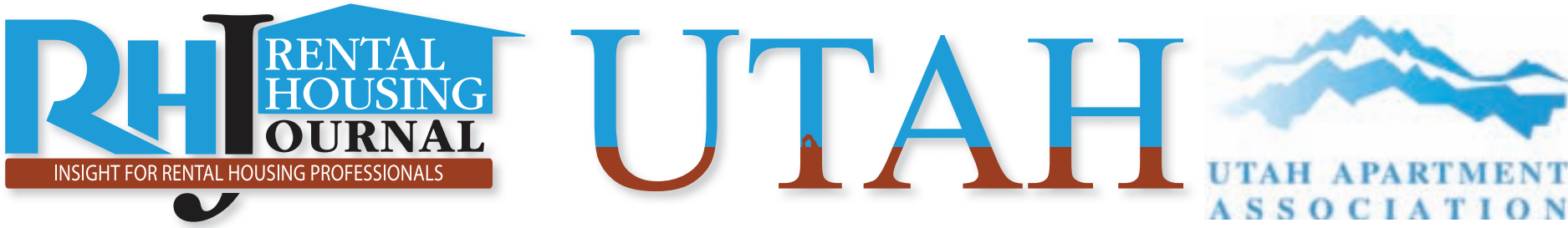


WHAT'S INSIDE:		UPCOMING EVENTS:	
3. Staying Connected to Tenants During Social Distancing	Two-Step: Questions to Ask	General Membership Meetings Thursday, May 28, 2020 - 7:00 p.m. Virtual Meeting via Zoom Topic: Evictions, Bankruptcy, and Property Abandonment	C.A.M. Certification Classes Postponed Until September 2020
4. Chair's Message: Proud to be a Rental Housing Provider	5. Director's Message: Resident Retention One of Keys to Success	UPRO Certification Classes Postponed Until Further Notice	CPO Certification Classes Certified Pool Operator Wednesday, June 17th and 18th, 2020 9:00 AM – 4:00 PM Virtual Meeting via Zoom
4. Ask the Attorney: The Lawsuit	5. How Do Fees, Rents and Deposits in UAA Lease Work?		



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3-Day Notices: What You Can and Can't Do This Month

If you have not yet received rent for May, you may be wondering if you can serve three day notices, and if you can, how to do it.

CAN YOU SERVE A NOTICE?

There has been some false information disseminated about whether or not you can still serve three day notices. One city sent letters to all housing providers telling them because of the Governor's narrow eviction freeze on some tenants, that it was illegal to serve three day notices for non-payment. That is not true and another reason you always need to take communication from your city with a grain of salt. Always check your facts.

It is true IF you have a federally backed mortgage, you own some

See '3-Day' on Page 6

Apartment Rent Payment Trends in April Nearing Normal Levels

Data Reflect Numbers Through Week 3 of April 2020

BY JAY PARSONS / REALPAGE

Apartment rent payment collections continued to tick upward near normal levels through the third week of April. As of April 19, 2020, 89% of U.S. apartment households made a rent payment, according to the National Multifamily Housing Council's rent payment tracker, up 5 percentage points from the prior week.

Compared to the same time period last year, April's Week 3 results were down only 4 percentage points. RealPage is among the property management system providers partnering with NMHC to provide data for the national rent payment tracker.

Leveraging RealPage's payments dataset, we dug deeper

into the trends to provide additional commentary, as well as analysis by metro and asset class. Here are some hot-button topics we're asked about frequently, and our thoughts on each:

WHAT DO YOU MAKE OF THE LATEST NUMBERS, AND WHAT DOES IT MEAN FOR MAY?

Rent collections continue to outpace any reasonable expectations amidst a backdrop of 22 million Americans filing unemployment claims over the prior four weeks. Most property managers we've spoken with have been encouraged by results so far. For all the concern that renters would – either intentionally or unknowingly – interpret eviction moratoriums as canceled rent, that hasn't played out on any

See 'April' on Page 6



Good Landlord Classes Now Available Online!

The Good Landlord Class is the base legal class the UAA offers on landlord laws in the state of Utah. Some cities require you to take this class in order to receive a "good landlord discount" on your business license fees. This class is good for all cities in the state and is a wealth of broad knowledge on landlord law. In these times of social distancing, we are now offering our GLL Class Online so you can still renew your business licenses in compliance with cities Good Landlord Program requirements.

The online class will cover:

- Basic guidelines to being a landlord
- Best practices and policies in property management
- Fair Housing basics and landlord/tenant discrimination (including ESA/comfort animals)
- Tenant screening and background checks
- Evictions and dealing with tenant issues
- Abandoned property and abandoned premises
- Deposits and dealing with damage to property
- As well as a few other rules and guidelines to being a landlord in Utah

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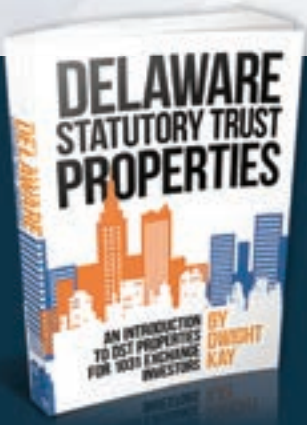
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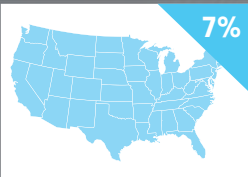
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AVAILABLE OPPORTUNITIES



ACQUISITION FUND, LLC - 7% Debentures*
Minimum Investment: \$50k

The Acquisition Fund LLC was formed to facilitate the acquisition and inventory of long-term net leased assets, multifamily assets and private equity real estate investments. The offering provides investors with the ability to participate in the sponsor's inventorying of real estate assets prior to syndication.

**The Debentures will bear non-compounded interest at the annual rate of 7.0% per annum (computed on the basis of a 365-day year) on the outstanding principal, payable monthly on between the fifteenth and twentieth day of the following month. An investment in the Debentures will begin accruing interest upon acceptance and closing of the Investor's Subscription Agreement. There is a risk Investors may not receive distributions, along with a risk of loss of principal invested.*



SHREVEPORT PHARMACY DST
Minimum Investment: \$50k

A long-term net lease offering with a corporate Walgreens guarantee. Walgreens has been a tenant at this location since 1999 and recently extended their lease an additional 10 years, showing a strong commitment to the site and trade area. The offering which is available to 1031 exchange and cash investors also has a cost segregation report prepared to enhance investors depreciation write offs and tax sheltering of projected monthly income.





SEATTLE MULTIFAMILY DST
Minimum Investment: \$50k

An all-cash / debt-free multifamily apartment community. Located in the Seattle Metropolitan Area which is home to a strong workforce with Amazon, Microsoft, and Expedia. This all-cash/debt-free 1031 exchange offering is believed to potentially possess a defensive cash flow profile with existing and resilient occupancy along with the potential for asset appreciation as the demand from Seattle's core central business district supports greater growth in broader submarket neighborhoods. The offering which is available to 1031 exchange and cash investors also has a cost segregation report prepared to enhance investors depreciation write offs and tax sheltering of projected monthly income.

ABOUT KAY PROPERTIES and WWW.KPI1031.COM

Kay Properties is a national Delaware Statutory Trust (DST) investment firm. The www.kpi1031.com platform provides access to the marketplace of DSTs from over 25 different sponsor companies, custom DSTs only available to Kay clients, independent advice on DST sponsor companies, full due diligence and vetting on each DST (typically 20-40 DSTs) and a DST secondary market. Kay Properties team members collectively have over 115 years of real estate experience, are licensed in all 50 states, and have participated in over 15 Billion of DST 1031 investments.

LEARN MORE:  WWW.KPI1031.COM  **855.899.4597**

****All offerings shown are Regulation D, Rule 506(c) offerings.** This material does not constitute an offer to sell nor a solicitation of an offer to buy any security. Such offers can be made only by the confidential Private Placement Memorandum (the "Memorandum"). Please read the entire Memorandum paying special attention to the risk section prior investing. IRC Section 1031, IRC Section 1033 and IRC Section 721 are complex tax codes therefore you should consult your tax or legal professional for details regarding your situation. There are material risks associated with investing in real estate securities including illiquidity, vacancies, general market conditions and competition, lack of operating history, interest rate risks, general risks of owning/operating commercial and 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. Securities offered through WealthForge Securities, LLC. Member FINRA/SIPC. Kay Properties and Investments, LLC and WealthForge Securities, LLC are separate entities. These testimonials may not be representative of the experience of other clients. Past performance does not guarantee or indicate the likelihood of future results. These clients were not compensated for their testimonials. Please speak with your attorney and CPA before considering an investment.

Staying Connected to Tenants During Social Distancing

KEEPE

Staying connected to tenants can be difficult under current quarantine guidelines, with many tenants beginning to experience cabin fever as a result of the lack of constant connection.

Property managers are used to regularly engaging in person with their residents — and social distancing has made this increasingly difficult. Without face-to-face communication, some tenants may feel isolated or lonely, which is why it’s essential to stay connected and to build a sense of community.

Below are creative new ways to maintain a sense of community with your tenants while adhering to social distancing.

ORGANIZE GAMES FOR YOUR COMMUNITY ONLINE

Just because you and your tenants are social distancing doesn’t mean you can’t have fun. You can start by organizing a game night once a week to engage your residents in a fun, friendly competition

via online games. You can send out multiplayer-game app invitations to your tenants to join in the fun. Games such as Uno & Friends, Words with Friends, and Bunch can be easy to play and accommodate multiple players. Additionally, you can also organize an online trivia or Taboo night if your residents are not tech-savvy, using a chat service like Skype or Kahoot.

ORGANIZE VIRTUAL EXERCISE

Exercise not only helps you and your tenants stay in shape; it improves your immune system. A great way to help your tenants stay active while indoors is by sharing virtual fitness resources. You can also offer your tenants a free monthly fitness membership to live-streaming fitness platforms. Websites such as Peloton App, Corepower Yoga, or Beachbody On Demand are great options for virtual group fitness.

KEEP YOUR TENANT KIDS OCCUPIED

Due to the lockdown, the majority of your tenants’ kids are at home and likely not engaging in any educational-related activity. You can start by sending

online educational resources or games to their parents to keep their kids busy. Online learning platform such as PBS, Cool Math 4 Kids, and Arcademics contains educational resources to keep their children engaged.

GIVE BACK TO YOUR TENANTS

Staying connected to your tenants goes beyond playing online game with your tenants. It involves giving back to those tenants who have been with you over the years. The shutdown of businesses has led to a massive layoff of workers across the country. Tenants are continually worried about their finances and welfare. Some of the best ways to give back to your tenants could include sharing groceries or giving them rent breaks.

VIDEO CALLS

The advent of online video-messaging platforms has made it easy for people around the world to connect via the internet. You can engage in a video conference with your tenants via apps such as Facebook live, Skype, and Zoom. This allows you to see and hear directly from your tenants about any

maintenance, welfare, and health issues they may be facing. You can participate in celebrations with your tenants via video calls.

IN CONCLUSION

In times of hardship, community is everything. With digital technology and a little creativity, you can find unique ways to continue to engage with your tenants — and do so safely. Be sure to provide plenty of resources and to stay in touch virtually, so they know you’re in this together.

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>

Sponsored Content

Kay Properties Completes \$32.4 Million DST 1031 Exchange on Behalf of Clients

By the Kay Properties and Investments, LLC Team

A husband and wife who have built their net worth using multifamily properties have accessed the Kay Properties 1031 DST marketplace at www.kpi1031.com to complete a tax deferred 1031 exchange into multiple DST 1031 properties.

The Delaware Statutory Trust 1031 exchange investments were completed by Kay Properties and Investments team members Chay Lapin, Senior Vice President, and Steve Haskell, Vice President.

Dwight Kay, the founder and CEO of Kay Properties, stated, “We are honored to have helped another family complete their 1031 exchange into DST investments. Again, the clients chose the Kay Properties team and the www.kpi1031.com marketplace for expertise and access to over 25 different DST sponsors and between 20-40 DST 1031 offerings.”

Kay continued, “These clients were from the Pacific Northwest and they decided after extensive research that the Kay team and www.kpi1031.com marketplace best suited their needs as they were searching for a 1031 exchange solution. We are thankful to the clients as well as the five DST sponsor companies that we worked closely with on this transaction.”

Chay Lapin, Senior Vice President of Kay Properties, stated, “Throughout the years at Kay Properties, we have had the opportunity to work with clients all over the country. In this particular exchange, our clients had multiple apart-

ment buildings that would be staggered closings. In speaking with our investors, they wanted to make sure that they had all their 1031 Exchange DST 1031 options chosen prior to closing on the sale of their apartment buildings.

“We had the chance to utilize our team expertise and sponsor relationships to successfully line up all the various DST offerings prior to the various buildings they were selling closed in an effort to reduce potential closing risk.

“It was important to our investors to have properties ready to invest so they did not miss too much potential rental income. They would be purchasing over \$32,000,000 of DST properties and missing a few weeks of cash flow on this value would be a significant number and impact. With the help of our entire Kay Properties team, we were able to close into their DSTs within a few days and start to earn their potential income immediately.”*

Steve Haskell, Vice President at Kay Properties, stated, “At Kay Properties, we invest a great deal of resources into educating our clients in each step leading up to their exchange. In this case, our clients were a husband and wife with extensive experience as real estate professionals specializing in multifamily apartments and they appreciated the opportunity to meet our due diligence analysts, underwriters, in-house counsel team, contract coordinators and asset managers. Ultimately the clients decided that a diversified portfolio of 10 unique DST 1031 investments with five different DST sponsor companies made much more sense than purchasing just one property on their own.”*

About Kay Properties and www.kpi1031.com

Kay Properties is a national Delaware Statutory Trust (DST) investment firm. The www.kpi1031.com platform provides access to the marketplace of DSTs from over 25 different sponsor companies, custom DSTs only available to Kay clients, independent advice on DST sponsor companies, full due diligence and vetting on each DST (typically 20-40 DSTs) and a DST secondary market. Kay Properties team members collectively have over 115 years of real estate experience, are licensed in all 50 states, and have participated in over \$15 billion of DST 1031 investments.

**Diversification does not guarantee profits or protect against losses.*

**This case study may not be representative of the experience of other clients. Past performance does not guarantee or indicate the likelihood of future results. Please speak with your attorney and CPA before considering an investment.*



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Chair’s Message

Proud to be a Rental Housing Provider



JEAN SMITH
Chair, Utah
Apartment
Association

Whew! We made it through April and May is off to a good start. It’s time to give yourself the credit you deserve. You are engaged in one of the most important and noble professions – providing housing to people. Arguably, after food and water, shelter is the most basic necessity for human life – and you have made it your business to provide

that to other people. Those of you who own properties have put a significant amount of money into this, and those of you who professionally manage properties have made it your career. You are investing your time, effort and energy into our community directly.

On top of all of that, for the past two months, you have been doing it during a global pandemic that has created all kinds of different government restrictions being placed on you, not only professionally but personally too. We are all in this together and have been doing our best to adapt to the unique and challenging circumstances we have all found ourselves in. From

closing our amenities to counseling residents that have lost their income due to circumstances completely outside of their control. Through it all we have ALL done an AMAZING job! Be proud of all you have done.

Without you, more than one out of every three people in the state of Utah would not have somewhere to live. Without you our economy would falter and new jobs would cease to be created because there would be fewer places for new workers to live. You are vital to the social and economic wellbeing of our State. We should all be proud of that fact.

It can be easy to forget how noble

of a calling it is to be a rental housing provider. That’s because it’s a tough job. When you get that phone call at 2:00 AM saying that the toilet is overflowing, when you have residents who don’t get along and try to involve you in conflict, or when you have residents who are dissatisfied and take their frustration out on you– it can often be a thankless and difficult job to do. But don’t let that get to you! You are part of a group of Property Owners and Managers who make up the UAA, a group “dedicated to quality rental housing.”

Thank you again for all that you do and Stay Safe!

Ask the Attorney

The Lawsuit Two-Step: Questions to Ask



JEREMY SHORTS
Attorney

Most people take every effort to avoid getting involved in a lawsuit. We regularly tell our clients that even if you win a lawsuit, you’ve lost to some level because you had to deal with a lawsuit. If you are ever faced with a decision on whether or not to file a lawsuit, let me walk through a few important questions that you should consider.

FIRST — ARE YOU GOING TO WIN THE CASE?
Don’t file a LOSER LAWSUIT!

The legal system can take your time and money, so do everything you can to make sure you’ll finish that process with a successful result.

SECOND — YOU NEED TO MAKE SURE YOU CAN COLLECT ON WHATEVER JUDGMENT YOU OBTAIN.

This second point can be a bit tricky because under Utah law you’re limited in what financial verifications you can obtain before you file a lawsuit. After a judgment is entered you can force the defendant, under oath, to disclose all relevant financial information such as employment, bank accounts, assets, etc. But you normally don’t have that information available prior to filing (unless you have a recent and detailed rental application which is another topic for another day).

In an ideal world, you want to say

“YES” to both of these questions. YES, you have a successful claim, and YES you’ll be able to collect on the judgment.

It doesn’t do you any good to file a lawsuit only to lose the case. Not only are you out your time and money for going through the process, if you lose there’s a chance that a judgment could be entered against you that may include the opposing party’s attorney fees. Likewise, it usually doesn’t do you any good to file a successful lawsuit, obtain a judgment, and then find out that the defendant is “judgment proof” (doesn’t have any funds or assets to pay the judgment) or that they’ve filed bankruptcy.

Eviction cases are a little unique in this respect. The first question is still relevant — you don’t want to file any lawsuit (eviction or otherwise) that

you’re going to lose. So make sure you have a good strong case before you file an eviction. BUT, even if you’ll never be able to collect on the judgment, you should still consider an eviction because an eviction not only (1) pursues a judgment, but (2) seeks to return possession of your property back to you.

In conclusion, before you get involved in any lawsuit remember (1) NO LOSER LAWSUITS, and (2) make sure there’s some benefit to you. Most of the time that benefit is in the form of collecting on a judgment, but in an eviction simply removing a dead-beat tenant from your property may be benefit enough.

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Director's Messsage

Resident Retention One of the Keys to Success



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

There is a universal truth in property management – turnover creates cost and work. That’s not to say there aren’t costs and work at other times. But it is true that when renters move out, our efforts and money are concentrated as we try to restore a revenue stream as soon as possible.

So seasoned owners and managers learn quickly an important lesson – if you can hang on to your tenants longer, you are likely to have less work and less cost. Some experts say each turnover costs an average of \$3,000 in turnover expenses (things like cleaning, carpet replacement, marketing, etc.) and

vacancy cost (the time the place sits unrented multiplied by the daily rental amount).

Turnover in Utah is as high as 80% - meaning the average tenant stays about 14 months. Over ten years, that’s 8 turnovers. Multiplied by \$3,000 each that is \$24,000 more expense than having one tenant for that time.

So what are the keys to retention? First, understand why tenants move. Only 30% have to, because they buy a home, move out of state or get married. A full 70% of renters that move from your rental will move to another similar rental within 20 miles. Of those who moved to another rental when they really didn’t have to, they say they did so because they weren’t getting what they wanted where they were living before. The owner/manager wasn’t A) responsive, B) reliable or C) respectful. So, the good news is with better customer service, these renters say you

would be able to keep them longer.

Second, implement the following practices to encourage renters to stay longer:

- Sign long term leases, if possible, that only expire in times of year convenient for you. There is nothing worse than having a month to month tenant give you notice they are moving in a bad time, like winter.
- Give incentives for renewing a lease and don’t let tenants go month to month. Month to month agreements give them too much flexibility unless you are being compensated by a month to month fee. Try to offer improvements to the property you can tie to renewal like new windows, a new garage door, or something you should do anyway, if they will stay. Even carpet and paint can be used to

lock them into leases (especially if you would have to do it anyway if they did move).

- Allow tenants to customize their rental. They will stay longer if you do. Maybe this is letting them have an accent wall the paint color of their choice, their own window coverings, or planting their plants in the yard. If people can customize their home they will feel more comfortable and stay longer.

Whatever you do, recognize having one tenant, even a mediocre one, for a long time, could be much less work and ultimately make you more money in the long run, than having a new tenant every year. Work hard to keep them happy and use leases and incentives to lock them in to new long term leases. If you do you will be more successful.

How Do Fees, Rents and Deposits in UAA Lease Work?

The UAA staff is frequently asked how the different fees in the UAA lease work. Here are some guidelines that might be helpful to you as you decide what to charge. Please keep in mind that the UAA cannot and will not tell you how much to charge - that is up to you to decide. However, we can give you

some ideas of what most people charge or the process used most frequently to calculate these charges.

MONTHLY RENT:

The amount that you charge each month for rent. You should set after studying current market conditions,

the nature, quality and location of your property, and your investment goals in the property.

PRO-RATA RENT:

If somebody moves in sometime during the middle of the month, standard business practice is to only charge them a pro-rated amount for the rest of the month. Thus, if rent is \$1,000 a month, and they move on the 16th, usually landlords would put a pro-rated amount of $14/30 \times \$1000 = \467 (depending on how many days there are in the month).

LATE FEE:

Usually people charge one flat late fee. Daily late fees can have some legal problems and are statistically ineffective in getting tenants to pay on time. Usually you shouldn’t exceed 10% of the monthly rent as a late fee, so most people just put 10% and call it good.

MONTH-TO-MONTH FEE:

The lease is set up so that when the term expires it automatically renews each month. Usually this is a less than desirable situation for a landlord because the tenant can leave at any time. This fee kicks in when the lease goes month to month and is on top of the regular rent. It is designed to give the tenant an incentive to sign a new long term lease. It also can soften the blow of a rent increase, since any rental increase is usually less than the month-to-month fee they would be paying anyway.

SERVICE OF NOTICE:

If you have to drive over and serve a notice to the tenant, then you can charge your costs. If that is \$5 to walk across the street, then that is what you charge. If it is \$75 to take time off work and drive to another county, then that is what you charge.

EVICTON TURNOVER FEE:

You can charge tenants for your legal costs during an eviction (court



costs, attorney’s fees, etc.), and you can charge them for your damages (unpaid rent, etc.) but the law does not automatically allow for you to charge for your time and effort in the eviction process (which can be significant). This fee is how much you charge them for your time and effort if you have to evict them.

REFUNDABLE SECURITY DEPOSIT:

This is the amount you require up front from the tenant to ensure your security. It is 100% refundable, and the tenant gets it all back if they leave the place in the same condition they got it (minus “regular wear and tear”)

NON-REFUNDABLE LEASE INITIATION FEE:

They courts now are saying that there is no such thing as a “non-refundable deposit” since by definition all deposits are refundable. Therefore whatever you used to charge as a non-refundable deposit, you now charge as a non-refundable “fee”. This can be any kind of fee (cleaning fee, moving fee, re-key fee, etc.) We call it a “lease initiation fee” to ensure that the tenant doesn’t misconstrue the nature of the fee and their responsibility.



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April Rent Payments Nearing Normal Levels

Continued from Page 1

scale. Renters deserve credit for recognizing that the lease commitments they signed remain active and that unpaid rent could further weaken the economy and threaten some of the 17.5 million jobs dependent on rent payments.

At the same time, apartment operators and investors remain nervous about what May could bring. We’ll dive more into May expectations next week. But in short, we’re seeing some mixed signals. On the positive side, some households are already receiving stimulus checks of \$1,200 per adult and expanded unemployment pay of \$600 per week. On the negative side, those benefits are still going out, and some households haven’t yet received them.

The NMHC and other industry groups continue to lobby the federal government for direct renter assistance programs to protect both renters and property owners. Those efforts are gaining some steam. Yesterday, the chairwoman of the House Financial Services Committee proposed a \$100 billion rental assistance fund. That’s an encouraging step.

ARE RENT PAYMENT PLANS HELPING TO INCREASE COLLECTIONS?

We’ll explore this topic in depth with a webcast next week featuring a panel of leading apartment operators, and we’ll also outline some of the most commonly used programs. Rent payment plans were almost unheard of in the market-rate space until just a month ago, and now the vast majority of property managers offer them. But so far, we’re hearing that few apartment residents are taking advantage of payment plans.

Most of the large property management companies we spoke with reported less than 5% of renters were on plans. In a way, that’s good news – indicating that apartment rent collections are near normal levels without the added boost of increased partial payments. One factor is that most plans are deferred payment programs that distribute the unpaid portion of April’s rent into future months. That may not be an attractive option for newly unemployed renters who have sufficient cash (particularly now that stimulus checks and expanded unemployment pay are starting to get distributed) to pay the full month’s rent.

We could see more demand for payment plans in

May, as property managers will have had more time to formalize payment plan options and renters could become more aware of those options. We would expect to see more renters requesting week-to-week options that align with unemployment payout schedules.

WHICH METROS ARE MOST BEHIND ON RENT PAYMENTS RIGHT NOW?

New Orleans (82.8%), Las Vegas (86.8%) and Detroit (88.1%) remain bottom dwellers for the same reasons shared last week. Payments remain well below 2019 levels in all three spots.

But a change in geography methodology has a new #1 laggard: New York City, where only 81.6% of renters made a payment by April 19. Our previous reporting on New York included the entirety of the Census-defined metro area. This week, we split off the portions of the metro in Northern New Jersey, where 93.5% have made a rent payment. The change exposed challenges on the New York side that has been the North American epicenter of the COVID-19 crisis.

Bottom Metros for Rent Paid Through April 19		
Rank	Metro	% Paid
1	New York, NY	81.6%
2	New Orleans, LA	82.8%
3	Las Vegas, NV	86.8%
4	Detroit, MI	88.1%
5	Cleveland, OH	88.2%

Three more large metros came in below 89%: Cleveland, Memphis and Boston.

On a state level, Oklahoma – hit by energy market’s decline – registered lowest at 86.1% paid, followed by Nevada, Louisiana, Kentucky, Alabama and Michigan.

WHERE ARE RENT COLLECTIONS HIGHEST?

We did see some shifting at the top. Salt Lake City now ranks #1 with 94.8% of renters making a payment by April 19. Very close behind were Sacramento (94.7%), Riverside/San Bernardino (94.4%) and Virginia Beach/Norfolk (94.4%). All three likely benefit from employment concentration in relatively safe sectors like government (Sacramento), distribution centers (Riverside) and military (Virginia Beach).

Three metros registered collections from 93.0%

Top Metros for Rent Paid Through April 19		
Rank	Metro	% Paid
1	Salt Lake City, UT	94.8%
2	Sacramento, CA	94.7%
3 (t)	Riverside/San Bernardino, CA	94.4%
3 (t)	Virginia Beach/Norfolk, VA	94.4%
5	San Diego, CA	93.8%

to 93.8%: San Diego, Northern New Jersey and Minneapolis/St. Paul. Among the largest 50 metros nationally, 13 more came in around 92% or better.

In general, we’re seeing encouraging results in most of the big metros across the South, Southwest, Mountain West and West Coast. Trends are spottier in the Northeast and Midwest.

WHAT ARE THE LATEST TRENDS BY ASSET CLASS?

Class A and B continue to see healthy rent collections rates, but for the first time this month, Class A took the lead with 88.4% paid compared to 88.1% in Class B, according to RealPage data. Class C, more exposed to renters with hourly jobs impacted by COVID-19, continues to lag at 85.3%.

WHAT ELSE STANDS OUT IN THE PAYMENTS DATA?

We mentioned last week the lower collections rate in high-rise buildings. That carried into Week 3 in April, with 87.1% paid.

In mid-April, we also noted that Greater Los Angeles ranked among the national leaders in rent collections. Like the New York results mentioned above, this was another metro that we divided up this week to understand more granular trends. The Census definition of Los Angeles includes Orange County. When we separated the two, it turned out Orange County was driving up the overall results with 92.3% of residents making a payment by April 19. In Los Angeles – now comprised only of LA County – the number was 89.9%.

One more metro to highlight: There’s been a lot of concern about Houston given its exposure to not only the national downturn, but another hit to its crucial energy sector as well as oil prices plummet to long-time lows. But so far, rent payments remain relatively healthy. As of April 19, 90.8% of apartment renters had made a payment, down only 3.4 percentage points compared to the same time last year.

3-Day Notices: What You Can and Can’t Do This Month

Continued from Page 1

types of federally regulated low income housing, or if the tenant is on section 8, that you cannot serve three day notices until July 25th. That is a prohibition imposed by the Federal Cares Act. But if you aren’t covered by the Cares Act, you can and should serve three day notices.

USING NEW NOTICES

Starting May 12th, Utah law on three day pay or vacate notices will change. Instead of counting calendar days, we must now count court days. The industry agreed to this law change to allow social services agencies and programs that assist renters, a little extra time to help avoid evictions. Housing providers are in the housing business, not the eviction business.

So, starting May 12th, make sure you use the new three day notice that says “three court days” not calendar days. They are available on the UAA website.

EVICTON FREEZE

The Governor’s narrow eviction freeze ends May 15th. It only covers renters who were current at end of March and who lost income because of the pandemic, were diagnosed with the virus, or were quarantined by the health department. Make sure, if you are allowed, that you have served your notices and are ready to file on the 16th.

RENTAL ASSISTANCE

The state will have \$4.1 million in rental assistance



in May. They will announce details on Monday. If your tenants haven’t paid, connect them with a community action organization in your area.

5 WAYS RENTERS CAN AVOID EVICTIONS

If renters can’t pay they have 4 safety nets:

1. Personal resources. Savings. Ability to get loans, a second job, etc.
2. Friends and family. Lots of rent is paid by friends or family on behalf of someone who needs help each month.
3. Churches and community organizations. These groups pay millions of dollars each month in rent on behalf of renters who need help.
4. Government. There is unemployment, housing vouchers and lots of other help for renters.

Last, if renters can’t pay and none of those 4 resources work out, they can avoid evictions simply by moving out. When a tenant who owes moves, their

housing provider has to re-rent as soon as possible and can only charge damages and rent until re-rented. If a person can’t pay, they should stop the bleeding. Move out. Let the owner find a new customer who can pay.

BOTTOM LINE

We all should try to avoid evictions. Give tenants opportunities to resolve the situation and explain the options. Direct them to resources that can help them. But if they don’t resolve the issue, don’t be taken advantage of. It is legal and honorable to do an eviction if your tenant is not paying or complying with your contract.

211 NOTICE

We are encouraging all housing providers to provide the additional notice below any time they serve a notice to pay rent. This notice directs renters to resources that may help them avoid eviction.



June 17 & 18, 2020

9 AM—4 PM (MUST ATTEND BOTH DAYS) \$235

Virtual Class Held via Zoom Meetings

Register: www.uaahq.org/cpo



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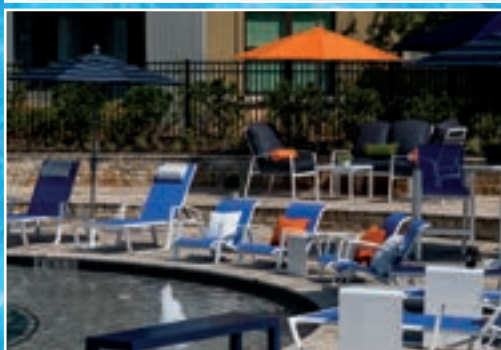


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