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UPCOMING EVENTS:

General Membership Meeting, **SALT LAKE**
Thursday, Sept. 26, 7:00 p.m.
Topic: Market Conditions, Rental Rates & Other Market Data

General Membership Meeting, **OGDEN**
Tuesday, Sept. 24, 7:00 p.m.
Topic: Market Conditions, Rental Rates & Other Market Data

UPRO Certification Classes
Friday, Sept. 13, 8:30 a.m. - Low Income Housing and Working with Government Agencies
Friday, Sept. 13, 10:35 a.m. - Property Management Regulations and Management Agreements
www.uaahq.org/upro

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Need Help With Clogs in 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 5

Speaker Patrick Bodnar Added for UAA Economic Conference

Be sure to make your plans now to attend the Utah Apartment Association's Economic Conference (Sept. 10, 2019) and Maintenance Mania! (Sept. 27, 2019).



Patrick Bodnar

Just announced: Economic Speaker Patrick Bodnar of CBRE. His presentation is sure to be both entertaining and packed with valuable information -- a can't miss part of this annual conference!

The member rate for the Economic Conference is \$75; non-members, \$85, and you'll have a chance to hear from experts in the rental housing industry about where the market is headed. Find details at www.uaahq.org/economic-conference.

Also on tap is the ever-popular Maintenance Mania! event (\$39 per person; with a buy-3-get-1-free deal) featuring apartment pros competing in maintenance-focused challenges testing skills and knowledge to earn the title "Maintenance Mania Champion." Learn more at www.uaahq.org/maintenance-mania.

UTAH APARTMENT ASSOCIATION

Economic Conference

September 10, 2019

8:00 AM - 12:30 PM

230 W. Towne Ridge Pkwy, Sandy, Utah

UAA Members: \$75 | Non-members: \$85

Register at: www.uaahq.org/economic-conference

3 Hrs CE Credit

Schedule:
8:15 AM Registration, Continental Breakfast, & Exhibitors
9:00 AM Welcome & Opening
9:05 AM Val Hale, Utah State Department of Economic Development
9:50 AM Robert Spendlove, Zions Bank
10:30 AM Break
10:45 AM Patrick Bodnar, CBRE
11:00 AM Christine Cooper, CoStar
11:40 AM James Wood, Gardner Policy Institute
12:15 PM Adjourn

Come hear from the experts in the rental housing industry. Attendees will gain an understanding of the state of the rental market, and direction of where the rental industry is headed.
events@uaahq.org 801-487-5619



MAINTENANCE MANIA!

Friday, September 27, 2019
Sports City, 757 W. 11400 S., Draper, Utah
www.uaahq.org/maintenance-mania

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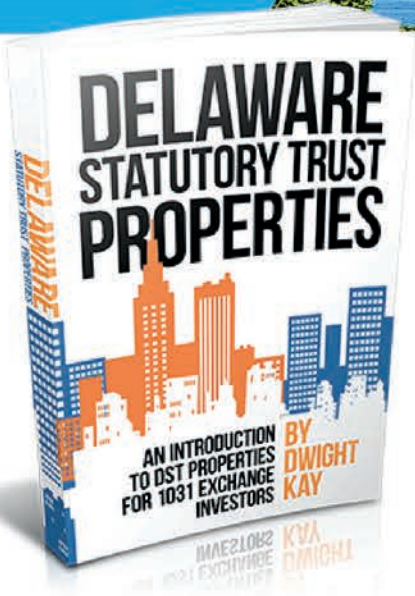
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Triple Net Properties and Delaware Statutory Trusts

By Sebastian Moysa
Associate - Kay Properties and Investments, LLC

The Great Recession probably resulted in a seismic shift in many real estate investors’ risk profiles. In 2007, the primary investment strategy was aimed at residential properties with large amounts of market speculation. These properties were largely financed with debt and when the market collapsed ... well, we all know the story.

In 2019, we are experiencing a 1) very peaky market with 2) compressed cap rates on residential properties 3) throughout secondary markets that are assigned values relative to 4) large growth in that market. This all sounds a little too familiar.

There is no need to be Chicken Little in this market, as the imminent correction (and it IS imminent) will probably not strike investors as starkly as it did in 2008. Multifamily and single-family homes can be worthwhile investments with the right placement of capital. However, there are lessons to be learned about other investment strategies that were pervasive in the years following the recent economic downturn.

Many investors who held onto their real estate or invested in the price-trough from 2008 until now are considering what to do with their properties, giveb the price peak we are currently experiencing. It is an excellent time to sell, but with cap rate compression across the board it is a difficult time to find the right placement of capital. Investors who are looking for lucrative IRRs may go toward the residential route, which is fair but potentially risky. Other investors who want to weather the ensuing market slowdown have looked toward a less speculative route. Triple Net properties have skyrocketed in the last 10 years as a result of this investor desire

TRIPLE NET LEASED PROPERTY

A piece of property that is usually being leased by a single tenant (i.e., single-tenant net-leased or STNL). The building on that property is typically built to their needs and business model. The tenant typically has contractual obligations in their lease to make monthly rent payments to the property owner over the life of the lease. Higher quality tenants would usually be of a high credit grade, large in scale, and/or are financially robust in a way that will assure they pay their rent consistently.

WHY WOULD A COMPANY DO THIS?

In an effort for companies to reduce the amount of liabilities on their balance sheet, they choose not to purchase the real estate on which they conduct business. Instead, the companies decide to rent it from real investors who own said properties.

WHAT DOES TRIPLE NET MEAN?

“Net” helps describes the responsibilities attributed to either the tenant or the landlord. A “Single Net” lease hands over more costs and responsibilities to the landlord in exchange for higher rent. The rent may be higher in a Single Net, but the costs vary much more and affect cash flow.

“Triple Net” is a type of lease structure wherein little to no responsibilities are given to the landlord and the variable costs of the property (taxes, insurance, maintenance, etc.) are handled by the tenant. Triple Net properties have emerged as a pervasive investment strategy over the last decade for many reasons.

CONSISTENT CASH FLOW

The lease structure described for NNN properties should allow for dependable cash flow that passes through to investors on a monthly basis. These cash distributions are effective income, and yours to keep. There are little to no costs that bite into your bottom line. This is ideal for the retirement or passive income profile investor.

LEASE GUARANTEES

More often than not, the tenant will guarantee payment of rent throughout an established period of time. A typical rent period exists between seven and 15 years. In shorter leases, tenants will incentivize investors with “rent bumps” that could increase their net operating income by 1%-2% each year. If a tenant vacates the building, or “goes dark,” they would be liable to pay the remaining term. The tenants have varying degrees of credit quality as ranked by the large ratings agencies or backed by large franchisees. This is not a total guarantee, however. Any business

can go bankrupt or fail to meet its obligations for any number of reasons. It is important to understand your tenants’ profile and backing before entering into a contract with them. Triple Net Properties provide the opportunity to invest money into real estate and benefit from potential appreciation on property, while playing it relatively safe with a consistent cash flow from their asset. But at the end of the day, this is still real estate we are talking about. There are many risks and obstacles that investors should be wary about.

INFLATION RISK

Triple Net buildings can act as a sort of “one-trick pony.” You know what you are getting for how long and how much, but your property could end up being stagnant in cash flow or relative value. The longer the lease that is negotiated with a tenant, the less they are willing to pay. This means the likelihood of “rent bumps” goes down or does not exist. You are effectively trading a longer “guaranteed” income for less cash to your bottom line. If inflation increases on average 1% a year, then without significant cash flow escalations you may be losing money on your cash investment. This is why it is important to analyze a lease structure when you are looking for a tenant and negotiate rents and lease terms appropriately.

TENANT RISK

Although a tenant may be guaranteed on the lease, there is always the possibility that they default on their payments or go dark. If they default on their payments this is really the worst-case scenario. Your cash flow stops completely, and the value of your building potentially decreases immensely. With Triple Net leases, the value is inherently tied to the tenant filling the property and paying rent. The cash flow is what would entice potential investors to buy the property from you. Even if the building goes dark and cash flows are rolling in, there is no exit strategy when the lease terminates. Again, the building’s value is inherently tied to the tenant that provides cash flow to it.

RE-TENANT RISK

The leases on these properties are structured for extensions, or “options.” This means tenants can exercise a clause in the lease that would add more time to their rental period. However, this usually involves a lot of negotiation with a large company that has many units across the country. Since your property value is tied to the tenant, and the tenant knows this all too well, they will try to strong-arm you into paying tenant improvements or adjusting the lease to their benefit. If you don’t play ball, there is a chance they will relocate or simply vacate upon termination of the lease. In reality, a lot of these large companies don’t care to negotiate at all and may move before the lease is up. Then it is potentially the job of the investor to commit capital toward finding a new tenant through brokerage, advertising, attorney fees when negotiating the lease, and other costs.

OPERATIONS

Although this property is a relatively cost-free venture, you are still in charge of managing the property. If there is a power outage, you are in charge of finding a solution. If it hails, you may have to repair the roof. The tenant might reimburse you for the costs, but ultimately it is the investor’s obligation to take care of the building. Those looking for a completely hands-off investment may be turned off by this.

INVESTMENT RISK

The ultimate risk in investing in Triple Net properties is that you are investing in a venture that costs hundreds of thousands of dollars, if not millions, into one investment. As any person who has remote financial knowledge will tell you, diversification is key when investing. Putting all your eggs in one basket is scary. It is a large risk in any real estate venture, but with Triple Net properties it is nonetheless a substantial factor to recognize.

So, there are many ways to look at Triple Net properties. The benefits are unique to most real estate assets. The risks are also diverse and require astute attention when considering them as an investment opportunity. It seems that the risks can outweigh the benefits in many ways. How would someone who is looking to exercise passive investments mitigate the risks mentioned above. Let’s talk about Delaware Statutory Trusts. The tools that a Delaware Statutory Trust can give you to smooth out some of the obstacles you would encounter when investing in triple net

properties while emphasizing the positive points.

DELAWARE STATUTORY TRUST (DST)

DSTs are a financial structure that allows for investors who are looking to invest in real estate to diversify their opportunities into different properties. It is a shared ownership structure wherein an investor puts in a piece of capital for a property instead of the entire backing. DSTs are passive investments, which means that all management responsibilities are removed from investors and income is passed through. This is meant to be a refresher on DSTs and if you are interested in learning more we recommend you visit our website, www.kpi1031.com, or speak to one of our representatives.

In a DST structure, your eggs are not all in one basket. Chunks of capital can be distributed to different assets. Amongst the types of properties that can utilized in this structure are Triple Net properties. There are several advantages to investing in Triple Nets through DSTs that help absorb some of the risks you may encounter when investing in one on your own.

An important concept to understand when it comes to DSTs are their sponsor companies. Sponsor companies are the entities that underwrite, acquire, and manage properties for investors. These large entities manage billions of dollars in real estate and have years of experience under their belt that help investors make educated DST investments. They are a huge advantage when it comes to investing.

NEGOTIATION

One of the primary ways to mitigate risks when investing in Triple Net properties is the way in which the lease between the tenant and the investor is negotiated. In a situation wherein an investor is investing in a property on their own or perhaps in a small group of investors (such as an LLC or LP), negotiating a lease will be difficult. Large tenants that are creditworthy and therefore in-crease the value of a potential property also have more negotiating leverage. These large companies negotiate leases all the time in ways that may affect rent bumps, which means an investor could be exposed to inflation risks. The tenant improvements they require in order to stay, or their capacity to leave overnight, are also pieces of a lease that can be negotiated and need to be considered. DST properties are managed and negotiated by sponsor companies that have years of experience and immense deal flow that allows them to get more at the negotiating table than the average investor could.

OPERATIONS

In a DST structure, investors will experience a more realized pas-sive investment. Instead of worrying about management of the property or fretting about tenant demands, sponsor companies take care of all operations and management concerns. Investors are given monthly or quarterly updates about any changes to the properties, but there are no hands-on requirements asked of anyone participating in a DST.

DIVERSIFICATION

Of the benefits offered by DSTs, arguably the most helpful is the diversification that they can provide. When you are investing into DSTs, it is possible to split a chunk of capital into pieces and distribute said capital amongst several properties. For example, you can invest \$100,000 in a FedEx property in Seattle, and \$300,000 in a Triple Net Walgreens in Phoenix. The point is that you are not placing all of your capital into one place. If your property in Seattle “goes dark,” for some reason, you are not at a total loss because you still have your investment in Phoenix. Hedging your investment and receiving a blended return on those investments protects you from more risks. This is especially useful in Triple Net properties where tenants can be finicky. Protecting yourself from risk is something rarely afforded in the world of real estate.

Through DSTs, the benefits of Triple Net properties are real-ized while spreading the risks through negotiation, operation, and diversification advantages. At the end of the day, we are talking about real estate. Any property can have a bad run or sail smoothly throughout an ownership period. Anyone interested in DSTS should consult their CPA or attorney about their specific situation. DSTs are not for everyone, but they can provide an alternative way to invest in Triple Net properties if that is your interest.

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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mation 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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Chair's Message

How to be More Involved

If the Association is going to continue to thrive, we will all need to do our part. So I would like to invite you to be more involved in the association.



MATT LEDINGHAM
Chair, Utah
Apartment
Association

One way you can start is by attending meetings and events – including the free monthly General Membership Meetings that the Association puts on.

I would also like to encourage you to get involved with one of the UAA committees. There are five committees (Events, Membership/Community Service, Government Affairs, Associate Members, and

Education) made up of volunteers who help provide direction and planning for all that the association does,

as well as ensure that there are enough volunteers available to fulfill our mission.

The committees typically meet every month or two to discuss the committee's area of responsibility, give feedback to the staff, and to create plans for upcoming projects, events, publications and resources. If you are interested in joining one of these committees, please contact the UAA staff at 801-487-5619 or by emailing us at info@uaahq.org

I would also like to encourage you to participate in the UAA PAC. One of the biggest reasons for having an apartment association is to represent us as an industry in the government affairs arena, and we can only accomplish these goals with donations from members like you.

For the past 10 years the Utah Apartment

Association has been one of the most energetic, proactive and pragmatic advocacy groups in our state. We have helped find solutions for problems, proposed fair regulations, and worked with other groups such as city governments, tenant advocates, and the courts to negotiate win/win solutions for the issues that have come up in our industry.

This has enormous value for us. As members of the association and part of the rental housing industry, we have all benefited significantly from the Utah Apartment Association's advocacy efforts. Your PAC contributions make a real and lasting impact. No matter what kind or how many rental homes you have, the UAA is here to help you succeed. Let's all work together to make sure it stays that way.

Thank you for being involved and for participating.

Ask the Attorney

What to do With Shed Left Behind

Q. One of my tenants built a shed but left it when he moved. Do I have to keep it there? Can I take it down or sell it?



JEREMY SHORTS
Attorney

A. It probably depends upon whether the shed is a "fixture" or it is "personal property."

A fixture becomes attached to the property and would remain with the home after the tenants leave (i.e., a tenant who installs tile). Personal property remains with the tenants and they remove it when they leave (i.e. clothing or a TV).

If the shed is a fixture, then it's probably yours. Depending on the size

and how it's attached to the ground, it could be a fixture that would remain with the house after the tenant leaves.

If it's personal property, then it belongs to the tenant and you'd need to either (1) get something in writing from the tenant stating what can be done with it, or (2) it would be considered abandoned personal property under Utah law (give a notice of abandonment and store it for 15 days before getting rid of it).

These types of situations can be tough, so if possible, it would be best to clarify with the tenants what their intentions are with the shed. If it's semi-quality work, it might be worth paying the tenants something for it, or just have them come get it

— Jeremy Shorts, ESQ
Utah Eviction Law



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Director's Message

Utah is a Great Place to be a Landlord

At a class the UAA was putting on a while back a very upset landlord, who doesn't like the city requiring that she get a business license, continually complained about how unfair the system is for landlords. As you can imagine, the other 80 or so people in that class strongly disagreed with her. Some of her complaints were:



L. PAUL SMITH, CAE
Executive
Director, Utah
Apartment
Association

1. Tenants can walk all over landlords and no one does anything about it
 2. No matter how diligently you screen tenants they end up being bad and a problem
- and laws in Utah are ridiculous and tenants

It was amazing to me to watch for an hour as each time this person would say something, how others in the class would politely try to set her straight and tell her how wrong each of those three allegations

were. She ultimately got worked up and left, much to the delight of the class of responsible and striving landlords who weren't buying her negativity or pessimism.

I thought in light of the good students who experienced this with me, I would address their points.

1. TENANTS ONLY GET AWAY WITH WHAT YOU LET THEM.

Utah has one of the fastest, cheapest, and least complicated eviction processes in the country. If your tenants are pushing you around, you aren't enforcing your contracts. You need to have a good rental agreement (like the one the UAA publishes) but you need to enforce it with three-day notices, etc., in order for it to count for anything!

2. GOOD TENANT SCREENING DOESN'T GUARANTEE SUCCESS.

However, it dramatically increases the odds. But doing background checks by themselves isn't the key –

the key is understanding risk and having rental criteria that protect and guide you (for more information, attend the February General Membership Meetings on this topic).

3. UTAH HAS SOME OF THE BEST AND FAIREST LAWS IN THE COUNTRY.

There are significant protections for tenants, BUT – most of those were sponsored by the UAA and the Rental Housing Industry in such a way as to not hurt landlords. In addition, Utah has some of the best collection/eviction/landlord tenant/restrictions on government regulations that hurt landlords and tenants in the country.

From time to time you will encounter grumpy landlords whose first inclination is to complain and be a victim. As an educated industry member, take the time to kindly correct and educate them as to how good we really have it.

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.

HERE ARE 5 TIPS TO HELP:

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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Should You Collect Rent With Venmo?

The Pros and Cons of Accepting Online Payment

By ERIN EBERLIN

Landlords want their tenants to pay their rent on time and in full. Landlords dream of a hassle-free, streamlined rent collecting process. Companies like Venmo and Zelle allow funds to be transferred electronically. While it sounds easy, there are both pros and cons to these payment options that every landlord should be aware of.

CAN A LANDLORD DECIDE WHAT FORMS OF RENT PAYMENT TO ACCEPT?

Landlords typically have the right to determine what forms of rent payment they will accept.

COLLECTING RENT WITH ONLINE PAYMENT SERVICES

There are many sites and apps that allow tenants to transfer funds to a landlord. These include sites like Venmo, Paypal and Zelle, all of which

require both parties to create an account or to download an app.

Funds will then be transferred electronically between the accounts. Transfer times vary from instantly when using Zelle, to 2 to 3 business days when using Paypal.

Zelle does not currently charge any transfer fees, but you will incur a fee of about 3% when using Venmo or Paypal for business transactions.

PROS OF COLLECTING RENT ONLINE

There are some great advantages of allowing your tenants to pay rent using online payment options like Venmo or Zelle.

- **Funds Transfer Quickly** – These online payment sources allow the funds to be deposited directly into your account. The tenant will enter your contact information and the amount they

want to pay, and the funds will transfer directly to you. Zelle will transfer the funds instantly if both users have an account. Venmo can take one business day to process. Paypal can take 2 to 3 business days to process the transaction.

- **Requires Little Effort** – A second attractive feature of allowing tenants to pay rent online is how easy it is. Neither party has to head to the bank to withdraw or deposit funds. Neither party must drive to another location to pay or collect rent. With the click of a button, money is quickly transferred from one party to the other.

CONS OF COLLECTING RENT ONLINE

There are several red flags to be aware of when you collect rent using these online direct payment sources.

- **Misdirected Payments** – When using these direct-pay methods, the person paying, this case being the tenant, is responsible for inputting the information of the person receiving the funds: the landlord. If a phone number or email address is entered incorrectly, the funds will be transferred to the wrong person. The tenants thinks they have paid their rent, the landlord never receives it, so the rent is considered late.
- **No Protection for Tenant or Landlord** – Sites like Venmo and Zelle do not offer any protections when transferring funds. They say that by transferring funds, the person making the payment authorizes the transaction, so it is a valid payment. If the funds are transferred to the wrong person because of an error inputting contact information, they will not refund the money to the tenant or send it to the landlord. The tenant would have to contact the person the money was incorrectly sent to in an effort to try to get the money back. Paypal offers a bit more protection. It will refund money if there is a valid dispute. However, this process can take several days to several weeks to get straightened out, and during this time, the tenants are considered late on their rent.
- **Payment Processing Times** – Tenants may think they are making an instant payment, but many of these sites take time to process the payment. Tenants may submit the rent payment on the date rent is due, but it might not actually process until the next business day, so it could be considered late. The landlord then will need to deal with charging late fees and getting the tenants to pay the late fee when they believed their payment was on time.
- **Transaction Fees** – At the moment, Zelle does not charge any fees. Venmo and Paypal charge a 3% processing fee for business transactions. People try to get around this fee by not declaring it a business transaction, but you risk having your account closed if the company finds out.
- **Partial Payments Automatically Go Through** – One of the most dangerous parts of these automatic payments is that the tenants can pay any amount they want, and the funds are automatically transferred. If you are evicting a tenant for nonpayment, the eviction can be cured or stopped if you accept any payment amount from the tenant. Therefore, a tenant could pay you one dollar through Venmo and stop the eviction process since there is no option to decline a payment transfer.

MAINTENANCE MANIA!

Friday, September 27, 2019
Sports City, 757 W. 11400 S., Draper, Utah
www.uaahq.org/maintenance-mania



Maintenance Mania is a competition in which apartment pros face maintenance focused challenges that test their skills and knowledge to earn the title of Maintenance Mania Champion.

- Registration 8:30
- New Product's showcase 9:00
- Instructions 9:30
- Timed Competition 10:00
- Awards and lunch 12:30

Competitor Cost = \$39

Competitions include:

AO Smith Water Heater Installation
Fluid Master Duo Flush Toilet Conversion
Frigidaire Icemaker Installation
Kidde Fire & Carbon Monoxide Safety Installation
Kwikset Key Control Deadbolt Test
Seasons Ceiling Fan Installation
Motorola Race Car Competition

Come CHEER on YOUR TEAM!

\$25 Early Bird CHEER TEAM Tickets

(Observer Tickets include Lunch)



Protect Yourself — The 4 Cs of Utah Eviction

BY JEREMY SHORTS, UTAH EVICTION LAW

Practical v. Legal – A practical solution to a problem tenant will probably be much faster and cheaper than the legal solution. However, contact us if you're stuck with a deadbeat tenant. You're better off in the hands of an attorney. Here are some practical tips – The 4 Cs – to avoid or deal with a problem tenant.

1. **Contracts** – Detailed contracts are absolutely necessary to protect yourself and your investment. I've successfully evicted tenants based on an oral agreement (nothing in writing). But it is always easier to handle situations based on a well-written contract that protects you and your property. You can visit our website, www.utahevictionlaw.com, to download free copies of our rental applications and rental contracts.

2. **Communication** – A landlord who communicates with their tenants (especially at the first sign of a problem) is much more likely to stay on top of potential issues. If you communicate with your tenants to understand any questions or concerns they have, you will be in a much better position to handle problems before they develop into serious disputes.

3. **Consistency** – If you are consistent with your tenants, they will learn what to expect from you. For example, if rent is due on the 1st and late if after the 5th, a consistent phone call on the 6th will do wonders to keep a client on track. Worst case scenario, you are updated in a timely

manner to determine whether eviction will be necessary. However, it is up to the landlord to determine how to handle each situation. One of my clients would send an eviction notice (Three-Day Pay or Quit Notice) to the tenant when rents were only one day late. That may be a little extreme, but he said that he warns his tenants when they sign the lease that he'll do this and that all of his tenants pay their rent on time and in full.

4. **Courtesy** – Tenants are more likely to pay rent to a landlord who is courteous and respects them. Be a good landlord by taking care of problems promptly and completely. It is your property, but respect your tenants and their space.



Boost your knowledge, skills, and confidence!

Certified Apartment Manager



WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.

Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's investment goals. The CAM credential positions you well for career opportunities and advancement.

YOU'LL LEARN ABOUT:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover
- Working with contractors and vendors
- Recruiting high-caliber employees
- Employee orientation and training
- Employee evaluation
- Employment regulations and record keeping
- Analyzing the property's financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately

We are excited to offer a Certified Apartment Manager (CAM) Program to our members beginning in the Fall of 2019.

The full course with materials is being offered for \$825.

Register online : www.uaahq.org/CAM





DON'T WAIT FOR THE SMOKE TO SETTLE.

For a higher appraisal and healthier tenants,
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