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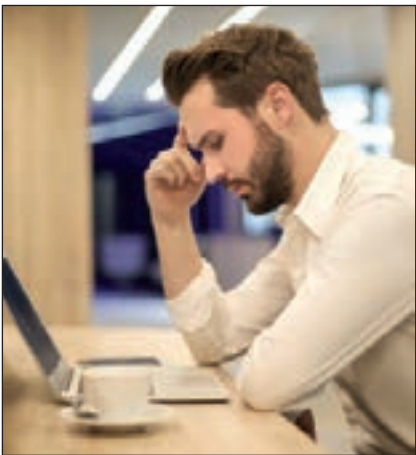
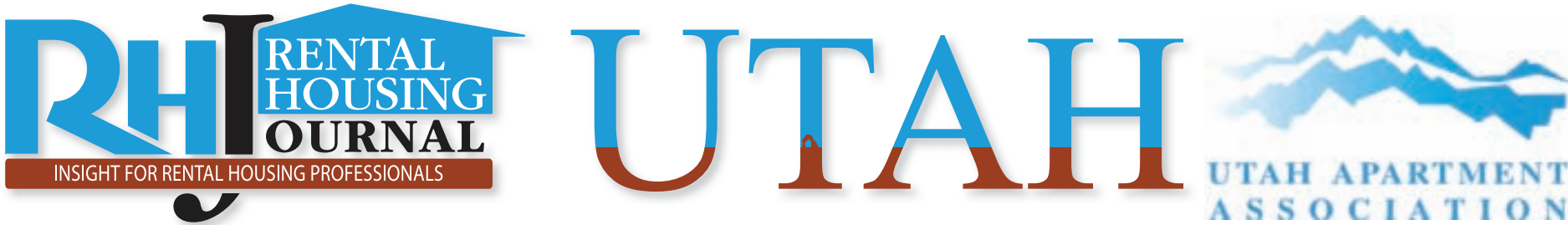
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**UPCOMING EVENTS:**

**General Membership Meeting, SALT LAKE**  
Thursday, Oct. 24, 7:00 p.m.  
Topic: Emotional Support Animals & Fair Housing and Winterization - Tips and Tricks

**General Membership Meeting, PROVO**  
Wednesday, Oct. 23, 7:00 p.m.  
Topic: Emotional Support Animals & Fair Housing and Winterization - Tips and Tricks

**UPRO Certification - [www.uaahq.org/upro](http://www.uaahq.org/upro)**  
Friday, Oct. 11, 8:30 a.m. - Leases & Addendums  
Friday, Oct. 11, 10:30 a.m. - How Owners Make Money  
Friday, Oct. 25, 8:30 a.m. - Marketing: Curb Appeal & Setting Rent  
Friday, Oct. 25, 10:30 a.m. - Marketing: Advertising & Leasing



# 3 Common Traps for Property Owners

**By ERIC D. DAVIS**

As a new or experienced landlord, you probably know that there are all kinds of things (both big and small) that can cause problems and consume your precious time. Between dealing with building maintenance, difficult tenants, and financial concerns, being a rental-property owner can be exceptionally stressful.

There are certainly some pitfalls that you are more likely to encounter than others. Here are three of the top traps that property owners commonly find themselves in. We'll also discuss some of the ways you

*See '3 Common' on Page 7*

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# 2019 Economic Conference Recap

By L. PAUL SMITH

On Tuesday September 10th, 250 attendees filled the realtor auditorium next to the UAA office for our annual Economic Forecasting Conference.

Val Hale, Executive Director of the Utah Governor's Office of Economic Development went first. He outlined the state's vision that Utah be the nation's best performing economy and premier global business environment and tourist destination. On that vein he reported several recent accolades for Utah:

- #1 state for Best Fiscal Stability (U.S. News and World Report)
- #1 state for entrepreneurs (Amazon.com)
- #1 narrowest wealth gap (Newsweek)
- #1 state for upward mobility (Bloomberg)
- #2 best state for business (Forbes)
- #1 Broadband speeds in Western U.S. (Akamai)

Hale reported that Utah leads the nation in economic



outlook, since 2008, and is the most diverse state economy in the nation (not dependent on any one sector), and that Utah's job growth of 3.6%, vs 1.5% (national average) leads the nation.

Demographically, Utah was the 3rd fastest growing state in 2018, has the youngest median age (31 years), has 120 languages spoken in business every day, with 33% of the workforce being multilingual.

*See 'Economic' on Page 4*

**DID YOU KNOW?**

Utah's eviction rate is about a quarter of the national average and despite gains in population and housing units, the eviction rate in Utah has remained flat for almost 20 years.

– Law Offices of Kirk A. Cullimore

**IMPORTANT INFORMATION REGARDING THIS EVICTION NOTICE**

THIS IS A LEGAL NOTICE AND NEEDS TO BE RESOLVED IMMEDIATELY

Our goal is to resolve this issue and preserve you as a resident. However, without action on your part, the consequences become urgent and will have a severe impact on your housing status.

Under state law, you must resolve this notice by contacting the issue described within 3 calendar days. If you do NOT resolve this issue OR communicate with us to make alternative arrangements for a resolution, legal action for eviction will be filed with the court against you.

Beginning on Day 4 (after this notice is posted), you can be charged TREBLE DAMAGES (triple the fully rent amount). UNTIL YOU LEAVE THE RESIDENCE. In addition, in these damages you can also be CHARGED ATTORNEY'S FEES AND COURT COSTS assessed per your lease agreement.

Please take this seriously by reaching out to us IMMEDIATELY.

- We find that many tenants FREEZE in a state of crisis and they do nothing. Don't make that mistake. Please take steps to resolve and communicate what you are doing.
- A failure to communicate will make the situation worse. We will assume you are ignoring this notice and will proceed to the attorney who will begin the legal action against you.
- An attorney order against you will make it difficult obtain future housing options. An outstanding eviction order will create unnecessary barriers. These barriers will require you to pay court costs, attorney's fees, and all other fees assessed to the management per your lease agreement.

**INFORMATION AND RESOURCES TO RESOLVE THIS ISSUE**

If you cannot pay rent, your best option is to move IMMEDIATELY to avoid damages.

Utah's "What I get concerned":  
<https://www.uaahq.org/> or Call 248 for information and assistance

Utah State Court – Self-Help Center  
801-481-6009 Call or 801-743-1800 Text  
[www.uccourt.org/selfhelp/](http://www.uccourt.org/selfhelp/)

Religious Discrimination (rental assistance inquiries) – not all religious affiliates are listed herein  
<https://www.uaahq.org/rental-assistance/>

Utah Community Action – Housing and Case Management  
801-316-2444 Housing Assessment Intake

SLC's Services and Resource Directory – listing of multiple agencies and resources:  
<https://www.slc.gov/housing-services/resources-directory/housing-rental-assistance/>  
<https://www.slc.gov/housing-services/resources-directory/housing-rental-assistance/>  
<https://www.slc.gov/housing-services/resources-directory/housing-rental-assistance/>

Department of Workforce Services  
<https://jobs.utah.gov/housing-services/family/>  
Department of Workforce Services – Homeless Prevention Program  
<https://jobs.utah.gov/customereducation/services/financial-families/homeless.html>

## Eviction Prevention Form Now Available

UAA, in partnership with several advocacy organizations that are focused on Eviction Prevention, have created a supplemental notice for owners and managers to serve alongside 3 day pay or vacate notices. A copy is available online in the forms section for members.

The form emphasizes the urgency of responding to, and not ignoring, the notice, and the consequences of not resolving the issue. In addition, it provides information on resources for tenants, that can help them avoid evictions. We encourage you to serve this notice alongside 3 day pay or vacate notices.

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Chair's Message

Contribute to the UAA PAC



MATT LEDINGHAM  
Chair, Utah  
Apartment  
Association

It's that time of year again when the UAA sends out our annual membership dues. You may notice on your 2020 dues bill an item listed as "Optional PAC Donation." This is a recommended amount suggested to every member of the UAA based on their size and ability to pay. Many of our members view the PAC donation as an important investment in their business. Contributing to the PAC is so important because it enables the association to fulfill one of its main goals and functions of representing your interests and your rights to the State and local governments. Every year things are proposed that can negatively affect landlords and your bottom line. Our

neighboring states have been battling rent control, application fee bans and caps, late fee bans and caps, eviction time frame extensions and many more.

Through the PAC we are able to foster respectful working relationships and help educate others about the issues important to our industry and to our members. We work hard to find lasting solutions through common ground and compromise that will benefit our members both now and in the future, and which will have a positive impact on all parties involved.

We can only accomplish these goals with donations from members like you. Your PAC contributions make a real and lasting impact.

No matter what kind of rental homes you have, or how many you have, the UAA is here to help you succeed. Let's all work together to make sure it stays that way.

If you are not able to donate to the UAA PAC when you send in your dues check, don't worry! You can make a donation at any time by calling the UAA staff or by sending in a check by mail. If you do make a donation, thank you in advance for helping us work to preserve and improve the laws governing our industry.

Last year UAA's PAC raised \$126,698 and with your help, we are on track to exceed that amount this year. Thanks for supporting the PAC!

Communicating with Challenging Tenants

BY HOLLY WELLES

As a landlord, you may occasionally encounter tenants who bring a range of issues with them, like missing rent payments or keeping pets when the terms of their lease don't allow it. You don't have to dread dealing with problematic renters, though — especially if you put precautions in place to stop bad behavior before it starts. When communicating with challenging tenants, you should practice patience, professionalism and understanding.

It may be tempting to ignore a situation, but this only exacerbates tension and makes the renter likely to move. And although having them move out may sound pleasant, you lose money in the process. Make effective communication your first line of defense before resorting to drastic strategies. If you need guidance on preventing escalation with difficult tenants, check out the five tips below.



1. LAY DOWN CLEAR GROUND RULES

You know how difficult it can be to deal with unclear guidelines. How can anyone follow rules that aren't spelled out? Save your tenants the stress and confusion of accidentally breaking the rules by clearly outlining your property standards. There'll be fewer chances for them to say they broke your policies because they misunderstood them. And if they still don't follow guidelines, you can point out in the contract where they went wrong.

You'll need to be consistent with rule enforcement and introduce penalties for each breach of contract. If your tenants realize they can get over on you, they'll do so. Show there are consequences to inappropriate actions — introduce late fees into your lease contracts. Don't set an unreasonable amount, but make sure it's enough to encourage them to pay on time.

2. USE DIGITAL AVENUES

Tenants should have multiple ways to contact you — such as emailing, calling or text messaging. Some properties have Facebook pages or Google accounts where they can answer questions and respond to reviews. If you implement different platforms for communicating with tenants, give your hourly availabilities for each, so they know which to use when.

For example, you don't want someone calling your phone late at night unless it's an emergency. Similarly, you want to avoid tenants inundating you with concerns during your breaks.

Create a suggestions/complaints form on your website and check it regularly so you can answer any issues. When figuring out new ways to reach your renters, consider the makeup of your audience. For example, 65 percent of millennials and members of generation Z prefer digital communication over face-to-face interaction. Many of your renters may be in this age range — meet them in the middle and communicate in ways that seem natural to them.

3. BE PATIENT WITH YOUR TENANTS

Some of your tenants may be the more actively disruptive type, while others create monetary issues like forgetting to send a check or approve an e-payment for rent. Both situations can be frustrating, but you should handle them professionally. Never approach people right off the bat with hostility or tension. People respond better to civility — few will heed the words of someone who insults them or shows an explosive temper.

Explain what they've done wrong and when you need them to fix it. After you've given multiple warnings with no success, it may be time to hand out an

eviction notice. Eviction is a lengthy legal process, so be sure this is the route you want to take before starting. Don't hold it over your tenants' heads as a threat, and don't initiate it for minor issues.

4. SET DEADLINES

Set definitive deadlines and don't waver on them. If the rent needs to be in by a specific date each month, make this clear in the contract. Whether you set a grace period is up to you, but once the rent is late, it's time to take action. Don't wait to address the problem, because the tenant may assume you've forgotten or haven't noticed. This inaction will make them more likely to do it again because they know there are no consequences for it.

Set deadlines for yourself as well. Act quickly on concerns, questions and requests — this shows you care about your renters and want to help solve their problems. People won't seek the assistance of someone they know doesn't deliver. You want your tenants to know you aren't that person. Even if their issue seems minor to you, it's significant to them.

5. FOSTER RESPECTFUL RELATIONSHIPS

Whether you like them or not, you and your tenants must have a level of mutual respect for your professional

relationship to succeed. They should know what you expect while they occupy your property, and what will happen if they disrespect it.

Likewise, it's up to landlords to treat their tenants with decency. Unless they're engaging in illegal activities or disturbing the premises, avoid prying into their personal lives or dropping by their place without notice. This behavior will make them feel like they're under surveillance and may even risk legal action.

No one likes the feeling of being spied on, and if they think they have no privacy on your property, they may decide to take their money elsewhere.

COMMUNICATING WITH CHALLENGING TENANTS

Create a property where tenants are glad to rent by setting reasonable policies and allowing open communication. Remember to handle situations as they come and take the appropriate actions when necessary. Communicating with challenging tenants takes patience, but you will do well if you run your property with strict, but kind, policies.

*Holly Welles writes about real estate market trends from a millennial perspective. She is the editor behind The Estate Update, a residential real estate blog, and keeps up with the industry over on Twitter @HollyAWelles.*

Director’s Message

Membership Dues Arrive in October



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

This time of year as we send out renewal notices to members like you and plan our events, activities, classes and programs for the next year, we just wanted to pause and take a moment to let you know how grateful the UAA staff is to work for members like you and for our industry as a whole.

We are excited about 2020. We are already hard at work on our government affairs agenda and will be working throughout the legislative session to ensure that your interests and rights are protected and that your voice is heard. We have several new education options

available for professional growth and to help your maintenance team members expand their horizons and get better at what they do best.

Our 2020 Fair Housing Education Conference & Trade Show in April is already slated to be bigger than last year with more supplier partners on hand to share their services and products with you. We’re very excited about our Keynote Luncheon Speaker: THURL BAILEY! All of our events grew in attendance and value this year and you’ll have to see what 2020 brings to believe it.

Truly though, none of this would be possible

without you. As a member of the association you can be proud in the knowledge that your contribution – big or small – goes directly towards helping to ensure that the UAA will continue to be Utah’s leading advocate and resource for the owners, real estate professionals, developers, management teams, suppliers and service providers dedicated to quality rental housing.

We encourage you to renew your membership and tell others you know who are not yet members about the benefits of membership!

Ask the Attorney

‘My Tenant Is Asking Me to Change the Locks because of Domestic Violence’



JEREMY SHORTS  
Attorney

**Dear Attorney: One of my tenants is asking me to change the locks because they are a victim of domestic violence. What should I do?**

First, you will always want to show compassion and make sure you are doing what you can to keep all of your tenants safe. If any tenant feels their safety is in jeopardy, they should call the police and seek help. Second, under Utah law, victims of domestic violence have certain protections when dealing with leases. They can choose to either: (1) have the landlord change the locks to exclude the perpetrator, or (2) terminate the lease (only as to the victim) by paying 45 days of

rent. Either way, the victim tenant should (1) clearly tell the landlord what they are requesting, (2) provide documentation (either a police report or protective order) showing they are a victim of domestic violence, and (3) pay for the costs of what they have decided (either pay for the locks to be changed or pay 45 days of rent). If the locks are changed, the perpetrator tenant cannot enter the property but they remain liable for paying rent as it comes due. We recommend that you keep copies of everything to document your file.

Jeremy Shorts, ESQ  
Utah Eviction Law



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# Conference Recap

Continued from Page 1

- Utah is targeting 6 economic clusters:
- Aerospace and Defense (33,656 jobs)
  - IT/Software (75,278 jobs)
  - Energy (14,028 jobs)
  - Life Sciences (37,109 jobs)
  - Financial Services (75,307 jobs)
  - Outdoor Recreation (6m880 jobs)

Next, Economist for Zions Bank, Robert Spendlove, shared a nuanced report of the economic forecast. He titled his report “Mixed Indicators Create Greater Uncertainty.” Nationally, Spendlove reported, we are now in the longest economic expansion in U.S. history, 123 months beginning in 2011 (120 was the next longest that began in 2001). Our labor force participation is very high at 63.2% of adults in the workforce and our unemployment rate in near the lowest rate seen in 50 years. This makes it so there is currently less than one unemployed person per open job, so our rate of job creation is slowing. While wages have been growing at 3.2%, wage growth is starting to moderate.

Trade wars are also a creator of uncertainty. If the trade war with China escalates or is prolonged, this could hurt our economic prospects. With the global economy already slowing, trade wars could slow it even more, or put economies in recession.

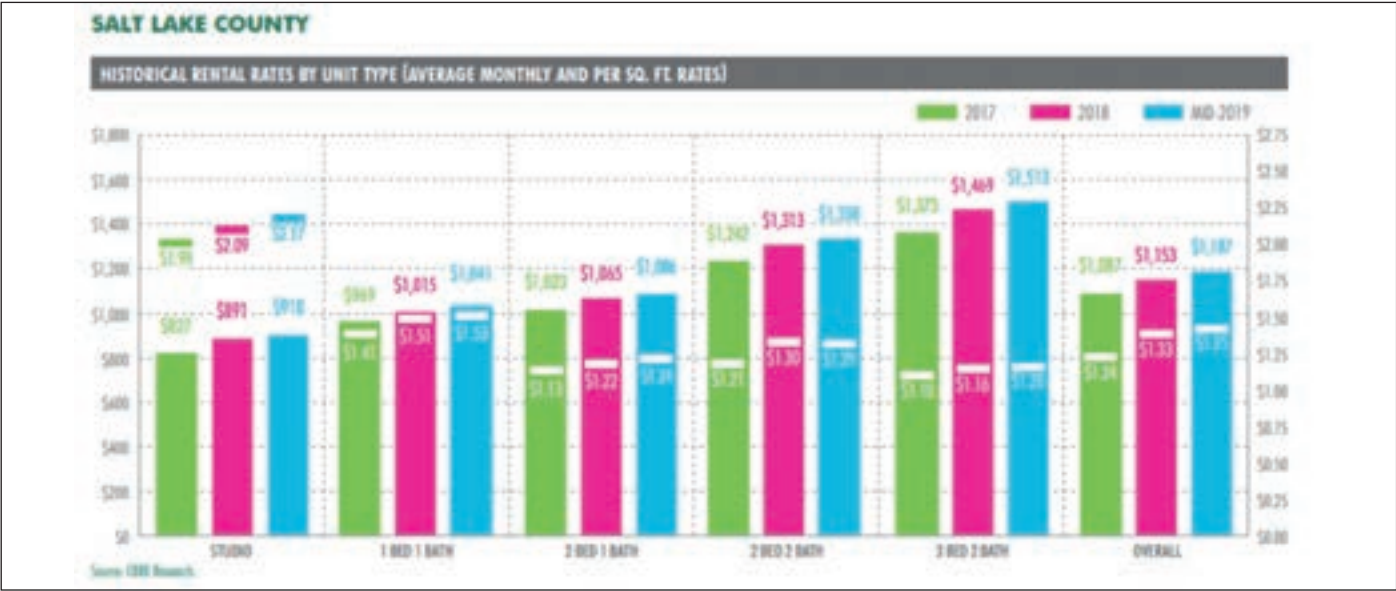
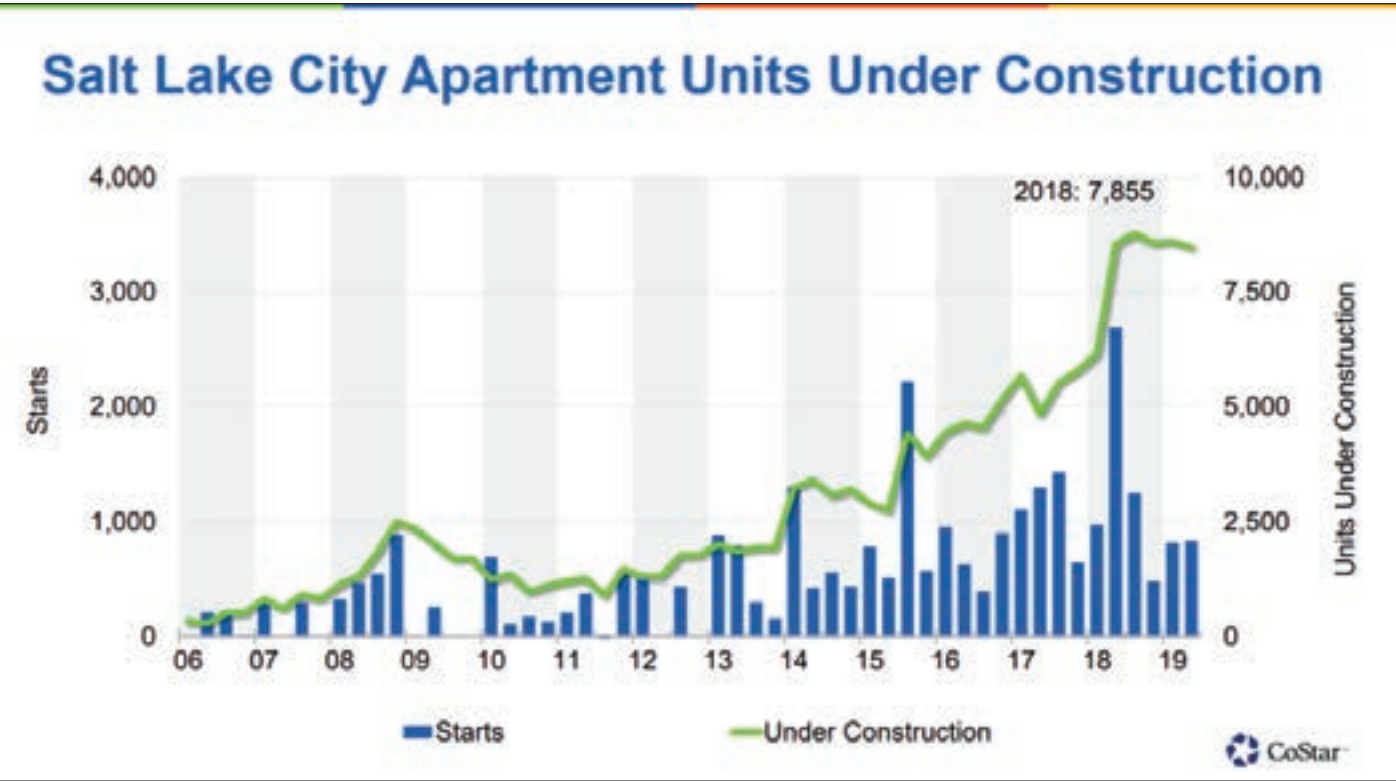
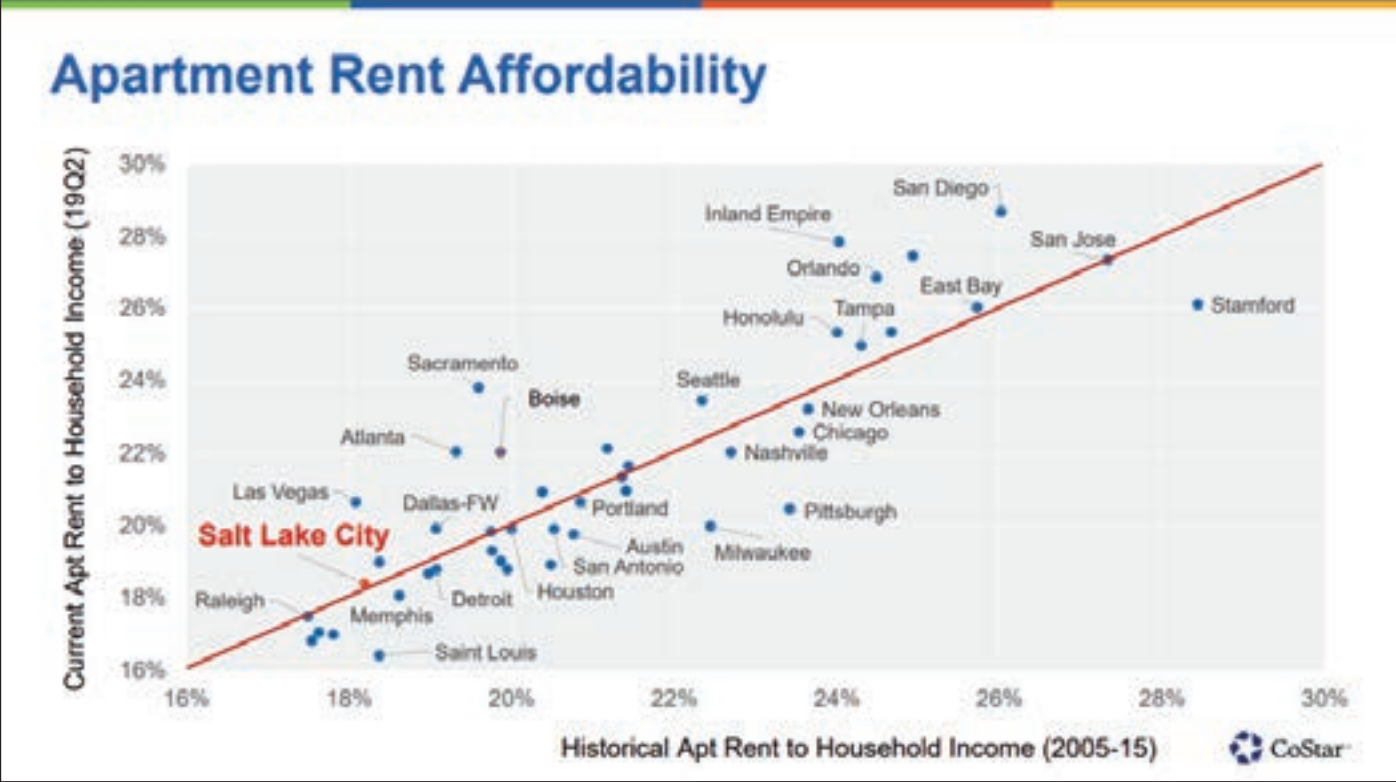
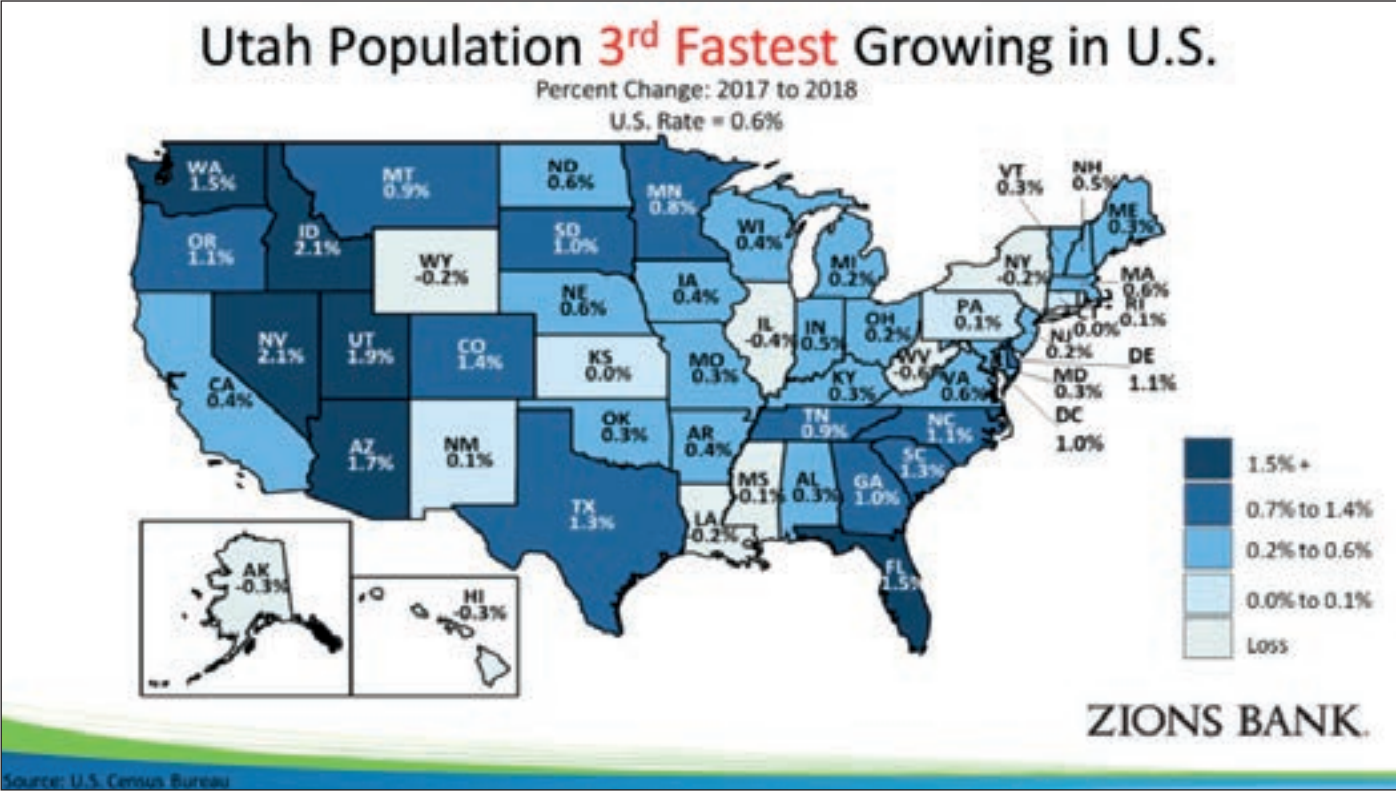
On the flip side, Spendlove says Utah’s economy is still doing well. Utah has the third fastest growing population at 1.9% vs .06% national average, the highest employment growth in the country at 3.1% vs 1.5% national average, the 5th lowest unemployment rate, at 2.8% vs 3.7% nationally and the second highest personal income growth rate at 6.3% vs. 4.5% nationally.

Following Spendlove was Patrick Bodnar, with CBRE. Bodnar reported on the Utah Apartment Market. Bodnar says the Salt Lake Metro area market has a rent growth of 5.1% and a vacancy rate of 3.8%.

Christine Cooper, with CoStar, also presented statistics about the Utah Apartment Market. Cooper reported that Salt Lake has 7,800 units under construction, which represents an 11% increase in the total number of units already built! Despite the new construction, she says the market is holding up well, propped up by high population growth and employment growth. She predicts vacancies, which are near historic lows, will rise, but occupancy is still above the national average.

Local Economist and James Boyer Fellow at the Gem Gardner Institute, James Woods, concluded the meeting. His outlook for the rental market was:

1. Countywide market remains strong; vacancy rate below 5%, rents up over 5%.
2. Absorption rates of high price projects will slow to less than 15 units/month.
3. Downtown, slightly higher vacancy rate & slower growth in rents. Still two years away from second wave of high priced units.



# Maintenance Tech Jobs in Demand

## NATIONAL APARTMENT ASSOCIATION

Apartment maintenance technician jobs are in high demand according to the latest jobs report from the National Apartment Association (NAA).

Across the country, apartment-maintenance technician jobs show up in the tight labor market with pay of \$36,904.

Property managers and landlords are looking for and requiring base skills in the apartment-maintenance technician jobs of:

- Preventative maintenance
- Communication skills
- Troubleshooting
- Detail-orientation
- Physical abilities

There are also specialized skills, such as plumbing and carpentry, that are needed on top of these basic skills.

Healthy levels of new construction coupled with the summer leasing season led to increased demand for apartment workers in July, according to the NAA report.

More than two out of five positions available in the real estate industry were in the apartment sector.

Denver is the only metropolitan area that has ranked in the top five for demand every month this year.

Nashville and Charlotte were showing the greatest concentration of maintenance technician jobs in the July report.

Given the high demand for maintenance techs across the country, market salaries shown reflect the higher end of the pay scale.

### BOOST YOUR KNOWLEDGE, SKILLS, CAREER & BUSINESS PORTFOLIO WITH A UPRO DESIGNATION!



**The Utah Professional Rental Operator (UPRO) Designation Course** was developed by the Utah Apartment Association to provide Utah Specific training for rental property management professionals. **The Designation proves your dedication to the rental housing industry and shows your commitment to your own professional development.** Reviewed and updated on an ongoing basis, these programs provide the foundation for strong, informed and professional rental property management.

**There are 16 two hour classes for a total of 32 CE credits:**

- Tenant Screening
- Fair Housing & Other Federal Laws Affecting Rentals
- Evictions, Collections and Utah Landlord Tenant Law
- Utah Fit Premises Act and Tenant's Rights
- Low Income Housing & Working with Government Agencies
- Property Management Regulations & Management Agreements
- Leases & Addendums
- How Owner's Make Money
- Marketing: Curb Appeal, Setting Rent & Understanding the Market
- Marketing: Advertising & Leasing
- Maintenance: Turnover, HVAC & Appliances
- Maintenance: Preventative Maintenance & Asset Management
- Risk Protection, Insurance & Ownership Entities
- Liability & Lawsuits: Policies & Procedures
- Property Management Systems & Case Studies
- Investment & Financing

**2 CE Credit Hrs Per Class**

For more info visit : [www.uaahq.org/upro](http://www.uaahq.org/upro)  
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### UPRO Full Course Pricing:

UAA Member \$399  
Non-Member \$469  
Single Class \$39  
Two Class Package \$59

Register: [www.uaahq.org/upro](http://www.uaahq.org/upro)

### UPRO Class Schedule:

**Friday Morning 8:30 a.m. - 10:25 a.m.**

Sept. 13th.....	Low Income Housing & Working w/ Government
Oct. 11th .....	Leases & Addendums
Oct. 25th.....	Marketing: Curb Appeal
Nov. 8th .....	Maintenance: Turnover, HVAC & Appliances
Dec. 13th.....	Risk Protection, Insurance & Ownership Entities

**Break**

**Friday 10:40a.m. - 12:30p.m.**

Sept. 13th.....	Property Management Regulations
Oct. 11th.....	How Owners & Managers Make Money
Oct. 25th .....	Marketing: Advertising and Leasing
Nov. 8th.....	Maintenance: Asset Management
Dec. 13th.....	Liability & Lawsuits

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# Are Ceiling Fans in Your Rentals Worth It?

**KEEPE**

Are ceiling fans in your rental property worth the cost and do they help save energy for the landlord or tenants is the maintenance tip this week from Keepe.

Yes, they can save energy. If you have air conditioning in your rental property, then you probably know that it is responsible for about 25 percent of all energy consumption.

If you have ceiling fans and air conditioning operating, you can turn your thermostat up by four degrees without losing comfort. By using this method, landlords and tenants can lower energy bills.

**CAN CEILING FANS REPLACE AIR CONDITIONING?**

No. Fans don’t actually cool a room, they create a wind-chill effect that makes it feel cooler without lowering the temperature of a room. If the room is already extremely hot, ceiling fans will be pushing hot air around the room, not making anything cooler (though it may feel cooler because of the air moving across your skin).



If you have ceiling fans and air conditioning operating, you can turn your thermostat up by four degrees without losing comfort.

**ANY NEGATIVES TO CEILING FANS IN RENTALS?**

Ceiling fans need routine

maintenance in your rental property, so be aware of these things:

**Inspecting** – This should happen at least once a year to ensure everything is working correctly. An inspection of the ceiling fan is fairly easy using a ladder.

**Cleaning** – While inspecting the fan, you will probably notice a layer of dust.

Dust accumulation can reduce airflow, make the fan work less efficiently, and have a negative impact on your health or the health of your tenants.

When cleaning the blades, make sure not to use a product that will take away the finish.

**Lubrication** – Check with the guide that came with your ceiling fan before adding any lubrication. Typically, you make sure the fan is turned off before adding 4-6 drops of lubrication oil to the small hole located near the motor.

Some models are maintenance-free and don’t require lubrication, so make sure to check which kind of model you have.

**WHAT CAN GO WRONG AND NEED MAINTENANCE?**

**Wobbling** – Over time, ceiling fans can start to wobble. There are balancing kits made to fix this specific issue.

**Noise** – When ceiling fans are making excessive noise, it is usually due to a loose part, or a sign that it needs lubrication. Try tightening up any fixtures or lubricating the motor.

While inspecting the fan, you will probably notice a layer of dust. Dust accumulation can reduce airflow, make the fan work less efficiently, and have a negative impact on your health or the health of your tenants. When cleaning the blades, make sure not to use a product that will take away the finish.

When looking at the positives and negatives of ceiling fans, the cost of a fan and the small amount of routine maintenance seems worth it if you are able to save money on energy costs. Keep in mind that landlords or tenants are only able to save energy by coupling ceiling fans with air conditioning and raising the thermostat four degrees higher.

**EXTRA TIPS FOR CEILING FANS IN YOUR RENTAL PROPERTY**

1) Don’t leave the fan running 24/7. Turn it off when no one is in the room.

2) Make sure the ceiling height is at least eight feet.

3) Ceiling fans can also to warm rooms in the winter by flipping the switch that reverses the direction of the rotation. This makes the air move up toward the ceiling, forcing warm air down into the room.

*Keepe is an on-demand maintenance solution for property managers and independent landlords. We make hundreds of independent contractors and handymen available for maintenance projects at rental properties in the Greater Seattle, Greater Phoenix, Greater San Francisco Bay and Greater Portland areas. We’re also expanding. Learn more about Keepe at <http://www.keepe.com>*



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can escape these traps and make your job easier.

Unfortunately, there's a reason that seasoned property owners always, always conduct background checks on their rental applicants. They want to know as much as possible to ensure that they're accepting a tenant who will be responsible and trustworthy.

In some cases, you might rent to someone who feels like a friend (or who actually is). You wind up leasing to a tenant who you don't actually know that well, and in the end, your assumption about their character could backfire dramatically. Never assume that someone will make a good tenant just because they're friendly or they tell you a believable story about their life.

Don't just ask your tenant about their history - confirm it by gathering the following information:

- Full name and social security number
- Age
- Current and previous addresses
- Information from previous landlords
- Current income (and proof of payment)
- Employer's contact information
- Banking and credit references
- Personal references you can follow up with (not family)

As much as you'd like to think you can trust the word of your current applicants, it's your job as a rental-property owner to take that extra step and do some research behind the scenes. Otherwise, you run the risk of falling into the common trap of working with bad, untrustworthy tenants.

Regardless of how organized or experienced you may be; you'll juggle a lot as a property owner.

Too many landlords find out later that they can't actually handle everything at once, at least not without proper assistance.

If you repeatedly find yourself swamped with issues in the finance sector of your business, you might be dealing with tasks that a real accountant



- Bookkeeping mistakes
- Poor account and finance records
- Failure to deduct expenses properly
- Inconsistent salary management

As a rental--property owner, your job isn't to make sure that dollars and expenses don't slip through the cracks. Your job is to keep the property running smoothly, and an accountant can help you do that more accurately.

Outsourcing your accounting tasks is likely easier than you think.

You don't necessarily have to hire an accountant full time. Instead, you could use a service like Ardem or RSM to handle the issues you don't have the time or knowledge to tackle.

One tenant pays by cash. One pays by check. One sends you funds on Venmo whenever they get around to it.

Does this sound like your rent payment situation?

If so, you're likely stuck in the trap of complicated rent collection. This can lead to accounting problems, as well as stress and frustration due to confusing interactions with your tenants.

In order to maintain a consistent cash flow that you can easily keep track of, you should automate your rent collection process ASAP.

This will lead to better, clearer interactions with your tenants, and you won't waste time chasing after the rent payments you're owed.

The best way to automate your rent collection is to set up a central tenant platform where they can pay all of their fees, including rent and any late payments. There are dozens of services available at your fingertips that will allow you to build a clean, simple tenant portal that all of your renters can use.

- Some reliable tenant payment platforms include:

- Cozy
- Avail
- TenantCloud
- Buildium

## Centralizing your payment system

Many rental property owners fall into the traps listed above without even realizing it. If you're wasting your time with challenging tenants, complicated accounting problems, or late rent payments, then you're taking away time from your most important tasks as a landlord.

If you learn one thing from this article, let it be this: It's often smart to ask for help as a property owner.

Use tools to thoroughly evaluate your

tenants instead of taking their word as proof. Outsource your accounting issues so that you can feel secure in your finances. Simplify and automate your rent-collection process so you experience fewer issues.

There are many resources out there that can help you escape these common traps. Don't be afraid to try them, regardless of how old or new you may be to owning rental properties.

*Eric D. Davis is the Founder of Davis Property Management; we help property managers and potential tenants for Seattle Property Management and Maintenance services. We have been the front-runners in providing best-in-class property management services in the Puget Sound area.*

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