements that you should include in your rental ad:

• **Keywords:** Include keywords that prospective tenants interested in your property could be searching for on search engines.

• **Include high-quality photos:** Remember the tips we mentioned earlier? This is your chance to use them!

• **Include directions:** You could write the directions yourself or you could just include a Google map on your site that includes a pin dropped at the property’s address.

• **Be specific:** Make sure you explain your property in great detail. At the same time, ensure that you are as comprehensive as possible.

Tip #5: Consider Multiple Marketing Trends

Property owners who want to maximize rentals need to use a combination of marketing techniques. Aside from social media, make sure to also use:

• **Rental listing sites:** Popular rental listing sites include Craigslist, Hotpads, Realtor.com, and Zillow.com.

• **Yard signs:** While no longer as

effective as they used to be, yard signs are still a great way to advertise vacant properties.

• **Word of mouth:** Do you have a strong landlord-tenant relationship with your current tenants? If so, it’s likely they would want to spread the word among co-workers, friends, and family.

For more information, email: alexander.hassoulas@upkeepmedia.net



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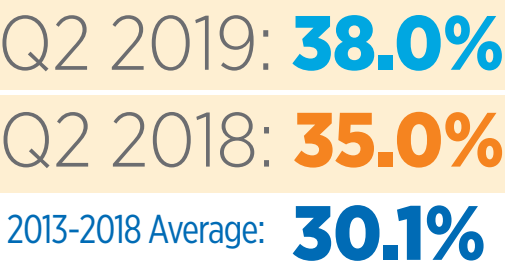
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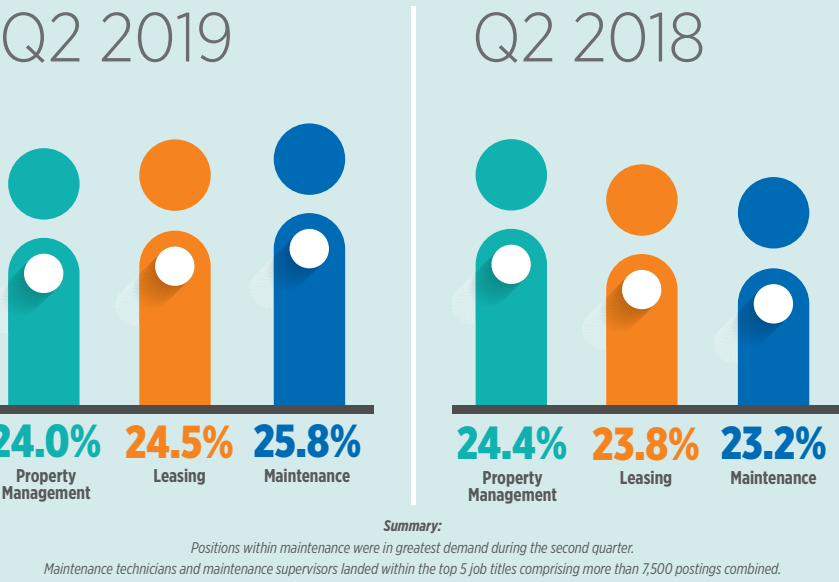
Total Q2 Job Postings in Apartment Industry (% of Real Estate Sector)



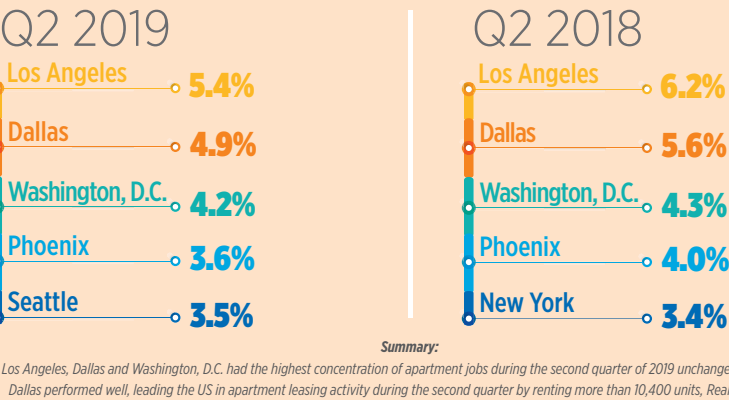
Summary:

38 percent of available real estate jobs in the US were in the apartment sector, well above the recent averages and an increase from 2018. Demand for apartments surged during Q2 2019, reaching a five-year high. According to RealPage, net move-ins totaled 155,515 units which outpaced Q2 2018 absorption by 11 percent.

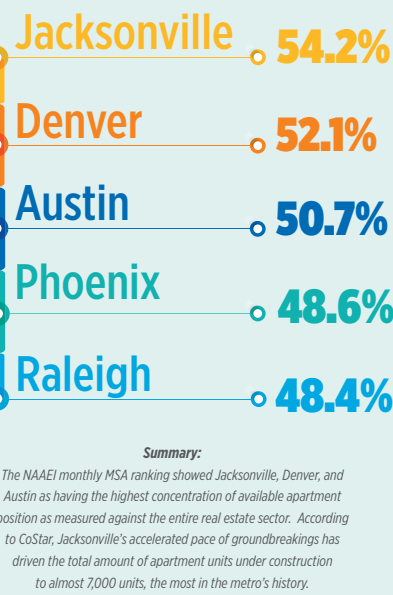
Job Postings by Major Category (As a percent of all Apartment Jobs)



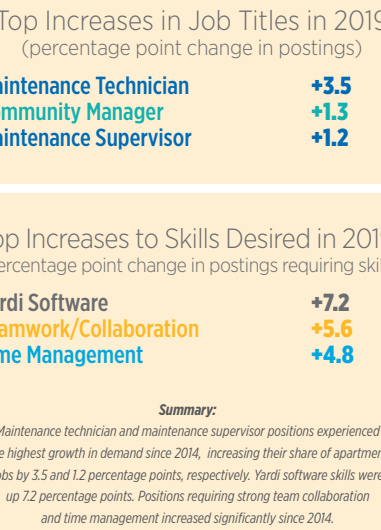
Top MSAs* (As a percent of all U.S. Apartment Jobs)



June 2019: % Apartment Jobs of Total Real Estate Jobs



The Evolution of Titles & Skills 2019 vs. 2014



Competing Sectors (Highest Location Quotients)**



Common Skills (Percent of Jobs Requiring Skill)

	Apartment	Retail Trade	Hospitality
Specialized Skills			
Customer Service	31.4%	44.7%	24.5%
Sales	20.8%	43.7%	9.5%
Scheduling	14.7%	17.2%	18.1%
Baseline Skills			
Communication Skills	40.5%	42.0%	31.8%
Organizational Skills	28.7%	28.7%	19.8%
Detail-Oriented	21.9%	13.0%	12.8%
Teamwork/Collaboration	15.5%	19.7%	20.5%

Summary:

The apartment industry often competes with the hospitality and retail sectors, all of which require strong customer service, communication, and organizational skills. Denver remained the common thread in all three sectors, unchanged from Q1 2019, where demand for talent is well above the U.S. average.

NAA Apartment Jobs Snapshot

Q2 2019

Apartment Industry Jobs Continue Strong Growth in Second Quarter

NATIONAL APARTMENT ASSOCIATION

Apartment industry jobs continued strong growth in the second quarter, amounting to 38 percent of available real estate jobs in the United States – well above the recent averages and an increase from 2018, according to the most recent jobs report from the National Apartment Association.

Job demand continued strong as demand for apartments surged during the second quarter of 2019, reaching a five-year high.

According to RealPage, net move-ins totaled 155,515 units, which outpaced the second quarter of 2018 absorption by 11 percent, according to the NAAEI’s Apartment Jobs Snapshot. Openings in the apartment sector comprised 38 percent of positions available in the real estate sector, well above the average of 30.1 percent.

Los Angeles, Dallas and Washington, D.C., had the highest concentration of apartment jobs during the second quarter of 2019 unchanged from last year. Dallas performed well, leading the US in apartment leasing activity during the second quarter by renting more than 10,400 units, RealPage reported.

APARTMENT INDUSTRY JOBS IN MAINTENANCE SHOW STRONG DEMAND

Available maintenance positions had a significant year-over-year increase, up by 2.6 percent.

Positions within maintenance were in greatest demand during the second quarter.

Maintenance technicians and maintenance supervisors landed within the top 5 job titles, comprising more than 7,500 postings combined.

Maintenance technician and maintenance supervisor positions experienced the highest growth in demand since 2014, increasing their share of apartment jobs by 3.5 and 1.2 percentage points, respectively.

YARDI SOFTWARE SKILLS NEEDED

Since 2014, positions requiring skills in Yardi Software, team collaboration, and time management have notably increased.

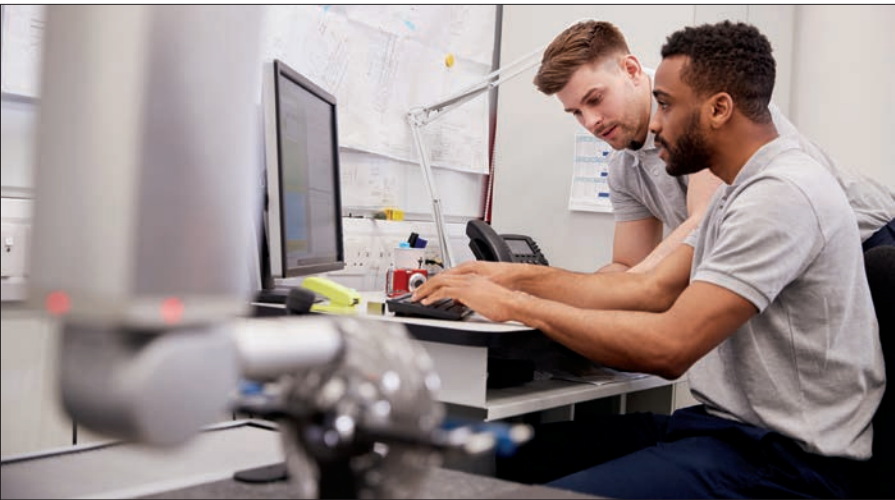
Yardi software skills were up 7.2 percentage points. Positions requiring strong team collaboration and time management increased significantly since 2014.

NATIONAL APARTMENT ASSOCIATION JOBS REPORT BACKGROUND

The NAA 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.



Sources: NAA Research; Burning Glass Technologies; CoStar, RealPage

* MSAs with 100 or more apartment job postings.
** Location quotients show how concentrated demand is within a particular geography. US-wide average demand equals 1.0; an LQ of 1.2, for example, indicates 20% higher demand than the US average (or 1.2 times the US concentration).

How you treat people with limited English proficiency, which could be a potential source of discrimination, is the topic of this Grace Hill training tip.

- Do you only let tenants submit maintenance tickets in English?
- Do you prioritize requests from those who speak English over those who do not because it is easier and quicker?
- Do you provide poor translations of leases because it is easy and cheap?

Suddenly, whether you meant to or not, you've essentially discriminated based on national origin, which is illegal under the Fair Housing Act.

It is estimated that more than 25 million people in the United States have limited English proficiency or LEP.

A person with limited English proficiency may not speak, read, write, or understand English as well as a person who grew up with English as their first language.

About 80% of LEP people in the United States in 2013 were born in a foreign country. Being from another country does not automatically mean a person has LEP, of course, but there is a strong connection between LEP and national origin.

Why is this important?

Imagine you have a policy or practice that treats limited English proficiency people differently.

Sex-for-Rent Scheme Alleged

The U.S. Department of Justice has filed suit against the owner and manager of rental properties in the San Diego area who is alleged to have been sexually harassing female tenants and trading sex for rent discounts, according to a release.

The Justice Department lawsuit alleges that Larry Nelson, owner and manager of residential housing in Spring Valley, California, violated the Fair Housing Act by subjecting female tenants of his properties to sexual harassment and retaliation. The seven-page complaint, filed in U.S. District Court in San Diego, accuses Nelson of entering the homes of his female tenants without reason and in several cases offering to reduce or forgive rent in exchange for sex, according to the *Los Angeles Times*. The lawsuit alleges that Nelson engaged in sexual harassment of and retaliation against female tenants from at least 2005 to the present.

“The Fair Housing Act prohibits sexual harassment and retaliation in housing,” Assistant Attorney General Eric Dreiband said in the release. “Any landlord who sexually harasses his tenants or retaliates against them for refusing sexual advances, destroys their housing security and risks families’ ability to keep a roof over their heads. Anyone who engages in this kind of disgusting and illegal conduct should be on notice: the Department of Justice will be coming for you.”

Prosecutors said Nelson controlled every aspect of the rental process, from accepting applications and determining who could rent the units to setting the rental amount and collecting monthly payments. “Let this be a wake-up call for abusive landlords,” U.S. Attorney Robert



grace hill

TRAINING TIP
OF THE MONTH

Maybe you only let residents submit maintenance tickets in English to make things easier on your maintenance staff

Perhaps you translate leases and other documents with Google translate because it is free and you can't afford a good translator

Maybe you take resident maintenance requests out of order so someone who speaks the same language can help an LEP customer

Remember the statistic mentioned earlier that about 80% of LEP people in the United States in 2013 were born in

a foreign country? This means four out of five people affected by the policy or practice that treats LEP people differently will be people born in other countries.

So how can you avoid policies and practices that have a disparate impact on people who are LEP? Here's what HUD recommends:

- Never refuse to work with people who are not fluent in English. Claiming you don't have the resources won't hold up as a justification for your actions.
- Treat everyone the same, regardless of whether they have difficulty speaking English or speak with an accent.
- Allow enough time for prospects to review leases and other documents, particularly those who may need to translate them for proper review.
- Don't provide poor translations.

Your intentions might be good, but a poor translation can be confusing and misleading.

- Don't restrict the languages that can be spoken in your community. An "English Only" mandate is unnecessary, unwelcoming, and discriminatory.

For more information about working with LEP customers, see Grace Hill's Fair Housing and Limited English Proficiency mini-course.

About the author: 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, 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. About Grace Hill: For nearly two decades, Grace Hill has been developing best-in-class online training courseware and administration solely for the Property Management Industry, designed to help people, teams and companies improve performance and reduce risk. Contact Grace Hill at 866-472-2344 to learn more.

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Denver Rents Up For Fifth Straight Month

Continued from Page 1

line with the national average of 1.6%.

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

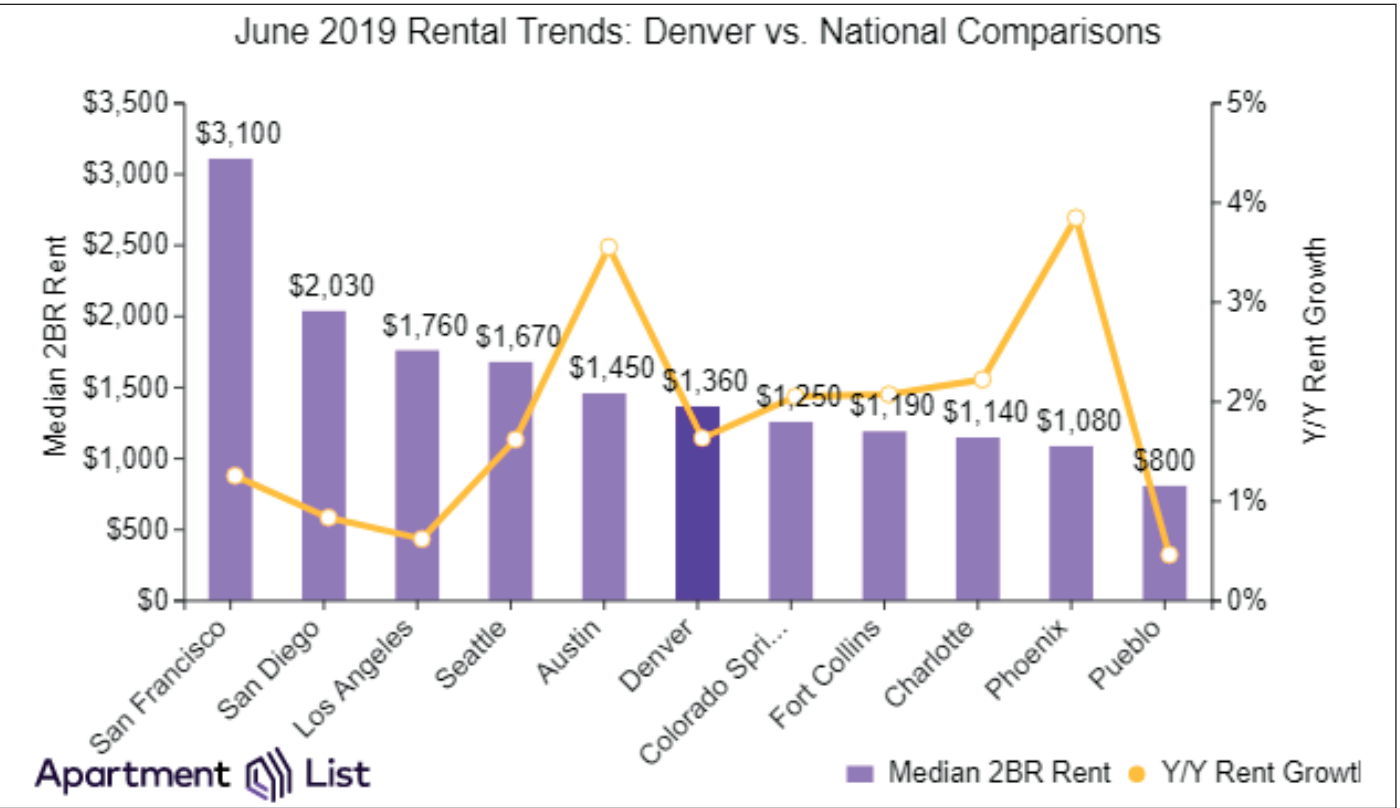
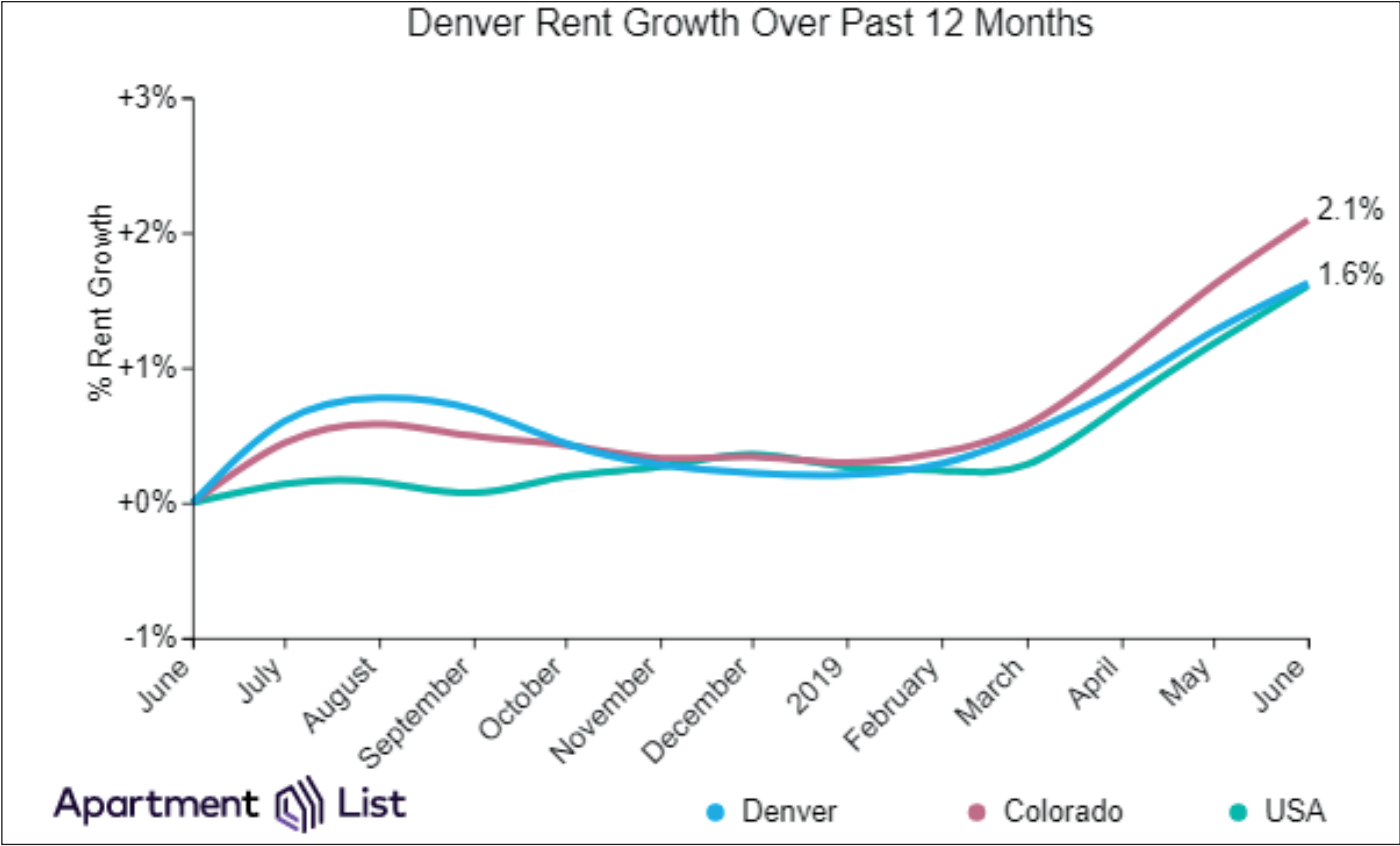
- Thornton has the most expensive rents in the Denver metro, with a two-bedroom median of \$1,930; the city has also seen rent growth of 4.2% over the past year, the fastest in the metro.
- Over the past month, Brighton has seen the biggest rent drop in the metro, with a decline of 0.3%. Median two-bedrooms there cost \$1,800, while one-bedrooms go for \$1,420.
- Denver proper has the least expensive rents in the Denver metro, with a two-bedroom median of \$1,360; rents grew 0.4% over the past month and 1.6% over the past year.

DENVER RENTS MORE AFFORDABLE THAN MANY SIMILAR CITIES NATIONWIDE

As rents have increased slightly in Denver, a few other large cities nationwide have also seen rents grow modestly. Denver is still more affordable than most comparable cities across the country.

- Rents increased slightly in other cities across the state, with Colorado as a whole logging rent growth of 2.1% over the past year. For example, rents have grown by 2.1% in Fort Collins and 2.0% in Colorado Springs.
- Denver's median two-bedroom rent of \$1,360 is above the national average of \$1,190. Nationwide, rents have grown by 1.6% over the past year, which matches the rise in Denver.
- While Denver's rents rose slightly over the past year, many cities nationwide also saw increases, including Phoenix (+3.8%), Austin (+3.5%), and D.C. (+2.3%).
- Renters will find more reasonable prices in Denver than most similar cities. For example, San Francisco has a median 2BR rent of \$3,100, which is more than twice the price in Denver.

Apartment List Methodology - Recent Updates: "Data from private listing sites, including our own, tends to skew toward luxury apartments, which introduces sample bias when estimates are calculated directly from these listings. To address these limitations, we've recently made major updates to our methodology, which we believe have greatly improved the accuracy and reliability of our estimates," Apartment List says in the report.



City	Median 1BR price	Median 2BR price	M/M price change	Y/Y price change
Denver	\$1,080	\$1,360	0.4%	1.6%
Aurora	\$1,260	\$1,590	0.4%	2.6%
Thornton	\$1,530	\$1,930	0.8%	4.2%
Arvada	\$1,240	\$1,570	1.2%	1.3%
Westminster	\$1,300	\$1,650	1.5%	2.3%
Broomfield	\$1,400	\$1,760	1.1%	3.5%
Castle Rock	\$1,330	\$1,680	0.7%	0.8%
Parker	\$1,420	\$1,800	-0.1%	2.1%
Littleton	\$1,510	\$1,910	0.4%	3.5%
Brighton	\$1,420	\$1,800	-0.3%	1.6%
Englewood	\$1,270	\$1,610	2.3%	4.7%
Wheat Ridge	\$1,000	\$1,270	0.5%	1.5%
Golden	\$1,270	\$1,600	1.2%	3.1%

National Average Rent Reaches \$1,465 in June

RENT CAFÉ

As the peak rental season got into full swing, the national average rent reached \$1,465 in June – that’s an extra \$37 added to the average rent since the beginning of the year and \$45 more compared to June 2018, according to a new report from Rent Café.

Compared to last June, renters pay \$45 more on average, according to the latest rent survey from Yardi Matrix.

“With renting remaining the preferred housing option, the first half of 2019 saw accelerated rates in apartment-leasing activity, as well as an effective rise in occupancy,” said Doug Ressler, Director of Business Intelligence at Yardi Matrix, in the report.

SOME OF THE KEY POINTS FROM THE NATIONAL AVERAGE RENT REPORT

The U.S. average rent increased by 3.2% (\$45) year over year reaching \$1,465 in June 2019, up by 0.8% (\$12) month over month, according to Yardi Matrix data.

Throughout the first half of 2019, the national average rent has increased by 2.6% (\$37).

Wichita, Kansas, is the country’s most affordable city to rent in, at \$656 per month, while the average monthly rent in Manhattan is \$4,190.

Rent increases during the first half of the year are typically more accelerated, whereas during the second half of the year they’re expected to slow down, a typical pattern confirmed by rent evolution in past years, the report says.

In the first half of 2019, rents in 88% of the cities analyzed went up, while in 12% of cities apartment prices remained more or less the same.

Which were the most popular search terms this year so far? “Rentals near me” and its variations had by far the largest search volume on Google, at 74%. The other primary keywords were “studio” (6%) and “cheap” (4%).

Of the large markets analyzed, Manhattan (\$4,190) was the only one where rents have decreased since January, although by just \$6. Houston and Baltimore each saw modest rent growth of \$12 in the last six months. On the flip side, Boston (\$3,509) and Queens (\$2,598) witnessed the most significant price gains in H1, \$208 and \$104 respectively.

The largest increase recorded by a mid-size market was in Long Beach (\$2,071), where rents swelled by \$62 since the start of the year. Among the smaller markets, Cambridge (\$3,210) and Sunnyvale (\$3,057) lead the way with high 6-month net increases, \$165 and \$158 respectively.

MOST-SEARCHED APARTMENT TYPES IN FIRST HALF OF 2019

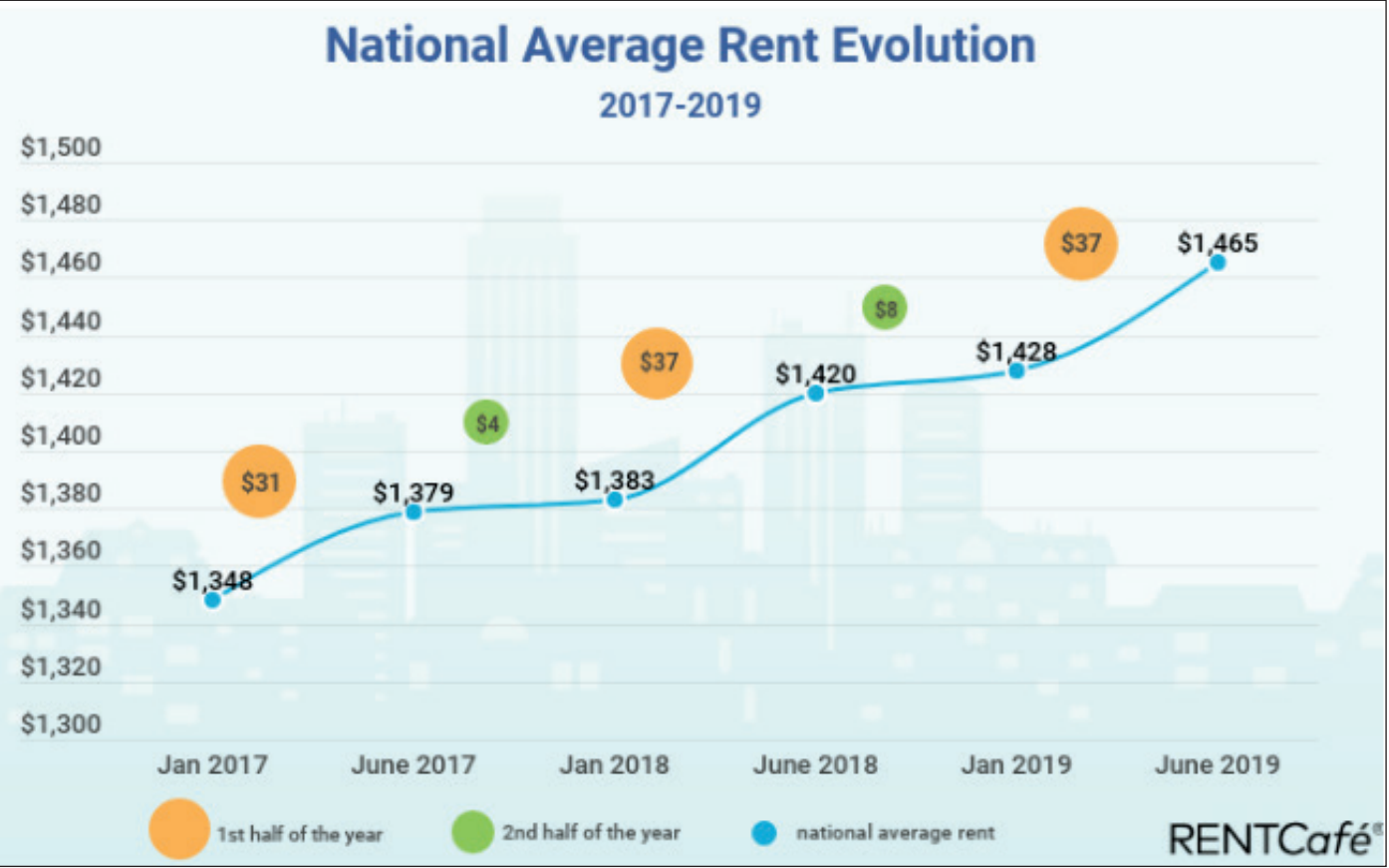
On Rent Café, two-bedroom apartments have been the most-searched unit type since the beginning of the year, when they made up more than 50% of searches.

Traffic data shows that in June, around 44% of the searches on the website were for two-bedrooms, followed by almost 28% hits on one-bedrooms, and 17% on three-bedrooms.

Although popular in overall online searches, studios make up only around 12% of searches on Rent Café.

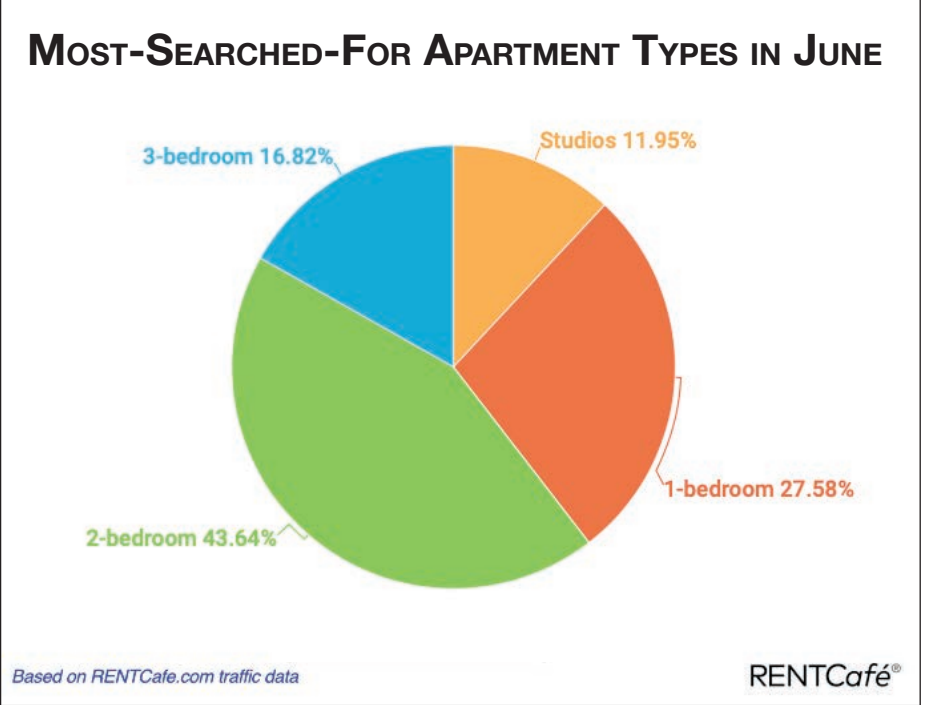
Methodology: RentCafé.com is a nationwide apartment search website that enables renters to easily find apartments and houses for rent throughout the

Rank by Average Rent	City	Average Rent June 2019	1st Half 2019 % Change	1st Half 2019 Net Change
1	Manhattan, NY	\$4,190	-0.1%	-\$6
2	Los Angeles, CA	\$2,508	2.2%	\$53
3	Washington, DC	\$2,223	3.8%	\$81
4	Seattle, WA	\$2,131	3.7%	\$76
5	Chicago, IL	\$1,990	4.8%	\$92
6	Denver, CO	\$1,670	3.6%	\$58
7	Atlanta, GA	\$1,460	2.0%	\$29
8	Orlando, FL	\$1,435	2.6%	\$37
9	Austin, TX	\$1,422	3.9%	\$53
10	Tampa, FL	\$1,318	2.2%	\$28



APARTMENT MARKET REPORT Mid - Year 2019

United States. To compile this report, Rent Café’s research team analyzed rent data across the 260 largest cities in the United States. The data comes directly from competitively rented (market-rate) large-scale multifamily properties (50+ units in size), via telephone survey. The data is compiled and reported by our sister company, Yardi Matrix, a business development and asset management tool for brokers, sponsors, banks and equity sources underwriting investments in the multifamily, office, industrial and self-storage sectors. Fully affordable properties are not included in the survey and are not reported in rental rate averages. The national average rent includes over 130 markets across the United States, as reported by Yardi Matrix.



Landlords Face HUD Discrimination Charges for Not Allowing Tenant to Have Assistance Cat

Continued from Page 1

alleging that the owners of the townhouse refused to rent her the home for which she had signed a lease agreement because she asked them to permit her oldest daughter’s assistance animal to live in the home.

HUD’s charge states her “daughter’s disabilities substantially limit her daughter’s major life activities, including, but not limited to, sleeping, taking care of herself and her surroundings, focusing, and engaging in social interactions. Due to those limitations, complainant’s daughter is disabled, as defined under the Fair Housing Act.”

No PETS, No EXCEPTIONS

The landlords’ lease stated, “Residents are not allowed to have pets of any kind on the premises. There are no exceptions to this rule.” Elsewhere in the lease it had a provision that warned, “NO PETS ALLOWED.” HUD’s charge alleges that the owners refused to allow the assistance animal in the home, even though the woman provided documentation from her daughter’s therapist attesting to the need for the assistance animal and how it addressed the girl’s condition.

The woman then wrote a letter to the landlords and requested a reasonable accommodation to this no-pet policy. The reasonable accommodation requested was for permission to permit her daughter to reside with her assistance animal at the property.

The letter from the therapist stated that the daughter suffered from major depressive disorder for several years and “is on medication for this disorder. She has also regularly attended therapy and a therapy skills training group. In the group, participants are encouraged to find coping strategies that are not self-destructive and one of the coping strategies is petting and being with her cat. The cat is a companion animal that has assisted in dealing with her depression. I would be in favor of (the daughter) being allowed to have this animal in her new living environment if at all possible.”



The landlords provided a letter back saying, “We are so very sorry and sympathetic to hear of your family situation. And we understand how difficult these situations can be. We have, and have had, some very similar situations. Unfortunately, we have a strict NO-pet policy. This is clearly stated on the application. So, if we let you have a pet, then everyone else will want one. Do you see how this will go?”

The landlords denied the reasonable accommodation request.

ASSISTANCE ANIMALS NOT PETS

HUD has said in the past that service and assistance animals are not pets. Concurrently with the denial of the reasonable-accommodation request, the owners terminated the lease agreement before the family could move in. HUD’s charge further alleges that the woman

informed the owners of their responsibilities under the Fair Housing Act and its protections for individuals with disabilities and asked that they reconsider her request. The owners refused to do so, and the family was forced to find other housing.

The Fair Housing Act prohibits housing providers from denying or limiting housing to people with disabilities, or from refusing to make reasonable accommodations in policies or practices for people with disabilities.

This includes not allowing people with disabilities (impairments that substantially limit major life activities) to have assistance animals that perform work or tasks, or that provide disability-related emotional support. In addition, the act prohibits housing providers from retaliating against people who exercise their fair housing rights, such as filing a complaint with HUD.

5 Perfect Bathroom Upgrades for Rentals

KEEPE

Bathrooms are among the most important amenities for renters. Here’s a look at five bathroom upgrades for your properties that can help keep tenants long-term.

1. INSTALL A SHOWER DOOR

Instead of a shower curtain, a shower door can immediately upgrade any bathroom. Shower doors can make your bathroom seem more modern and up-to-date. When it comes to durability, shower doors are a must. They last longer because of stain resistance, ease of cleaning, and prevention of bacteria growth.

2. INSTALL TILE AROUND THE TUB

Tiling around the walls of a tub can help with water- and stain-resistance. It can also add a pop of color to any bathroom to make the room seem more cohesive and fresh. There are many different types of tile to choose from, the most popular being porcelain due to its water resistance.

3. INSTALL BATHROOM VENT FAN

Steam from your showers can cause stuffy bathrooms and, eventually, unwanted mold on the walls. To eliminate this, try adding a vent fan to the ceiling of the bathroom. The vent will help with the excess moisture in the room and give it a more upgraded look.

4. ADD EXTRA STORAGE

Any bathroom can use extra storage space. Cabinets, drawers and shelves are handy for all kinds of storage and can add value to your bathroom. Depending



on what materials you choose, you can add highlights of color to keep the look cohesive and current. These days, medicine cabinets with mirrored sliding doors are a good-to-go storage solution for any bathroom.

5. IMPROVE THE LIGHTING

The quality of lighting in a bathroom can turn a good bathroom into a great one. Vanity lighting around the mirror is a great option; it helps illuminate faces for grooming. A common mistake is to put lights on the ceiling above the mirror, which can cause unwanted shadows on the face. In addition to vanity lighting, a central fixed ceiling light can be used as a substitute for natural light. When it comes to choosing bulbs, a daylight bulb is best for making the room seem more open and natural.



Clogged Drains are Never Ideal for Tenant or Landlord



Continued from Page 1

hours or even days.

Insects tend to breed in standing water; mainly mosquitoes, flies, and dragonflies, and they'll be a nuisance if allowed to reach adult form and continue to breed. These insects can also carry diseases that can harm your family or your pets. Standing water also causes mold and mildew to form; this is a breathing hazard for anyone in the home.

To get rid of nasty clogs, try using baking soda and vinegar. Mix 1/3 of a cup of baking soda with 1/3 of a cup of vinegar

in a measuring cup. It will fizz immediately; pour it down the clogged drain right away. The fizzing action will help to remove the gunk, hair, and grime that has built up in the pipe. Let it sit for an hour, or even overnight if you can. Flush with hot water to melt whatever is clogging your drain away.

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5 Tips to Help With Fixing Tenant Drain Clogs

1. Use a drain claw to help grab hair or anything else that may be blocking the drain.
2. Pour dishwashing liquid and hot water down to clean drains.
3. Invest in a drain wig to help prevent hair clogs.
4. Use granular drain and trap cleaner to help prevent food or grease-based clogs.
5. To help prevent future clogs, regularly fill the tub or sink with hot water and let it drain. This helps flush away small levels of debris before they can become a bigger problem.

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Report Says Airbnb Costing Local Revenue

RENTAL HOUSING JOURNAL

Short-term rental tax deals are causing cities and states to lose millions of dollars in tax revenue from “voluntary collection agreements” with short-term rental platforms such as Airbnb, according to a release.

Most short-term rental revenue is simply a diversion of lodging stays from traditional lodging sources, which generally collect and pay lodging taxes through a more transparent and documented tax collection process, according to a report authored by Dan Bucks, former director of the Montana Revenue Department and previous executive director of the Multistate Tax Commission.

“Airbnb is frequently depicted as a boon for travelers looking for lower-cost or nontraditional accommodations, and for homeowners looking to expand their income stream. But in many local markets, the arrival and expansion of Airbnb is raising questions about its potential negative impacts on local housing costs, quality of life in residential neighborhoods, employment quality in the hospitality industry, and local governments’ ability to enforce municipal codes and collect appropriate taxes,” Josh Bivens writes in a Economic Policy Institute article.

“Companies such as Airbnb regularly take credit for producing certain amounts of revenue for states and localities, with numbers that often run into millions of dollars,” Bucks said, in a release from the American Hotel and Lodging Association (AHLA).

“The problem is that they are taking credit for a revenue stream that is, at best, uncertain, illusory and unreliable. Short-term rental platforms are actually

“Short-term rental platforms are actually responsible for significant, unacceptable losses of revenue at all levels of government.” — Dan Bucks

responsible for significant, unacceptable losses of revenue at all levels of government,” Bucks said.

The report says the growth in short-term rentals costs states and cities in property tax revenues. That's because short-term rentals are primarily residential homes, which are typically taxed at a lower rate than commercial properties such as hotels.

“The amount of property tax revenue foregone or lost in these circumstances will vary, but could be substantial depending on the number of lodging rentals and the degree of differential taxation for commercial and residential properties,” Bucks said.

“Given that property taxes are the largest source of revenue for state and local governments, the fiscal impact could, in some jurisdictions, rival or exceed the related lodging tax revenues.”

The report is the latest evidence that state and local governments should cease current voluntary tax agreements with companies such as Airbnb, according to the release.

Earlier this year, Bucks called on government leaders to reject short-term rental platforms' future pursuit of voluntary collection agreements (VCAs) and look to the U.S. Supreme Court's *South Dakota v. Wayfair, Inc.* decision as a pathway to cancel current VCA agreements and bring Airbnb up to code with current industry tax standards and regulations.

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