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RHJ

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New Pet-Damage Insurance Gives Managers More Potential Tenants

RENTAL HOUSING JOURNAL

Pet-deposit protection is now being offered by a company to help property managers cover any pet-related damages and allow tenants to lease a property without an extreme up-front pet deposit.

Jetty Pet is a new offering from Jetty, a financial services company. Jetty Pet is Jetty’s pet protection for property managers, which can be used alone or combined with Jetty Deposit to replace a traditional up-front pet-deposit charge.

This can give properties increased coverage against pet-related damages and a more streamlined leasing process—while keeping move-in costs lower for the renter.

“We always have an ear to the ground on the fundamental problems our partners face, and how we can solve

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Portland Rents Continue Decline

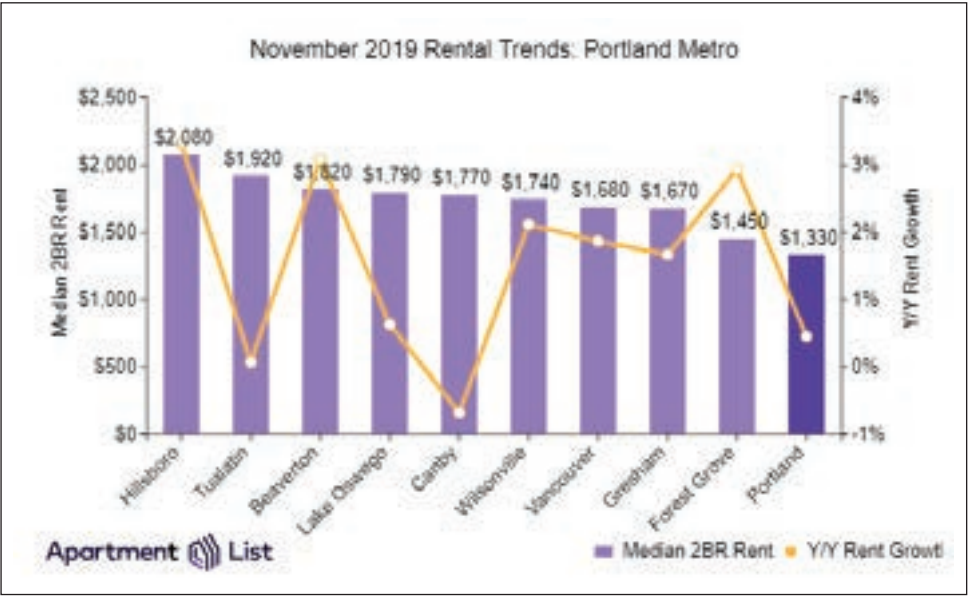
APARTMENT LIST

Portland rents have declined 0.5 percent over the past month, the second month in a row the city has seen declines, according to the latest report from Apartment List.

Portland’s year-over-year rent growth lags the state average of 1.5 percent, as well as the national average of 1.4 percent.

While rents in Portland stand at \$1,127 for a one-bedroom apartment and \$1,330 for a two-bedroom, the same trend does not hold across the metro. Rents have steadily risen across the Portland metro area.

Hillsboro has the most expensive rents in the metro, but recently those rents have declined as well, down 0.1 percent over the past month but up 3.3 percent year-over-year. This is the second straight



month that the city has seen rent decreases after an increase in September.

Rents in Hillsboro are \$1,759 for a one-
See ‘Portland’ on Page 14

3 Ways to Prevent Costly Roof Maintenance

RENTAL HOUSING JOURNAL

Property maintenance comes as an integral part of the general maintenance and upkeep of your property. Particularly with regular roof maintenance, capital budgeting becomes more predictable and simplified. When property managers maintain a roof correctly, they prolong its lifespan – and that saves money in the long run. Here are three effective ways to do just that:

1. EXTEND THE LIFESPAN OF THE ROOF

Regular maintenance usually is the least costly option for property managers. Manufacturers agree that customary maintenance can extend a roof’s lifespan by 25 percent. Removing snow, unclogging gutters, clearing debris, adding sealant or caulk, and assessing vulnerable perimeter terminations, all contribute to the increased lifespan of a roof. To put this into perspective, a small addition of upfront maintenance expenditures could significantly minimize the roof’s overall



cost annually.

Well-maintained roofs need just a minimal level of annual repair and don’t require frequent replacement. You can defer these costs and their effect

on the capital budget over additional years. Regular maintenance reduces the escalated expenses linked to older roofs and eradicates the need for unpredictable

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Five Things to Remember When Deciding to do a 1031 Exchange

By Dwight Kay and the Kay Properties Team

A 1031 exchange is a legal way for investors to defer their capital gains taxes on the sale of real estate held for investment or business purposes. It allows one to defer taxes on a property sale as long as they follow specific 1031 rules and guidelines. In other words, you have the potential to keep all your profits working for you with the purchase of your next investment property, without the IRS coming after you looking for their share of the pie. Here are five things to remember before a 1031 exchange.

1. TAXES ARE APPLICABLE IN A NON-1031 EXCHANGE

When an investor sells a property that has gone up in value this results in several types of taxes. These include capital gains taxes, which the investor must pay if they sell the asset at a price higher than they initially paid for it. Federal capital gains are taxed at 15-20% of the increase in value, while state capital gains are taxed between 0- 13.3% of the increase in value.

Depreciation recapture taxes are taxes due when the seller had claimed depreciation expenses on the sold property. Depreciation recapture is currently taxed at 25% of the amount you have depreciated over the years. Other taxes incurred on property sales include the 3.8% Medicare surtax.

All these taxes are able to be deferred if you do a 1031 exchange. But if you choose to sell your property without a 1031 exchange, ensure you consult a reputable attorney and CPA so you can know what your full tax bill

will be when adding up federal capital gains, state capital gains, depreciation recapture and the medicare surtax.

2. YOU NEED A QUALIFIED INTERMEDIARY

A 1031 exchange isn't as simple as selling and reinvesting in another property. You must first transfer the relinquished property to an intermediary or an accommodator so they can execute the sale on your behalf. This is a process whereby your sale contract is assigned to the qualified intermediary and when the property closes your funds are then wired to your account at the qualified intermediary. From there you will instruct which properties you would like the qualified intermediary to purchase on your behalf. Kay Properties is not a qualified intermediary however we work with many throughout the country so if you would like a referral please let us know.

3. YOU CAN ONLY PURCHASE A LIKE-KIND ASSET

For you to defer taxes via a 1031 exchange, you must reinvest the profits from the sale in like-kind property. In other words, if you sell a property held for investment or business purposes in a 1031 exchange, the replacement property must be of the same character. For example, you could sell an apartment building and purchase a commercial building or you could sell a rental home and purchase a DST 1031 investment.

4. REMEMBER DEADLINES

1031 exchanges are subject to deadlines. If you sell a property today, you're expected to have identified the replacement property within the next 45 days and reinvested the

proceeds in it within 180 days. But if you'd already identified the replacement property, you can reinvest immediately.

5. UNDERSTAND YOUR OPTIONS

Once investors have decided to do a 1031 exchange they should consider their options. First, they could purchase another type of investment property that they would manage on their own. Second, they could purchase a triple net lease property whereby a national tenant such as Walgreens or FedEx has leased the property for typically 10-15 years. The problem with the triple net leased properties is that it causes investors to place a large portion of their net worth into a single property which could be disastrous (think Blockbuster Video). Third, if the investor is wanting to get out of active management and the day to day issues of dealing with tenants, toilets and trash as well as they are wanting to diversify their investments into multiple properties then a DST 1031 exchange may be a solution. The DST (or Delaware Statutory Trust) is a type of property whereby the management is handled by a third party trustee and since the typical minimum investment of a 1031 DST offering is \$100,000 investors are able to purchase a diversified portfolio of Delaware statutory trust properties that may include a piece of Walgreens for 100k, piece of a FedEx distribution warehouse for 100k and a piece of a 800 unit portfolio of multifamily properties located throughout the south east and Texas*.

If you are interested in learning more about your 1031 exchange options please get in touch with us today to learn more.



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 DC. Kay Properties team members collectively have over 114 years of real estate experience, are licensed in all 50 states, and have participated in over \$9 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

* These are illustrative examples of 1031 DST offerings. Future available 1031 DST offerings and tenants may be different. Diversification does not guarantee profits or protect against losses.

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There are material risks associated with investing in real estate, Del-

aware 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 multifamily 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.

Securities offered through WealthForge Securities, LLC, Member FINRA/SIPC. Kay Properties and Investments, LLC and WealthForge Securities, LLC are separate entities. There are material risks associated with investing in 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 multifamily properties, financing risks, potential adverse tax consequences, general economic risks, development risks, long hold periods, and potential loss of the entire investment principal. Past performance is not a guarantee of future results. Potential cash flow, returns and appreciation are not guaranteed. IRC Section 1031 is a complex tax concept; consult your legal or tax professional regarding the specifics of your particular situation. This is not a solicitation or an offer to see any securities. Please read the Private Placement Memorandum (PPM) in its entirety, paying careful attention to the risk section prior to investing.

Large Apartment Owner Weidner Drops Facebook Marketing for its 260 Properties

RENTAL HOUSING JOURNAL

A Kirkland, Washington-based owner of apartment homes has decided to drop Facebook marketing its properties to better protect privacy and data for its residents and business operations, according to a release.

Weidner Apartment Homes, the nation’s 15th largest owner of apartment homes, which owns and operates more than 260 buildings, and 56,000 units across North America, has dropped Facebook.

The action is not in response to any previous data breach, but is a preventive measure to ensure better privacy for its business operations and residents, the company said in a release.

“Some of Facebook’s business practices have come into question, and we reevaluated whether to continue using Facebook to market our properties,” said Jack O’Connor, chief executive officer, in the release.

DECISION TO DROP FACEBOOK MARKETING FOR APARTMENTS

“We have withdrawn from Facebook based on factors such as the unpredictability in how it applies its policies, privacy protection for users, and tactics used in selecting data to share with others,” O’Connor said. “This action demonstrates how Weidner refines and improves our efforts to create meaningful



engagement, while elevating our ability to conduct business in a thoughtful and trustworthy manner.”

Weidner made the decision based on

issues associated with Facebook including user privacy, data breaches, frequently shifting advertising practices, and a lack of transparency. As a result, the privately

held company will stop using Facebook by January 1, 2020.

The decision to drop Facebook marketing affects Weidner’s business use of the social media platform for marketing and advertising. The policy will obviously not restrict Facebook to residents for their personal use. Weidner’s marketing vendors will not be allowed to use Facebook for Weidner property marketing.

Weidner will utilize Yardi, a property management software system, to create resident communication groups, similar to Facebook Groups.

Weidner’s goal is to continue to build community by using safe, secure, and easy-to-use methods and tools rather than trying to keep up with an ever-changing space potentially compromising the privacy of the company’s customers and the business, according to the release.

O’Connor said Facebook is still experiencing growing pains and may explore opportunities to correct these issues with time. Weidner will monitor Facebook and its partners to see if it will become a more reliable and viable platform to use in the future.

Founded in 1977, Weidner Apartment Homes is consistently ranked among the top apartment owners throughout the United States and Canada.



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RHA Oregon President's Message

Holiday Season a Good Time to Reinforce Landlord-Tenant Relationships

By KEN SCHRIVER, PRESIDENT

I hope you had a wonderful Thanksgiving break last month! I also hope you were able to take advantage of the great weather we had in November to carry out year-end maintenance projects in preparation for the coming cold weather. It isn't yet too late to schedule gutter cleaning, furnace servicing, and other winterization projects to preserve your property and keep your tenants warm and dry.

As we prepare for winter and various holiday celebrations, we should also be planning for both our own vacations and any extended tenant absences. This is a good time to provide an updated contact list to your tenants, including emergency contacts whom they can call if they are unable to reach you. Likewise, it is also a good time to update your own emergency contact information for your tenants and remind them to advise you if they will be away from their unit for an extended period.



The holiday season can also be a time to reinforce the business relationships that landlords and tenants (should) have. It is interesting that while most of our friends and family no longer mail holiday greeting cards, my wife and I continue to receive an annual card from various individuals and companies with whom we have a professional relationship. This time of year, we receive cards from our dentists and optometrists, our financial planners, and even an airline lounge (we are frequent flyers). They often contain a handwritten note, usually expressing their appreciation for our business as well as conveying good wishes for the holiday season and the upcoming year. Although

we don't consider most of these people "friends" whom we would invite to our home for a party, we do have a friendly, professional relationship with them.

So how is your business relationship with your tenants? Is it like your other business relationships? After all, for many renters the landlord is the entity with whom they do the most commerce each month. They may be spending as much as one-half of their take-home salary on rent. Given this, it is only natural that we might cultivate a positive, professional business relationship. The benefits of having such a relationship with our tenants can be quite tangible: We had a turnover in a one-bedroom at the end of October, and the tenant left the unit in a condition essentially identical to when she moved in two years earlier. I was happy to return her full security and pet deposits (she had both a dog and cat). She is happy to have an excellent landlord reference as she starts her new life in another state.

Of course, not all tenants are as

conscientious as she was. However, establishing and reinforcing a positive business relationship can go a long way toward reducing problems with our tenancies. While you may be using email or an online platform to accomplish your maintenance scheduling or updating contact lists, a short note or card to your tenants at this time of year can be a very effective way of expressing your appreciation for their continued business. It also helps build a positive image for you as the landlord if you ever need to serve a tenant with bad news, such as a notice of lease violation. Such a negative action is more likely to be perceived as a business decision rather than a personal attack when you have already established your credentials as a fair-minded landlord.

Although I cannot send a hand-written note to all the members of RHA Oregon, I wish each of you, your families, your customers, and your tenants a wonderful holiday season and a prosperous 2020.

Merry Christmas and Happy New Year!

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Can I Ask a Tenant Behind in Rent to Just Leave?

Dear Landlord Hank: I have a tenant who is behind on rent and his lease is up in January. I do not want to resign the lease. Can I ask him to leave when his lease is up? — **Brenda**

Dear Landlady Brenda: I ‘m not an attorney so I can’t offer legal advice.

A lease is a written agreement to rent a specific property for a particular term at a defined rental rate.

You need to check your lease with this tenant, but you will have somewhere in the lease a clause relating to HOLD OVER.

It basically states that tenant will deliver possession of residence in good repair to management upon termination of agreement.

I would send this tenant notice that you are not renewing the lease at the end of his term, and do it certified mail with return receipt requested, and do it now, if lease is up next month.

If you think this tenant is not going to pay January rent and is already significantly behind in rent, then I would give him the required notice in your state and begin eviction process now.

If you start now he won’t be served until after Christmas.

This may seem harsh but this tenant is stealing from you by not paying the agreed upon rent, and you don’t need to put up with that.

Dear Landlord Hank: How do you decide how much you going to raise rent for tenants in 2019? We have some leases coming up for renewal and of course just got increases from our insurance company and taxes from the county and school district. How do you decide how much? — **Landlord Tim**

Dear Landlord Tim: When I have increases in fixed expenses I try, when possible, to pass along the entire cost to my tenants.

If your insurance went up \$300 and your taxes went up \$400, for example, that is \$700 increase total.

If you divide that by 12 months it only



comes out to \$58.33 per month over an annual lease.

That, to me, is very reasonable and I think most folks could handle that with no problem.

I’d be open to discussion if a rent increase could be problematic for a tenant.

I would rather not pursue an increase in rent if it is going to cost me a good tenant.

Vacancy costs and rehab costs will more than make up for the small amount of rent you aren’t receiving from not increasing a good tenant’s rent.

Dear Landlord Hank: My tenant had kids over and flushed wipes down a toilet that led to a major plumbing incident in my rental. I had to pay \$2, 000 for the repair. He also told me last week that he lost his job. What do I do? He paid for the month of November. What do I do come December 1st when he cannot pay? I live in Washington State. — **Laura**

Dear Landlady Laura: If you already know, and the plumber confirmed, that the blockage and plumbing expenses were caused by the tenant or the tenant’s guests or invitees, then your lease should clearly state that the expense for the repair would be borne by the tenant.

Or, that the landlord, at your discretion, may make the repair, and the tenant be fully responsible for the payment of the repair due to the kids flushing wipes down the toilet.

If the tenant can’t pay for the damage caused by flushed wipes down a toilet, he would be in default of your lease.

If you already know he has lost his job, I’d talk to him and tell him he’ll need to move immediately. You will use



his security deposit to cover the damage that he caused, but to keep from being evicted, you will re-rent the property and he’ll no longer be liable for the balance of his lease.

I’m not knowledgeable about Washington State landlord/tenant laws, but you may need to evict.

I’d would try to be reasonable and show him the logic of leaving now before his credit and rental history is damaged.

I know we are moving into the holiday season, but you are running a business. You must keep your charitable self in check. It’s not up to you to pay his bills, including damage to the property and rent.

If you let him stay until December’s rent is due, and he doesn’t pay that either, you will be further in the red.

You may need to get an attorney involved, but you need to have your property back in your hands so you can find a replacement tenant.

Don’t hesitate, and move quickly.

Good luck!

Strong leases save us when we’re all on the same page and it’s in writing.

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 side-line. 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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Leaking Sinks No. 1 Most Popular Fix in November

KEEPE

Leaking sinks have been the most popular maintenance call for Keepe during the month of November.

The calls from tenants to property managers have mostly related to leaking kitchen sinks. These are the kinds of calls that require immediate attention.

“My sink has been leaking since this morning.”

“My kitchen is flooded with water.”

“My faucet must be broken because it is dripping water no matter how hard I try to turn it off!”

LEAKING SINKS IN KITCHEN CAN CAUSE SERIOUS WATER DAMAGE

An example of this problem came from a woman in Seattle with a distress call regarding her kitchen being flooded.

When technicians got to her residence, they found a serious water-damage problem.

The problem with her sink was a little complicated because first, her faucet was leaking. The second part of the problem



seemed to be connected to either the water lines or the P-Trap because the water was dripping from under the sink basin and onto the floor.

Technicians also noticed that her sink

drainage was not in good shape and needed replacement.

They felt that the drain needed to be checked for possible leaks and repaired or replaced, depending on the level of

damage it had suffered.

The first part of the repair was the P-trap.

Normally, the shape of the P-trap makes it hard to maintain, but doing so is necessary because it keeps bad smells out of the house. Technicians were able to detect the first problem – food debris had accumulated in this part of the sink. The food had started rotting, hence creating a leak.

The first repair job took three hours.

Technicians had to replace the P-trap with a new one. After installation, they tightened all the connectors, and water stopped dripping onto the floor.

The second issue was the faucet.

Technicians discovered that the faucet’s gaskets were too worn out and that the washers were failing. It took about 45 minutes to make simple replacements to these two parts.

The entire repair job took about four hours. By the end of the job, there was proper kitchen drainage, a well-functioning sink, and a satisfied customer.

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7

New Laws, New Defenses for Tenants – Staying Ahead of the Curve

By **BRADLEY KRAUS, ATTORNEY**
WARREN ALLEN, LLP

The 2019 legislative session brought several tough changes for Portland and Oregon landlords. From rent control to the nearly complete obliteration of no-cause rights, these new laws brought challenges for landlords and decisions related to their property. The new laws also present new causes of action and/or defenses for tenants, often with punitive consequences for landlords who make the slightest misstep. While SB 608 received much of the attention of the past session, not much attention has been paid to HB 2530, scheduled to take effect on January 1, 2020. This new law provides further defenses for tenants related to notices of termination under the Oregon Residential Landlord and Tenant Act (ORLTA) and eviction actions.

HB 2530 amends ORS 105.113, one of the statutes related to eviction actions. It also adds to the ORLTA, although it is unclear on where it will be placed in Chapter 90. The important piece of HB 2530 is that it will require landlords to include with any notice of termination certain information related to veterans assistance. The relevant portions of the new bill state:

1. Except as provided in subsection three of this section, a person who sends or serves a document listed in subsection two of this section shall include the following information with the document:



a. A statement that if the recipient is a veteran of the armed forces, assistance may be available from a county veterans' service officer or community action agency; and

b. Contact information for a service officer appointed under ORS 408.410 for the county in which the recipient lives and contact information for a community action agency that serves

the area where the recipient lives; or

c. A statement that contact information for a local county veterans' service officer and community action agency may be obtained by calling a 2-1-1 information service.

2. This section applies to the following documents:

a. A notice of termination of tenancy

under any provision of ORS chapter 90;

b. A summons in an action under ORS 105.110 for forcible entry or detainer.

While the above information may not seem like much, it does present new defenses for tenants in any Forcible Entry and Detainer (FED) action. Oregon case law is clear that proper notice is a prerequisite to maintaining a FED action. Should any landlord fail to include the information described in Section (1)(a)-(b), they run the risk of a defective-notice defense by the tenant in any FED trial.

HB 2530 also requires that the same information be included in any summons prepared for the FED action. The failure to include that information presents the same pitfalls for landlords, and any such failure may be met with a motion to dismiss for insufficient summons by a knowledgeable tenants' attorney. Accordingly, if landlords prepare their own summons (or have a process server do so), it is important that they vet those documents for compliance with HB 2530.

The new law is scheduled to take effect on January 1, 2020. While Landlords may have some notices that will expire and terminate tenancies prior to the effective date, vetting and updating your forms now will remove all doubt and/or defenses related to HB 2530, should you need to file an FED on those documents after the first of the year.



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New Pet-Damage Insurance

Continued from Page 1

even more of them," said Mike Rudoy, CEO and co-founder of Jetty, in a release. "Jetty Pet is just another way we give partners the protection they need, while keeping costs low for the many pet-loving renters nationwide."

According to Jetty's nationwide survey of U.S. renters, more than 70 percent of pet owners have decided against applying for a rental home or apartment because the costs to have a pet were too high.

This can have a negative impact on the number of qualified applicants at pet-friendly buildings. But without the added protection of a pet deposit, properties risk exposure to pet-related damages and unforeseen expenses, which can cost much more than what a pet fee might cover.

Jetty Pet provides the pet-related protection to a rental home, while alleviating the burden of high up-front costs for the renter.

PET-DEPOSIT PROTECTION

How it works is that renters pay a one-time fee to Jetty, which replaces a traditional pet deposit. A fee of \$200, for instance, covers a potential \$1,000 in damage. A traditional \$200 pet deposit covers only \$200 of potential damage (which is why most pet deposits are higher).

Property managers benefit from marketing a lower move-in cost, filling more units while having the added protection of an admitted, non-pooled product, and generating meaningful ancillary revenue for the portfolio.

More protection against pet-deposit damages: Pets are capable of causing a lot more damage than what a typical pet deposit might cover. Properties can get more coverage without raising move-in costs.

Lower move-in costs (competitive edge): In addition to eliminating security deposits through Jetty Deposit, Jetty renters can save on costly pet deposits, reducing move-in costs for qualified renters and giving Jetty properties a competitive edge.

Simplified overhead: Jetty properties benefit from a streamlined operation process. With the addition of Jetty Pet to Jetty Deposit, both deposits are replaced by one fee. Properties don't have to worry about managing checks, and there is less confusion for residents.

Jetty works with property managers across the country to increase lease-conversion rate, reduce bad debt, and streamline operations, hereby increasing net operating income.


Partners include LivCor, Related, Pinnacle, MG Properties, Trammell Crow, Griffis Residential, Cortland, and many more. Jetty's products are written on A-rated paper, and are admitted in 49 U.S. states and D.C, which means they have been approved by those states' insurance departments, providing additional consumer protections.

Jetty is a financial services company that helps property managers increase lease conversion, reduce bad debt, and streamline operations. For the renter, Jetty lowers the barrier to entry, potentially saving residents thousands of dollars on move-in costs.




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FORM OF THE MONTH
Move-In Accounting M004 OR



MULTIFAMILY NW
The Association Promoting Quality Rental Housing

OREGON
MOVE-IN ACCOUNTING



DATE _____ PROPERTY NAME / NUMBER _____
RESIDENT NAME(S) _____
UNIT NUMBER _____ STREET ADDRESS _____
CITY _____ STATE _____ ZIP _____

RENT/CHARGES

PRO-RATE METHOD: ☐ A ☐ B ☐ C (See #1 on page 2 of Rental Agreement)
FIRST RENT PAYMENT DUE \$ _____
FROM _____ THRU _____
SECOND RENT PAYMENT DUE \$ _____
FROM _____ THRU _____
TOTAL RENT DUE AT MOVE-IN \$ _____
☐ IF CHECKED, SEE SECOND MONTH'S ACCOUNTING FOR ADDITIONAL CHARGES / ADJUSTMENTS (FORM # M005)
OTHER MONTHLY CHARGES (PRO-RATED IF PARTIAL MONTH)
\$ _____
\$ _____
\$ _____
\$ _____
TOTAL OTHER MONTHLY CHARGES \$ _____
SPECIALS / ADJUSTMENTS / HOA MOVE-IN ASSESSMENTS
\$ _____
\$ _____
\$ _____
\$ _____
TOTAL SPECIALS / ADJUSTMENTS / HOA ASSESSMENTS \$ _____
TOTAL RENT / CHARGES AMOUNT DUE \$ _____
PRIOR PAYMENT(S) - \$ _____
TOTAL CHARGES PAID AT MOVE-IN - \$ _____
RENT / CHARGES BALANCE DUE \$ _____

DEPOSITS

☐ IF CHECKED, DEPOSITS WILL BE HELD BY OWNER
SECURITY DEPOSIT \$ _____
ADDITIONAL DEPOSITS
\$ _____
TOTAL ADDITIONAL DEPOSITS \$ _____
SPECIALS / ADJUSTMENTS
\$ _____
\$ _____
TOTAL SPECIALS / ADJUSTMENTS \$ _____
TOTAL DEPOSITS CHARGED \$ _____
PRIOR PAYMENT(S) - \$ _____
DEPOSITS PAID AT MOVE-IN - \$ _____
BALANCE OF DEPOSITS DUE \$ _____

TOTALS

TOTAL RENT / CHARGES + DEPOSITS CHARGED \$ _____
TOTAL PAID \$ _____
REMAINING BALANCE DUE \$ _____
* SEE INSTALLMENT PAYMENT AGREEMENT OR RENTAL AGREEMENT SPECIAL PROVISIONS IF BALANCE DUE
☐ LEASE TERM BEGINNING _____ AND ENDING _____
☐ MONTH-TO-MONTH BEGINNING _____
NOTES: _____

☒ ON SITE ☐ RESIDENT ☐ MAIN OFFICE (IF REQUIRED)

☒ RESIDENT _____ DATE _____

☒ RESIDENT _____ DATE _____

☒ RESIDENT _____ DATE _____

☒ RESIDENT _____ DATE _____

☒ RESIDENT _____ DATE _____

☒ OWNER/AGENT _____ DATE _____

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This form is designed to be executed at the beginning of the tenancy to detail financial information that doesn't default to the Rental Agreement. It's ideal to convey additional rent payments taken, show different types of deposits received, and account for any lease specials or various adjustments assigned to the lease.

The Multifamily NW Forms Collection is available immediately and electronically at www.RentalFormsCenter.com, via electronic subscription software through www.tenanttech.com & by mail or pick-up of printed triplicate forms at www.multifamilynw.org.

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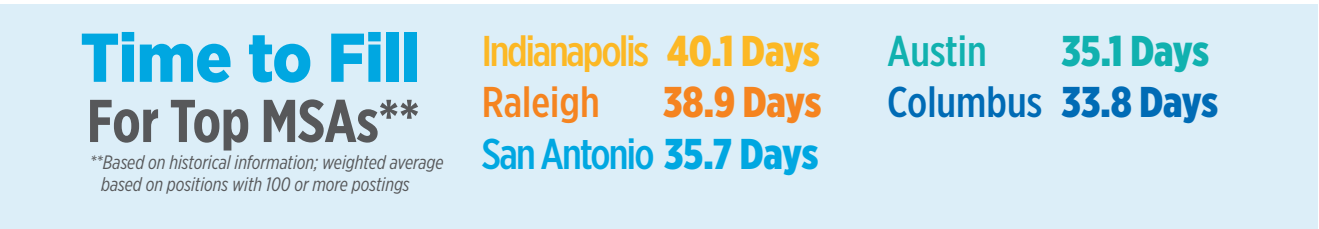
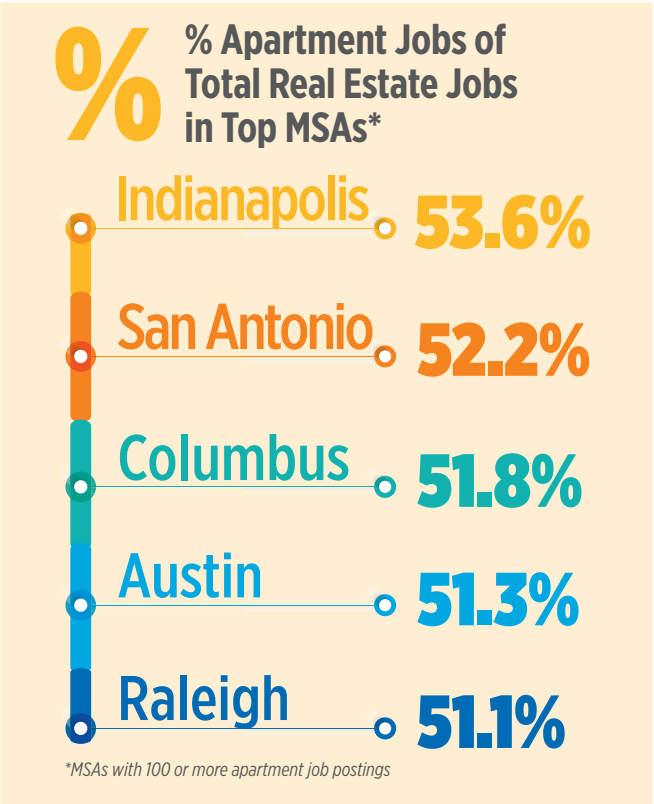
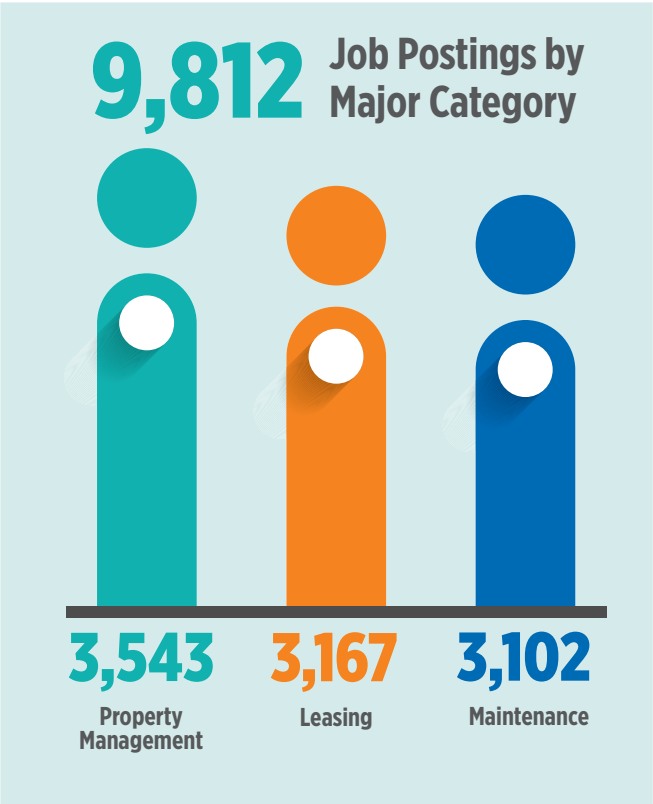
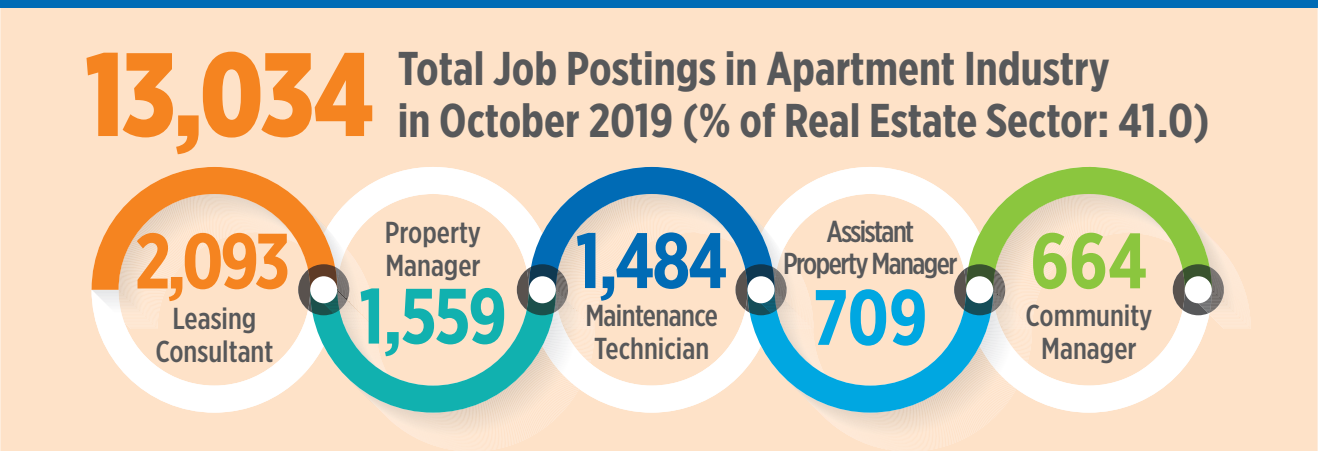
Multifamily NW Schedule

DECEMBER 2	GENERAL FAIR HOUSING	9:00 AM - 11:00 AM
DECEMBER 3	FAIR HOUSING STEREOTYPING AND BIAS	9:00 AM - 12:00 PM
DECEMBER 9	LANDLORD/TENANT PART II	1:00 PM - 5:00 PM
DECEMBER 10	HOW TO GET THE MOST OUT OF TENANTTECH	1:00 PM - 3:00 PM
DECEMBER 11	HR ISSUES: HARASSMENT REPORTING	12:00 PM - 1:00 PM
DECEMBER 13	IT'S THE LAW: SEEING 2020	12:00 PM - 1:00 PM
DECEMBER 19	CAM: HUMAN RESOURCES	8:00 AM - 5:00 PM

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RENTAL HOUSING JOURNAL METRO · DECEMBER 2019

9



Apartment Jobs Snapshot

October 2019

Property Manager Positions in Demand

NATIONAL APARTMENT ASSOCIATION

Property manager jobs and community manager jobs are in high demand, according to the latest jobs report from the National Apartment Association.

Demand was three times greater than the U.S. average for property managers and community managers in Portland, Seattle and Austin, according to the report from National Apartment Association’s Education Institute.

Salaries for property managers in the 90th percentile was \$61,481 and were displayed in the report due to the tightness of the job market. Market salary is calculated using a machine-learning model built off of millions of job postings every year, and accounting for adjustments based on location, industry, skills, experience, and education requirements, among other variables.

Across the country, more than 13,000 rental housing jobs were available during October, representing 41 percent of the real estate sector.

Overall, Indianapolis, San Antonio, Columbus, Austin, and Raleigh ranked as the top five metro areas for apartment job demand.

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 has 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),” Munger said.



Sources: NAA Research; Burning Glass Technologies;
Data as of October 31, 2019; Not Seasonally Adjusted

Spotlight

Last 6 Months

Property Manager/Community Manager

Top MSAs (Highest Location Quotients)

City	Location Quotient***	Market Salaries (90 th Percentile)****
Portland	3.5	\$48,903
Austin	3.1	\$62,557
Raleigh	2.8	\$65,034
Charlotte	2.7	\$60,219
Seattle	2.6	\$55,943

***Location quotients display concentrations of demand within MSAs. U.S.-wide average demand equals 1.0; a location quotient of 1.5 indicates 50% higher demand than the US average.

Top Skills

Specialized/Required	Baseline
Property Management	Communication Skills
Budgeting	Microsoft Excel
Yardi Software	Microsoft Office
Staff Management	Organizational Skills
Customer Service	Microsoft Word

Earnings

Market Salary (90th Percentile)****

\$61,481

****Market salary is calculated using a machine learning model built off of millions of job postings every year, and accounting for adjustments based on locations, industry, skills, experience, education requirements, among other variables. Salaries in the 90th percentile are displayed due to the tightness of the labor market.



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Seven Pest Preventative Maintenance Steps

RENTAL HOUSING JOURNAL

This maintenance checkup, provided by Keepe, asks whether you are taking the pest preventative maintenance you need in your rental housing to protect your investment and your tenants.

From mice to ants and cockroaches, pest infestations can cause serious property damage and traumatize tenants, significantly worsening their perception of their living conditions.

Property managers need to be aware of what draws pests to rental homes and adopt simple pest preventive maintenance steps that can protect properties and tenants.

No. 1 – To avoid any and all infestations, it is fundamental to regularly inspect properties for cracks, crevices and any kind of openings that would allow unwanted critters to access indoor spaces. This includes checking open vents and drainage pipes.

No. 2 – Pests need a source of moisture to survive, so it is adequate to minimize the presence of standing water by regularly checking whether pipes, AC units, gutters or downspouts leak or allow water to accumulate; scheduling seasonal maintenance and timely repairs for those systems is ideal.

No. 3 – Clogged and debris-filled gutters can make for a cozy hiding spot: making sure that gutters are regularly cleaned avoids this issue.

No. 4 – Regular trimming of trees and plants located next to windows and



entryways can prevent branches from allowing pests to gain access to them.

No. 5 – All pests are naturally drawn to food, both inside of homes and as found outside in trash cans and disposal areas. Investing in trash cans and bins made of heavy, tough materials that have tight, sealable lids works best for keeping pests from identifying a property as an attractive, food-secure nesting place. Heavy-duty containers also make it difficult for raccoons and possums to force their way into garbage storage areas.

7 Pest Preventative Maintenance Steps For Rental Housing

No. 6 – Some pests can utilize chimneys as access points and nest in attics and roofs. Having a professional install wiring or screens on chimney gaps can block access.

No. 7 – It is fundamental to encourage tenants to be mindful about safe food storage and disposal of organic material. Inside the home, food should be properly stored inside tight containers and fridges. Garbage should be disposed of in a timely manner.

THE LINEUP OF UNWANTED POTENTIAL PESTS

Ants: Ants are drawn to foods that most humans tend to consume fairly regularly: meat, starches and sweets. While most types of ants nest and live outside, they can easily detect nearby food sources and once found, they return regularly. In fact, ants release a chemical designed to guide them back to the newly found food source, which also indicates this to other ants in the colony. Infestations can easily get out of hand once the thousands of specimens from a certain colony learn where to go for food, which also increases the likelihood of indoor nesting.

Cockroaches: Cockroaches are nocturnal creatures, which makes them much more difficult to spot. Experts warn that in most instances, spotting a first cockroach is likely an indication of an entire colony having nested within the property. Aside from their unpleasant appearance, cockroach activity can severely affect the health of tenants as their droppings and cast-off skins are known to aggravate asthma, allergies and other breathing conditions. This is a pest preventative maintenance step you should take seriously.

Mice/Rodents: Just as for ants and cockroaches, food is the main culprit for attracting mice to human homes. Mice represent a serious threat for the safety of tenants as they can carry fleas and diseases that can be severely harmful to

Continued on Page 13

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Continued from Page 12

humans, such as meningitis. Tenants can be easily exposed to these harms as mice contaminate spaces with their fur and droppings.

Mice can take over properties quickly because of their year-round, rapid breeding. Their presence can be quite destructive due to their chewing abilities, which can damage furniture, wiring, and even walls.

Raccoons and Possums: Due to their considerably larger size, those pests are better able to defend themselves once they encounter humans and they feel trapped and threatened. For this same reason, they can endanger pets, especially cats and smaller dogs.

Raccoons and possums can also carry rabies, which makes them that much more pressing to invest in proper pest preventative maintenance measures.

These simple 7 pest preventative maintenance steps can save you a lot of headaches and keep your tenants happy and avoid over-reacting over pests in their rental housing.,

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

Maintenance Call: Spilled Bleach

KEEPE

The latest apartment mystery maintenance call from Keepe comes from Seattle, where a property manager called in distress with an emergency after a tenant had spilled a jug of bleach on the garage floor.

Due to its highly corrosive nature, the bleach dug through the garage floor and corroded it.

The incident started out when the tenant decided to call her property manager and explain what happened.

It turns out the tenant was simply cleaning out her garage and knocked over the jug of bleach by accident. She was not doing work on the garage on her own, just a routine cleaning.

After the manager called, a worker was assigned and got to the garage in about an hour to assess the extent of the corrosion.

After inspecting the damage to the garage floor, they did the following:

- Patched the corroded floor.
- Cemented the entire garage floor to restore it to its original



condition.

The repair project took about four to five hours and cost \$399, which included \$89 for materials.

This was an expensive job for an accidental spill of a jug of bleach, and led to a lengthy dispute between the property manager and the tenant over who would pay the cost.

Keepe is an on-demand maintenance

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

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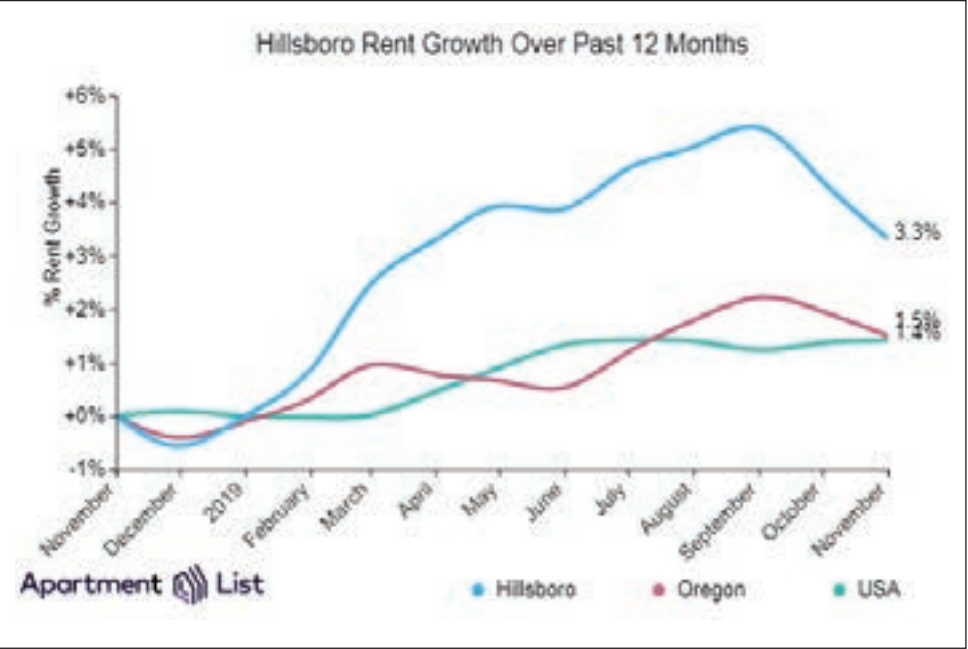
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Portland Rents Continue Decline for 2nd Month

City	Median 1BR price	Median 2BR price	M/M price change	Y/Y price change
Portland	\$1,130	\$1,330	-0.5%	0.4%
Vancouver	\$1,420	\$1,680	-0.2%	1.9%
Gresham	\$1,410	\$1,670	-1.1%	1.7%
Hillsboro	\$1,760	\$2,080	-1%	3.3%
Beaverton	\$1,540	\$1,820	-0.1%	3.1%
Lake Oswego	\$1,520	\$1,790	0.8%	0.6%
Tualatin	\$1,630	\$1,920	-2.3%	0.1%
Forest Grove	\$1,230	\$1,450	-0.2%	2.9%
Wilsonville	\$1,480	\$1,740	-0.7%	2.1%
Canby	\$1,500	\$1,770	-2.9%	-0.7%
Gladstone	\$1,510	\$1,780	0.2%	0.7%
Fairview	\$1,530	\$1,800	-0.7%	0.1%



Continued from Page 1

bedroom apartment and \$2,076 for a two-bedroom.

Unlike Hillsboro, Beaverton rents held steady over the past month and are up 3.1 percent year-over-year. Median rents in Beaverton are \$1,545 for a one-bedroom apartment and \$1,822 for a two-bedroom.

PORTLAND MORE AFFORDABLE THAN COMPARABLE CITIES

Rent growth in Portland has been relatively stable over the past year; some other large cities have seen more substantial increases. Portland is still more affordable than most comparable cities across the country.

Oregon as a whole has logged 1.5

percent year-over-year growth, while rent trends across other cities throughout the state have seen both increases and decreases. For example, rents have grown by 1.1 percent in Eugene, whereas rents have fallen 0.6 percent in Salem.

Portland’s median two-bedroom rent of \$1,330 is above the national average of \$1,191. Nationwide, rents have grown by 1.4 percent over the past year compared to the stagnant growth in Portland.

While rents in Portland remained moderately stable this year, similar cities saw increases, including Phoenix (+3.9 percent), Las Vegas (+3.2 percent), and Austin (+3.1 percent).

Renters will find more reasonable prices in Portland than most other large cities.

Learning from your mistakes so you can master your business is the key to your success.

You can learn from other people's mistakes, so I would like to share mistakes that I have either personally made or have watched investor-clients make. So here is how to avoid my top 7 landlord mistakes.

No. 1 – How to avoid my top 7 landlord mistakes? Being too quick to fill a vacancy

I often see new landlords and investors fall prey to this one.

I, too, many years ago made these bad judgment calls (never again). It is easy to drop your standards when a unit is about to become vacant.

Emotions take over and a prospect comes to you waving cash at you.

Sure, they do not represent the perfect tenants. Or their income is lower than you as a landlord might require. But they are nice people and they have the cash for the deposit and first month's rent.

Besides, I think, “I will start negative cash flow next week if I do not rent to them.”

Three months later, I struggle to collect rent and month after month is a fight to get paid. I tell myself, “I wish I held out for better tenants.”

Like so many others, I have learned it is far better to have a few weeks of vacancy while finding the best tenant than to hurry and rent to a bad apple.

No. 2 – Treating tenants as an income

source instead of valued customers

Having an investment property business and managing tenants as a landlord is no different than any other business.

We need to work hard to obtain customers and treat them well so they will return.

I was a landlord at the age of 18 and to me then, tenants were my income source.

I have since learned this valuable lesson that indeed they are an integral part of the business and need to be treated as valued customers. I do continue to see investors and landlords treat tenants as an income source instead of a valued customer.

Tenants need to be nurtured so they feel like valued customers and are willing to return at time of lease renewal. Failing to clearly define rules and boundaries I have learned that the first week or two of being a landlord and having tenants is that boundaries automatically are set. The big question is, “Who is setting the boundaries?”

I create a list of expectations that is given to them at move-in when you do the walk through inspection. This list should outline the parts from the lease on policy and procedures which includes what they do as a tenant and what you do as a landlord.

No. 3 – Landlords or property managers trying to become friends with their tenants

I do see a lot of landlords try to be friends with their tenants.

You want to like and trust each other

but you are in a business relationship and it should stay that way.

Developing a close relationship makes it difficult to manage from a logical business person's perspective.

Emotional-based decisions have very little place in running an effective business.

No. 4 – Failing to keep property maintained

I look at hundreds of properties each year, and I continue to see a large number in disrepair.

When talking with sellers the common theme is they want to increase cash flow and do so by ignoring repairs or simply doing inexpensive “bandages” on a property. In reality it creates unhappy tenants who move frequently, which actually results in lower cash flow.

The repairs themselves that get ignored devalue the property.

My experience as an investor and landlord tells me that to maintain maximum cash flow you want to maintain a property in great condition.

No. 5 – Missing opportunities on multiple-year leases

As landlords and investors, you all know that tenant turnover is the single largest expense we encounter.

You do not have to continue to carry that burden. This is an expense you want to address and fix not just accept it.

I have found great success in offering two- and three-year leases. It immediately

goes to identify tenants who want to stay long-term.

I have even used escalators to increase rental rates each year. Both ways your cash flow will be more consistent and your tenants who desire to stay will know what the future has in store for them as opposed to wondering what is going to happen on their move-in anniversary.

You also want to treat these tenants well so they continue to renew leases.

No. 6 – Being too quick to hire a property manager

That was my No. 1 mistake. That's it, doesn't sound so bad does it. Well it had some serious ramifications. Being a "hands on" man in my earlier years of investing I managed my own properties.

This is, for many, a mistake. Being a seasoned investor I will never manage my own properties again.

No. 7 – Being a landlord instead of being an investor

I find a common denominator separates the most successful investors from the ones who struggle to advance.

The most successful investors spend their time investing instead of being landlords.

As a licensed real estate broker, I am always asked if I will manage my client's property. I always state that managing property is a full-time position.

To be effective at it, you need to devote full-time attention to it. Perhaps one of the biggest mistakes is trying to be effective as a part-time landlord.

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

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Justice Sues Over Rental-Housing Ordinance

RENTAL HOUSING JOURNAL

A rental housing ordinance designed to target criminal activity has led to a lawsuit by the U.S. Department of Justice charging a violation of the Fair Housing Act, according to a release.

The Justice Department suit alleges the city of Hesperia, California, and the San Bernardino County, California Sheriff’s Department discriminated against African-American and Latino renters in violation of the Fair Housing Act.

The lawsuit alleges that the city, with substantial support from the sheriff’s department, enacted a rental housing ordinance with the intent of addressing what one city councilmember called a “demographical problem” – the city’s increasing African-American and Latino populations – resulting in the evictions of numerous African-American and Latino renters.

The ordinance, which was in effect between Jan. 1, 2016 and its amendment on July 18, 2017, required all rental property owners to evict tenants upon notice by the sheriff’s department that the tenants had engaged in any alleged criminal activity on or near the property. The complaint further alleges that the sheriff’s department exercised its substantial discretion in enforcement to target African-American and Latino renters and areas of Hesperia where ethnic minorities made up the majority of



the population.

The Justice Department’s lawsuit is based on an investigation and charge of discrimination by the U.S. Department of Housing and Urban development (HUD), which found that African-American and Latino renters were significantly more likely to be evicted under the ordinance than white renters, and that evictions disproportionately occurred in majority-minority parts of Hesperia.

According to the complaint, HUD determined that African-American renters were almost four times as likely as non-Hispanic white renters to be evicted because of the ordinance, and

Latino renters were 29 percent more likely than non-Hispanic white renters to be evicted. Sheriff’s department data showed that 96 percent of the people the sheriff’s department targeted for eviction under the ordinance in 2016 had lived in majority-minority census blocks.

HUD determined that reasonable cause existed to believe the city and county engaged in illegal discriminatory housing practices.

The complaint alleges that, in addition to the eviction mandate, the ordinance required all rental property owners to register their properties and pay an annual fee; submit the names of all adult tenancy applicants to the sheriff’s

department for a background screening; use a commercially available service to conduct at their own expense a criminal background check of their tenants; and subject their rental properties to annual inspections by police. Failure to comply subjected owners to fines.

The lawsuit alleges that the Sheriff’s Department used the ordinance to target African American and Latino renters and tenants living in majority-minority areas of Hesperia. The United States’ complaint alleges that, in enforcing the ordinance, the sheriff’s department notified landlords to begin evictions of entire households for the conduct of a single individual, including in cases where tenants were victims of domestic violence. Those evicted included young children who were not accused of any wrongdoing.

“The Fair Housing Act prohibits local governments from enacting ordinances intended to push out African-American and Latino renters because of their race and national origin, or from enforcing their ordinances in a discriminatory manner,” said Assistant Attorney General Eric Dreiband in the release.

“The United States Department of Justice will continue zealously to enforce the Fair Housing Act against anyone and any organization or institution that violates the law’s protections against race, national origin, and other forms of unlawful discrimination.”

California Set to Try Again on Prop 13 Repeal

BY CAROLE ELLIS

When Californians head to the polls next November, they will be presented with a ballot measure titled, “The California Schools and Local Communities Funding Act” that purports to “restore over \$12 billion per year to California’s schools, community colleges, health clinics, and other vital local services,” as local advocacy group SchoolsAndCommunitiesFirst.org describes it.

If voters opt to pass this bill, they will officially undo Proposition 13 property tax protection for Californians on all commercial and nonresidential properties, which may feel irrelevant to many apartment owners and landlords in the state.

However, warned Tracey Hernandez, founding CEO of the Los Angeles-based nonprofit Business Federation (BizFed), this legislation could create a landslide of future initiatives that will not only affect multifamily property owners immediately but place single-family rental owners and their tenants squarely in the crosshairs as well.

“This measure will take all commercial property taxes to a new appraised value to the tune of \$11 billion a year,” she explained in a session at Standard Management Company’s annual “The Magic of Real Estate” conference on October 29, 2019.

“The money will go for a variety of things: 40 percent for education, 60 percent to do a variety of other work. The problem we have is that it is a ‘split role,’ which means splitting the types of properties and saying, ‘Of course, commercial properties and businesses will foot the bill.’ There is a fault in that

“This measure will take all commercial property taxes to a new appraised value to the tune of \$11 billion a year.”

— Tracey Hernandez

argument,” she said.

Hernandez warned that many California voters will likely believe single-family rental owners and renters are protected because the bill only raises taxes on commercial properties. However, multifamily properties will, in at least some cases, be included in that tax hike. Those costs will be passed, at least in part, on to tenants as property owners struggle to meet rising tax bills.

“People may say that single-family rentals are protected, but...landlords and renters will be right around the corner for the next tax increase,” Hernandez added.

HISTORY OF PROP 13

The California legislature passed Proposition 13 in 1978, and the measure has held despite multiple attempts to repeal it over the years. It has often been called the “third rail” of California politics because repealing it has historically been extremely unpopular. However, targeting commercial properties instead of residential ones could be the first step in successfully rolling it back.

The act, officially titled The People’s Initiative to Limit Property Taxation, limits the tax rates for real estate by assessing values at 1976 value and restricting annual increases of assessed value to an inflation

factor that cannot exceed 2 percent per year. When Prop 13 passed, it received enormous publicity across the country and likely contributed to the 1980 presidential election of Ronald Reagan.

If California lawmakers succeed in repealing the act, this will likely also reverberate across the country, as other states and cities with high property values attempt to adjust their own tax codes to access previously protected property tax revenues.

RENT CONTROL MEASURES GO INTO EFFECT ON A LOCAL LEVEL IN CALIFORNIA

Danielle Peretz, director of government affairs and external relations for the Apartment Association of Greater Los Angeles, also commented on legislation aimed at California landlords during the conference. California governor Gavin Newsom recently signed a statewide rent-control bill into law that will cap annual rent increases and extend other “rent-control protections” starting in 2020, but the ramifications of the legislation already are in full effect.

“The issue of rent control is not just a state issue, it is a local issue as well,” Peretz said. “Los Angeles County, Inglewood, and Culver City are among the local areas working toward permanent ordinances.

“For example, Inglewood will be considering moving toward an ordinance that would cap rent increases at 8 percent and include relocation assistance,” Peretz said.

She also noted that local areas are moving immediately to counter potential landlord strategies to raise rents before the statewide bill goes into effect on

January 1, 2020. These countermoves include an LA City Council decision to prohibit 60-day notices that took effect on October 24, 2019 and applied to any 60-day notice already in effect, thereby voiding everything back to August.

The state and local legislation governing rent-rate increases have created a windfall of positive publicity for the governor and other legislators promoting their efforts to combat housing affordability issues in the notoriously unaffordable state. It is likely lawmakers in other markets dealing with similar issues may mimic the regulatory moves if the positive press continues.

BizFed.org often works with the Apartment Association of Greater Los Angeles to share information among business associations and real estate-related groups in the Los Angeles area. “We share fast-moving intelligence, know when things are moving, promote brand-new ideas, and strengthen the voice of business,” Hernandez said.

Carole Ellis is the editor-in-chief of Self-Directed Investor magazine, a national print and digital publication for investors using their retirement accounts to invest in alternative assets, including real estate and private mortgage notes. Learn more at SDImagazine.com or email Carole at Carole@selfdirected.org. Learn more about Standard Management Company’s real estate conferences at StandardManagement.com.

3 Steps For Dealing With Tenants And Frozen Pipes

KEEPE

Here are 3 steps to help deal with tenants and frozen pipes and hopefully avoid the problem in your rentals and the maintenance calls that can result this winter from Keepe.

No. 1 – THE PREVENTATIVE METHODS FOR TENANTS AND FROZEN PIPES

There are several things that property managers should do to prevent pipes from freezing in their rentals.

Give your tenants specific notice to keep kitchen and bathroom cabinet doors open at all times during freezing weather, and be sure any garage doors are closed. Keeping these doors open allows warm air from the house to enter under cabinets and sinks.

Allow the cold water to drip from the faucets, and be sure your tenants keep the thermostat set to the right temperature.

You may want to consider adding some insulation in key areas as a long-term solution if your keep getting repeat problems with frozen pipes.

No. 2 – THAWING AFTER IT HAPPENS

If the prevention fails and you end up with tenants and frozen pipes, here are a few tips to identify and thaw frozen pipes in your properties:

When a faucet is turned on and only a few drops of water come out, it is highly likely that the pipes are already frozen.

Do not rush into warming the pipes because if the water thaws, there might be risks of the water flooding your property.

The right approach to take in this situation is to turn off the water source at the meter, and heat the sections of the pipes where the freezing has started in order to thaw them.

No. 3 – TIME TO CALL THE PROFESSIONALS

If you suspect that there is a bigger problem than the frozen pipes that can be fixed with a little heating, it is definitely advised for property managers to call in professional plumbers. They will have the right tools to assess the frozen pipes and determine whether they should be thawed or repaired.

If your tenants failed to take the preventative steps outlined above, you may want to add something into your leases (if it is not already there) about responsibility for frozen pipes and who pays the bill if preventative steps are not taken.

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



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How to Find a Contractor You Can Trust

By COREY BREWER

Vendor relationships are a critical component of a successful property management operation, whether you manage one home or thousands.

Timely, effective, cost-efficient repairs are good for you, good for the owner's bottom line, good for your tenants, and good for the sanity of everyone involved.

So how do you find a contractor you can trust, and trustworthy vendors

Establish some qualification criteria – set the bar and only work with vendors who meet your standards.

Work only with contractors who are properly licensed and insured. If someone is unwilling to show you their

current documentation, move on to the next immediately.

Use your state association for research, such as the Washington State Department of Labor & Industries. This is where you would see if the contractor has had a history of complaints or violations, so look for red flags here.

Assuming you have done your homework and found a contractor who looks good on paper, the next step would be to look up online reviews (BBB, HomeAdvisor, etc.) and obtain some references from former and/or current clients, or from a property manager who already uses them regularly.

At our firm we perform an annual audit of our vendors (more than 400 of them)

and remove any who get consistently negative feedback, whether it be regarding customer service, quality of work, or pricing.

For larger jobs, you might consider a site visit to personally see any work that the contractor has performed (or has currently under way).

And finally, a strong understanding about expectations should be in place, and it should be in writing.

Contractors should discuss issues with the property manager, not the tenant.

A good contractor will understand that while a home may be occupied by a tenant, he or she is working on behalf of the owner.

This means that if unforeseen problems occur on a job, or the cost/scope becomes more than the original estimate, the vendor should be discussing what to do next with YOU and YOU ALONE (not the tenant).

Payment timelines are also important, as landlords may or may not have enough funds in their operating account readily available until next month's rent checks arrive.

So be clear on payment due dates to ensure you'll be able to pay on time when the invoice arrives.

As with so many other things in our industry, it's best to agree to these terms in writing prior to working being performed.

Prevent Costly Roof Maintenance

Continued from Page 1

and expensive repairs.

2. MAINTENANCE INSPECTIONS PRODUCE INFORMATION FOR PLANNING AND BUDGETING

Maintenance assessments disclose information that are essential to dependable capital budget planning. With status updates at their disposal, managers can foresee most of the predictable charges. Hence, they can establish a timeline for essential repairs.

For example, a detailed contractor's report may show that a roof will need to be replaced in 12 years. In addition, the report may also indicate if there is a need for specific repairs within three years. With this kind of information, property managers can plan and budget for necessary repairs and maintenance accordingly. By utilizing the maintenance reports, they can diminish the likelihood of budget shortfalls and emergency repairs.

3. LOWER THE OVERALL COST OF A ROOF REPLACEMENT

Performing minor repairs and doing regular maintenance on your roof before these items turn into larger-scale projects are crucial in minimizing overall cost. It also protects building operations from expensive interruptions. By handling small leaks, for instance, property managers can protect the deck from rusting and ensure that the insulation doesn't become saturated.

This simple fix can save up to 30 percent of the whole re-roof expense, and more savings can be realized for decking with a well-sustained structure. On average, property managers with well-maintained roofs need to pay approximately 3 to 5 dollars per square foot for a re-roof. Structurally unsound or poorly maintained roofs, on the other hand, may demand a replacement cost of \$12 per square foot. This is an additional cost that can be easily mitigated with a solid maintenance plan.

When capital planning, it's easy for property owners to neglect roof maintenance. However, consistent upkeep significantly reduces the total expense for the roof's replacement. It also prevents a lot of unforeseen costs and extends the roof's lifespan altogether.

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Chimney-Fire Prevention: What to Learn Before You Burn

By Portland Chimney and Masonry Inc.

Any wood- or oil-burning heating system at your property emits smoke up the passage of the chimney, called a flue. This smoke, combined with the gases of the burning flames, leaves a residue on the passage walls called creosote. This is what is swept out when a chimney professional cleans the chimney.

Creosote buildup comes in various forms, depending on how long it is allowed to accumulate without cleaning. The first — a light, ash-type build-up — and the second — a more sticky, tar-like deposit — can generally be removed with a good brushing, as done by the chimney professional using their high-quality chimney brush.

If, however, the creosote is allowed to build up further, it can cause a hard and shiny substance, usually called “third-degree creosote,” which sometimes requires advanced mechanical or chemical cleaning techniques, along with considerably more time and money.

The speed at which the buildup in the chimney goes through these various stages depends mainly on how much the heating system is used throughout the burning season for heat and the type of material (hard, dry wood versus garbage, etc.) that is burned.

The more it is used, the faster the buildup will occur. It is recommended that only good-quality hard wood is burned and that trash is not burned in the fireplace, as this will help prevent excessive buildup.

If allowed to go too long without a cleaning, the creosote buildup can also become a fire hazard, catch on fire and cause what is called a “chimney fire,” a severe safety hazard to your property.

If the wood- or oil-burning system is used regularly throughout the burning season to heat the unit, it is recommended that a chimney professional clean and inspect the system regularly (annually or more as needed, depending on usage) and to see if any other structural problems exist that need maintenance.

In multi-family units, insurance companies often require that wood-burning fireplaces be cleaned and inspected annually (or more often, depending on usage). Also, once cleaned and inspected, any panels of a manufactured fireplace that are found

If allowed to go too long without a cleaning, creosote buildup can become a fire hazard

cracked or deteriorated in the firebox can be replaced. The fireplace’s firebox panels are the back wall, the side walls and the floor of the firebox inside the apartment unit.

So, choose a chimney professional you can trust and have them inspect your wood- or oil-burning system regularly to ensure it gets cleaned and is ready to use throughout the year.





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