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to Achieve Success as Landlord**

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# ON-SITE

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## 5 Ways You Can Lower Heating Costs

### KEEPE

Whether you or your tenants are paying the heating bills, it's a significant expense; heating accounts for about 42 percent of our energy consumption. With winter approaching, it will benefit you to think ahead. Here are five ways to lower heating costs for everyone.

### No. 1: HAVE YOUR FURNACE CLEANED AND CHECKED

Regular maintenance is a simple step that can lower energy needs and utility bills.

When your furnace is running at its best, it can save you money every month, and it will continue operating longer without needing expensive repairs. Check for soot, rust, and corrosion in, on and around the furnace and on the floor surrounding it and the flue. These indicate the system requires immediate service.

Getting tenants to change the air filter every month is a challenge, but it will save them money and save you maintenance costs.

*See '5 Ways' on Page 4*

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## Seattle Landlords and Rental Housing Association Sue City

### RENTAL HOUSING JOURNAL

A group of landlords and the Rental Housing Association of Washington (RHAWA) have sued the city of Seattle over the set of rules restricting evictions for six months after the mayor's order expires, according to a release.

"To be clear: We are not challenging Gov. Inslee's or Mayor Durkan's emergency COVID-19 executive orders," the RHAWA said. "We are challenging the City Council's post-COVID eviction ban, which takes effect for six months after the COVID-19 emergency ends.

"We are also challenging Councilwoman (Kshama) Sawant's winter eviction ban that passed in February of 2020. These ordinances are the latest example of the Seattle City Council wading into policies it knows little about, creating all new housing problems, and solving nothing.

"Combined, the two ordinances prevent small housing providers from covering their taxes, mortgages, and maintenance costs, when their residents cannot or refuse to pay rent. The suit also challenges the one-size-fits-all payment-plan ordinance that the council passed that fails to consider individualized landlord and tenant circumstances," the RHAWA said.

The Seattle city attorney's office



responded to the lawsuit saying, "We intend to defend the city in this matter, and we'll begin investigating the claims."

The six-month rule, which the Seattle City Council passed in May, provides an added defense for renters fighting eviction as they deal with the pandemic's ripple effects.

According to Council President Lorena Gonzalez, who sponsored the bill, a tenant can use non-payment of rent for any reason as a defense against eviction, provided he or she submits a declaration of financial hardship to the court.

"Tenants may use this defense if needed,

but this bill does not release renters of their contractual obligations to pay their monthly rent. If you are a tenant who can afford to pay your rent in full, you absolutely should," Gonzalez wrote in a May press release.

Scott Dolfay, one of the landlords included in the lawsuit, said in the release, "Our current residents stopped paying their rent and owe us more than \$5,000, not to mention \$800 in utility fees and money to repair visible damage to the outside of the house and yard. We rely on that rental income to pay taxes, make repairs, pay our loan, and keep the home in good shape for residents to enjoy."

## 7 Insights on Federal Eviction Moratorium

### RENTAL HOUSING JOURNAL

Two attorneys recently joined the National Real Estate Investors Association for an online discussion to help landlords and property managers understand how best to deal with the new federal eviction moratorium.

A new nationwide eviction moratorium has been ordered through the Centers for Disease Control (CDC) to halt residential evictions through the end of December for non-payment of rent due to COVID-19.

Both lawyers discussed the issues, the

affidavits that tenants must provide to show how they have been affected by COVID-19 in order to qualify under the moratorium, and how attorneys could challenge the affidavits in court when necessary.

Attorneys Jeff Watson, in Cleveland, and Jeffrey Greenberger, in Cincinnati, gave their thoughts – not legal advice – on how landlords could best react to the moratorium. They were introduced by Charles Tassell, chief operating officer of the National Real Estate Investors Association.

"We have gone from unprecedented to crazy," Watson said. "What concerns me the

most is that this is now creating precedent for future administrations, future agencies, to use this as a rationale, to stop all sorts of economic commerce across the United States of America, any particular form of commerce, any type of interaction, any type of business agreement, (or) consumer agreement that they don't like."

### No. 1- LANDLORDS CAN STILL FILE EVICTIONS

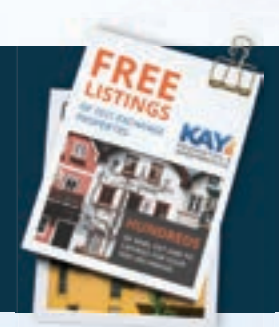
"I need you to understand it's called a  
*See '7 Insights' on Page 18*

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# Three 1031 Exchange Alternatives

By Jason Salmon

Senior Vice President & Managing Director of Real Estate Analytics, Kay Properties and Investments, LLC

### 1031 Exchange Alternative #1 — Utilizing a 1031 exchange into DST 1031 properties:

Delaware Statutory Trust (DST) real estate has been a great way for investors to participate in passive, professionally managed real estate for their 1031 exchanges since the IRS enacted Revenue Ruling 2004-86 which effectively blessed the use of a properly structured DST 1031 investment as “like kind” for the purposes of a 1031 exchange. The DST investment structure of real estate ownership has given investors the potential to diversify across several property sectors, geographic locations and with various managers. For those that wish to focus on areas of life like family, hobbies and travel instead of dealing with tenants or just having to be constantly concerned with the value of hands-on real estate and the best time to sell, DSTs can potentially be the right thing at the right time.

### 1031 Exchange Alternative #2 — Utilizing a Qualified Opportunity Zone Fund in lieu of a 1031 Exchange:

Qualified Opportunity Zone Funds are relatively recent investment vehicles whereby investors can place capital gains (within a certain timeline of selling) into real estate investments. Through the Tax Cuts and Jobs Act, certain areas that have been mandated as Opportunity Zones according to the IRS as “an economically distressed community where new investments, under certain conditions, may be eligible for preferential tax treatment.” It should be noted though, that Opportunity Zones are not necessarily used as a 1031 exchange, but rather another option in the case of a failed 1031 exchange or a potential tax-deferral tool for other investments with gains such as stock or the sale of a business.

### 1031 Exchange Alternative #3 — The 721 Exchange or UPREIT:

Many investors that want to do a 1031 exchange, but don’t want the hassle of day-to-day management, and/or want diversification—and with a working knowledge of Real Estate Investment Trusts (REITs) ask “why can’t I invest in these vehicles for my 1031 exchange?” Because of very specific guidelines for what is considered “like-kind” real estate, REITs are not eligible for 1031 exchange. However, through an UPREIT transaction which stands for Umbrella Partnership Real Estate Investment Trust, it can potentially be possible through a series of steps. With a 721 exchange, instead of a 1031 exchange, investors may exchange property for OP or Operating Partnership units in the REIT. This might be easier said than done since the REIT would have to want to bring the relinquished property in and all parties would have to agree on terms, but it’s possible. Investors should also consider whether the REIT is public or private and the likelihood that they would have interest in conducting another tax-deferred exchange going forward since that would not be possible once this type of transaction has been made.

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# 5 Ways to Lower the Costs of Heating Your Rentals

Continued from Page 1

## No. 2: TURN DOWN THE TEMPERATURE

The U.S. Energy Department says that setting the thermostat to 68 degrees when tenants are home and awake, and lowering it when they're away or sleeping, saves money. This may be harder to do in the time of the pandemic, as many people are working from home.

Lowering the thermostat seven to 10 degrees for eight hours daily from its normal setting can save as much as 10 percent a year, on average, depending on the location of your property.

## No. 3: GET SMART WITH YOUR THERMOSTAT

The thermostat is a valve between your energy supplier and costs. For every degree it is turned down, you use as much as two percent less heating energy. A 10-degree setback overnight cuts the heating bill by up to 10 percent. More importantly, you can switch to a smart programmable thermostat, which saves energy without you even thinking about it.

Adjust the settings to turn down the temperature to fit your lifestyle. When programming, keep in mind that it may take as little as 15 minutes to heat your home to a comfortable level.

## No. 4: STOP THE DRAFTS

Warm air leaking out of your rental property can be responsible for about 20 percent of heating costs, according to the Department of Energy.

The irony is that this problem could easily be fixed after a quick shopping trip to the local hardware store; weather stripping for doors can cost less than \$15 and is easy

to install.

Don't forget the windows, which are another big source of drafts. There are a variety of solutions –from hot-air-sealed window plastic to window films and window shades – that could fit your needs. Be careful, though, because sunlight filtering through your windows can actually provide heating benefits.

## No. 5: WRAP THE WATER HEATER

While you're at it, give the water heater or water tank a hug by wrapping it in an insulation blanket.

An insulating blanket on the water heater and insulating wraps on your hot-water pipes prevent them from losing heat to the outside air. It helps you save energy and money, and you won't have to wait as long for the water to get hot at the faucet.

## CONCLUSION

There are several ways to reduce your rental-property heating bill during the winter season. From conducting regular maintenance to adopting an energy-saving lifestyle, you are guaranteed a lower monthly energy cost. You can also hire the services of an energy auditor to help you discover new ways to reduce heating costs in your property.

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# How Landlord Can Become a Master Strategist

By DAVID PICKRON

I have always had a lead foot. It is hard to admit but with my hard-charging personality, I just want to get where I am going... fast. As a young man, to prevent countless tickets, I purchased a radar detector which allowed me to sense a police officer before he could see me. Police departments realized they were being outsmarted by this technology and needed to make a change, so they started using a different band which most consumer radar detectors did not have at the time. The private market reacted as it always does, and soon you could buy a radar detector that included the new bands used by law enforcement. This produced a battle between radar detector companies and police, with one making a move, only to be met with a counter move by the other.

We find ourselves in a similar tug-of-war when it comes to evictions, where the CDC has now made a move to stop all evictions nationwide in an attempt to limit COVID-19 spread through homeless shelters or crowded family shelters. As landlords, we are being forced to react to what I personally believe is an overreach. After spending the last few days fuming about this decision and asking myself if I still live in a free country, I have gone through four of the five steps of grief (denial, anger, bargaining, and depression), and now am working my way to the fifth step; acceptance.

Acceptance of the fact that this is happening, but by no means rolling over when it comes to managing properties; it is time to make a move and consider strategies to protect your investments. Every property is different and certain strategies might not work for your property. This is not legal counsel and I always recommend when you make a change to any process you run it by your local attorneys to make sure it is legal in your state. Please consider these as potential ways to better position in relation to your rental properties. The following are strategies many of my clients and I have discussed concerning our policies and criteria:

## STRATEGY 1- INSPECT YOUR RENTAL PROPERTIES MONTHLY

We are not targeting, merely being cautious as we might have to get our homes or apartments ready to sell in these uncertain times. Does the carpet need to be replaced? Are the filters to the cooling and heating system in good shape, helping to preserve the HVAC unit? Does the landscaping need maintenance? There is no better time to get your properties in order to sell.

The CDC order only limits evictions for non-payment of rent. If there are violations of the lease like unauthorized residents, criminal behavior, pets, smoking, damage to the



property or other violations, you can give a proper notice to cure in most states and then move to eviction. Monthly visits help you stay on top of any of these types of violations.

If you choose to implement this strategy, make sure you are inspecting every property you own in a similar manner, and not just singling out a few.

## STRATEGY 2 – RAISE YOUR CRITERIA

With the inability to evict tenants for nonpayment of rent, finding the right tenants in the first place becomes paramount. Raising the credit score requirements will help find people who have shown responsibilities in the past, giving you a good idea of how they will perform in the future. It should be noted here that evictions, judgements, and liens are no longer on credit bureaus, so those actions will not lower the score like they would have in the past. You need to make sure your screening companies are using

other sources to obtain that data.

Timelines for considering past evictions might also need to be changed. Many of our clients indicate that any evictions or rental collections in the past two years would result in a “no-qualify” decision for their properties. Consider the type of rental you have and consider adjusting appropriately here.

## STRATEGY 3 – CREATE A RELATIONSHIP WITH A COLLECTION COMPANY

Collection companies and attorneys are currently the only organizations that can place a collection account on the credit bureaus. There is nothing that prohibits you from turning over past rent owed to a collection company for collection, even if the tenant still lives in your property. If you choose this route, please remember your tenant has control of your property and could cause unnecessary damages. In the current situation my fear is that a tenant who owes eight months’ rent just skips out of the property. At that point you have to start from the beginning of the collections process. This means finding where they moved, getting them served, and waiting months to get a judgment.

Why not start the process now and turn it over to a professional who knows how to collect? You will probably have to give up 40 percent of the money owed if it is collected, but that is better than nothing. It will also indicate to your tenant how serious you are about collecting future rent.

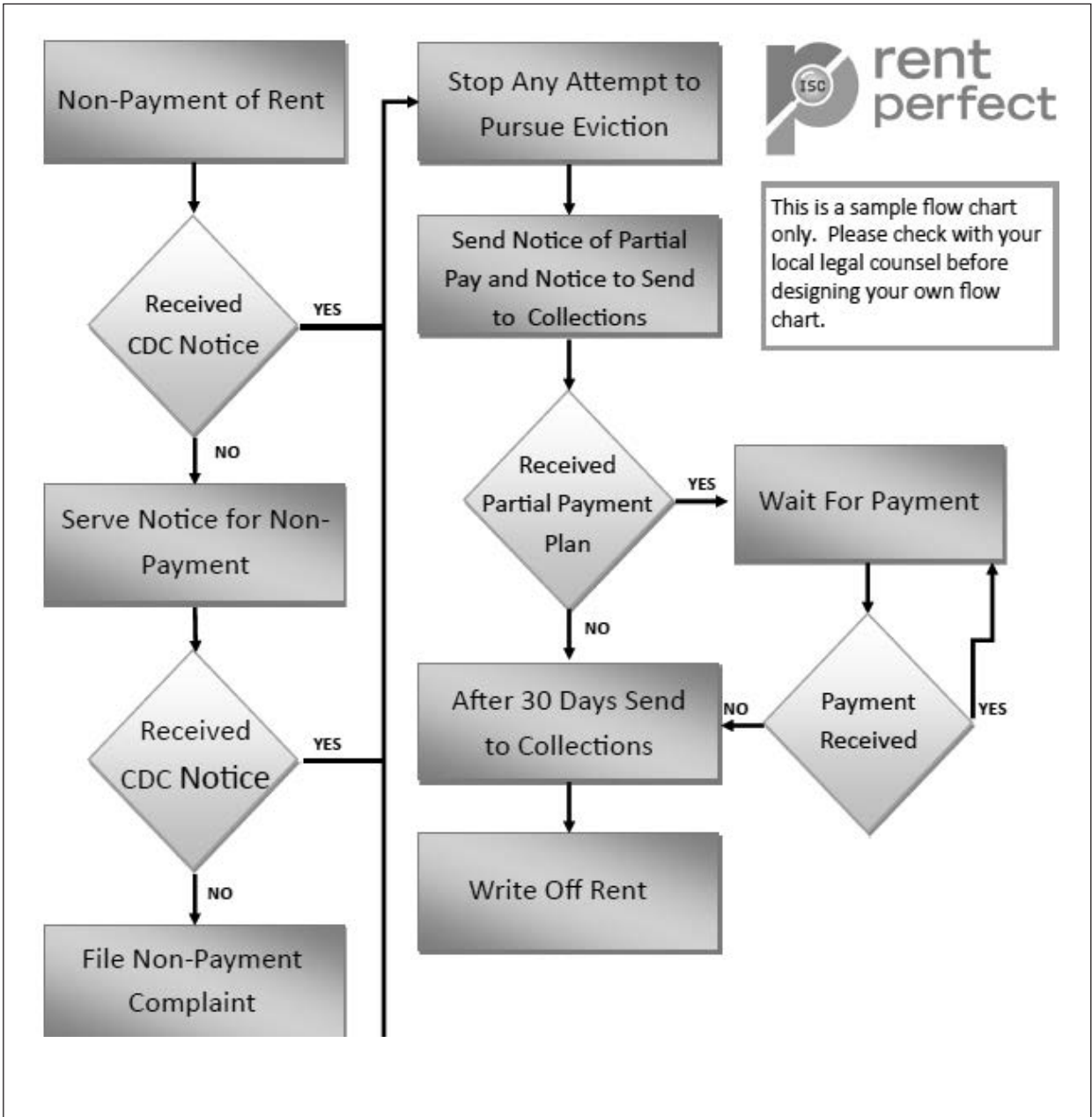
## STRATEGY 4 – CALL PAST 2 LANDLORDS AND EMPLOYERS ON EVERY NEW APPLICANT

Landlords over the years have gotten away from making calls to employers and past landlords, mostly they are time consuming and often ineffective. Some companies charge \$50 for verifications and others won’t give you any information per their attorneys’ direction. I can promise you that right now landlords are talking, just make sure you go at least two landlords back as the current landlord will say anything to get a bad tenant out. I would also ask only factual, “yes” or “no” questions. Ex: Has your current tenant paid rent on time in the last 6 months? Do your tenants currently owe you any money?

Regardless of whether you implement any or all of these strategies, you need to pay particular attention to your eviction process. It would be beneficial to create a flow chart to help you fully understand your policies and how they are affected during each step of the process. A sample eviction process flowchart is provided in the flowchart at top right.

As landlords we have to be flexible and sometime creative as our survival depends on it. When a roadblock appears, we thoroughly analyze it and develop a way to speed around it. Just make sure to have the right tools when you do to avoid the “speed” traps that may be out there. I would love to hear your creative ideas on how you are dealing with today’s uncertain environment.

David Pickron is President of Crimshield, Rent Perfect, XSHED and AAA Landlord. You can reach him at David@rentperfect.com or 888-422-2547, ext. 8069.



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# Portland Landlords Who Raise Rent Must Pay to Move Tenants

## RENTAL HOUSING JOURNAL

The Portland City Council has unanimously approved a measure effective immediately requiring landlords who raise rent by any amount to pay relocation costs to move tenants who do not want to pay the rent increase.

“We are in the midst of a pandemic, and we need to do everything we can to keep Portlanders in their homes,” Mayor Ted Wheeler said in a release. “Simply put, this is a public-health issue. Stable housing is the foundation of health, and this relief measure will help protect Portland renters through the worst of this crisis.”

Previous code allowed rent increases of up to 10 percent without landlords being required to cover the moving costs of tenants. This temporary change in code will require relocation assistance for any rent increase between now and March 31, 2021, should a renter need to move out because they are unable to afford it.

Wheeler said the pandemic has exacerbated the housing-affordability problem in Portland and “now in a time of high unemployment” and “when safe housing is critical to maintaining public health, we are continuing to hear about rents going up,” Wheeler said at a press conference, “further challenging households that are already struggling to make their rent payments.

“It’s likely that any rent increase would force renters to have to relocate while we’re

in the middle of this pandemic. We need to do our part to protect renters from the tidal wave of evictions that we know is coming. We need to support renters who may need to relocate due to rent increases.

“We also need to make sure that our local property owners who rent their homes to Portlanders are not foreclosed upon because of any unnecessary added costs that make it impossible for them to pay back their loans,” Wheeler said.

With eviction moratoriums set to expire in Oregon at the end of September, Wheeler said they have been trying to provide rent assistance to households but “we know these resources will not be enough” to stem the tide of what he says could be a “tidal wave” of evictions.

He also pointed out that eventually the new CDC eviction moratorium will also end, at the end of the year. He said it was also unclear if and when Governor Kate Brown may extend the state moratorium beyond the end of September. Wheeler also said he would consider an order to extend the local eviction moratorium to the end of the year, absent an extension of the state's eviction moratorium.

He said the Portland Housing Bureau demographic breakdown shows that 43 percent of renters in Portland are white but 74 percent of Black, Indigenous, and people of color are renters. He said renters are typically more vulnerable to cost-of-living and rent increases that can lead to displacement.

## BACK RENT DUE IS A PROBLEM

“It would take the average Black family in Portland (with pre-COVID-19 income) almost six months to save up enough to repay just one month of back rent. Even with an eviction moratorium in place and a six-month grace period to repay back rent, we were only postponing a much bigger problem without some bold action within the next four months,” Wheeler said.

He said one in four Portland renters were already paying more than half their monthly income toward rent prior to the pandemic. Since May, between 12 percent and 15 percent of Portland renters have been unable to make their monthly rent payments. Among “Class C” properties, which tend to be older buildings and located farther east, the rate of non-payment during the pandemic has been closer to 20 percent.

He said unpaid rent now totals between \$22 million and \$28 million, but at the current rate will balloon to \$120 to \$125 million by the end of September next year.

In addition, he has directed the Portland Housing Bureau to allocate approximately \$500,000 of existing funding towards housing stabilization and relief in East Portland.

"I want to thank those building owners and landlords - and I've met with many - and I've spoken to many who have already reached arrangements with their tenants to do everything they can to support them and keep them in their housing and not increase their rent during this crisis," Wheeler said.

“I want to applaud and acknowledge that that building owners and landlords have been valued partners in this conversation, but the work we can do right here and now together in the community through shared sacrifice is keep as many people in their homes as possible throughout the remainder of this public health emergency housing is directly tied to public health in the midst of a pandemic,” Wheeler said.

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# Washington Apartment Outlook

The Washington Multi-Family Housing Association (WMFHA) held its annual economic-forecast event, Washington Apartment Outlook: Perspectives and Projections for 2021, with 550 industry professionals in attendance. This year, due to COVID-19, instead of being held at Meydenbauer Conference Center, the event was held virtually.

Outstanding speakers included Matthew Gardner, Chief Economist for Windermere Real Estate, Dylan Simon, EVP at Kidder Matthews, and Brett Waller, WMFHA's Director of Government Affairs.

The rental-housing industry is changing rapidly. Market conditions, economic conditions, and legislative factors affect real estate and our industry's ability to serve residents of our homes. The pandemic has created conditions none of us have seen before.

As professional business owners and managers, understanding market trends — as well as threats and opportunities that affect our work — is critical to success.

## THE THREAT OF CONTINUED ADVERSE REGULATIONS

Brett gave a comprehensive update on legal and legislative matters affecting the rental housing industry at the local, state, and federal levels.

Several laws adversarial to the rental-housing industry have been passed at the state and local levels. WMFHA strongly advocated for policies equitable for both residents and housing providers, and strongly opposed policies that would make housing less affordable and less accessible to renters.

Brett broke down the multitude of eviction moratoriums and their effects. Adverse resident behavior has increased dramatically due to the inability of housing providers to address lease violations and disruptive conduct, keeping them from protecting their residents. Rent collection has decreased month over month with no end to this trend in sight.

Media coverage of eviction moratoriums' effect on landlords and challenges landlords have faced has been much more balanced of late, due to the great work of WMFHA's public relations efforts and experienced spokespersons giving the landlord side of current housing conditions.

Very onerous landlord/tenant legislation was defeated in the Democrat-controlled legislative session this year, a testament to our broad coalition and the efforts of our outstanding lobbyists to ensure legislators are educated on housing matters.

Next year's legislative body, post-election, will propose renewed efforts to pass a progressive agenda, limiting resident

screening, increasing taxes, and proposing rent control.

Brett introduced Partnership for Affordable Housing, a coalition of social, civic, and real estate organizations committed to advocating for productive policies that improve housing affordability and accessibility and oppose rent control. "We don't need more regulation, we need incentives to build more housing," Brett said.

The pandemic and resulting recession have only exacerbated an already acute housing shortage. All efforts must be made at the legislative level to encourage housing development at all price points.

## HOUSING LEGISLATION WILL CREATE HEADWINDS

Dylan Simon is one of the most active multifamily brokers in the Puget Sound region. The research and thought leadership produced by his team at Kidder Matthews is followed throughout the commercial real estate industry.

Urban, north, and east King County have the highest vacancy and the greatest rent declines. Suburban markets in south King, Snohomish, and Pierce counties are performing well, as people have moved further from the urban core this year.

Rent concessions have increased to

nearly 30 percent of all properties, and nearly 60 percent of properties built after 2017 have concessions currently. Collection loss due to delinquent rent payments have increased due to persistent eviction bans.

"Collection loss is the new vacancy," according to Dylan. Collection loss adversely affects property values by lowering values in cases of refinance or sale.

Sales volume in 2020 has dropped dramatically with cap rates staying steady at under 5 percent. Dylan predicts a rough winter for volatility and likely 12-24 months before a return to stability.

However, Seattle will be one of the first markets to see economic vibrancy, Dylan predicted, as long as adversarial housing regulation does not derail that recovery.

## "MY, HOW LIFE HAS CHANGED"

Matthew Gardner has spoken at WAO for 13 out of 14 years, and says it is the highlight of his speaking calendar each year.

Always entertaining and educational, Matthew presented an economic forecast for the nation and region. COVID-19 affects on employment have been dramatic. Many sectors are hurting, especially in leisure, hospitality, and retail jobs. Real estate jobs have rebounded to pre-pandemic levels.

*See 'Washington' on Page 14*



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# WASH

# Congratulations to the 2021

## Community Manager of the Year

- (1-150 Units)**  
Aleda Humann, Arendal on Viking - *ConAm Management*  
Bryan Hopkins, 98th Ave - *Pinnacle*  
Brynna Rodewald, Sunset Electric - *Greystar*  
Emma Goldenshteyn, Saratoga - *Pinnacle*  
Eric Minugh, Ravello Apartments - *Pinnacle*  
Gladys Batum-Puente, Swiss Gables - *Epic Asset Management*  
Ian Curran, Multiple properties - *Pinnacle*  
Jacob Holman, Belay - *Thrive Communities*  
Jennifer Pohle, King Arthur's Court - *Epic Asset Management*  
Justin Barta, Meridian Green- *Thrive Communities*  
Kara Roy, Align Apartments - *FPI Management*  
Leslie Orcullo, Rubix - *Pinnacle*  
Marina Singh, Blu - *Avenue5 Residential*  
Sandra Hernandez, Cascadia Pointe - *Pinnacle*  
Shannon Stine, Parkview - *Pinnacle*  
Wendy Whipple, North Creek Heights - *Pinnacle*  
Whitney Nakamoto, Bayview - *Avenue5 Residential*

- (151-300 Units)**  
Andrew Roberts, Origin - *Pinnacle*  
Brittney Wallingford, Kently Pointe - *First Pointe Management*  
Brittney Ziebell, Sofi Lakeside - *FPI Management*  
Drew Barger, Multiple properties - *Pinnacle*  
Gabrielle Diaz, The Maverick - *Pillar Properties*  
Joe Bonilla, Discovery West - *HNN Communities*  
Kaeli Pugsley, Citizen and Oake - *Greystar*  
Katie Noethe, Multiple properties - *Security Properties*  
Kelli Montgomery, Skyview 3322 - *Pinnacle*  
Kendra Porath, Astro Apartments - *Pinnacle*  
Laura Thomassen, Bell Overlake - *Bell Partners*  
Lisa Jones, The Lakehouse - *Avenue5 Residential*  
Maria Bernal, Summit - *Avenue5 Residential*  
Megan Mier, The Hadley Apartments - *ConAm Management*  
Melanie King, Nickel Creek - *Pinnacle*  
Nahrein Kassem, Promenade - *HNN Communities*  
Nicole Crum, Alley 24 - *Thrive Communities*  
Nora Keith, Griffis Belltown - *Griffis Residential*  
Raven Verbarg, Rosewood Club - *Pinnacle*  
Regan Kimes, Multiple properties - *First Pointe Management*  
Stacey Litt, 77 Central - *Pinnacle*  
Tammy Gee, Vue Issaquah - *FPI Management*  
Trevor McNichols, Bryson Square - *Thrive Communities*  
Vanessa Dalit, The Row - *FPI Management*

- (301+ Units)**  
Amy Simpson, Sparc - *Avenue5 Residential*  
Crystal Danninger, The Encore - *Epic Asset Management*  
David Springer-Trybus, AMLI Arc - *AMLI Residential*  
Denana Husnic, Indigo Springs - *Decron Properties*  
Eduardo Porath, Griffis North Creek - *Griffis Residential*  
Jordan Keating, Assembly 118 - *Thrive Communities*  
Malli Maurer, Griffis Lake Washington - *Griffis Residential*  
Paige Moore, Keeler's Corner - *Avenue5 Residential*  
Paula Gamble, Multiple properties - *Security Properties*  
Shauna Mcallister, Club Palisades - *FPI Management*  
Tiffany O'Byrne, Avery on Pearl - *ConAm Management*  
Wilson Cancino, LIV - *Greystar*

- (Affordable)**  
Ciara Jade Stevens, Colwell Building - *Allied Residential*  
Jennifer Evanger, Eagles Landing - *First Pointe*  
Jolene MacPherson, William J Wood House - *Allied Residential*  
Katia Romero, Lake Washington - *FPI Management*  
Kayley Kirmse, Multiple properties - *Allied Residential*  
Korae Rutledge, Cedarwood - *Mercy Housing*  
Michelle Delorme, Multiple properties - *Allied Residential*  
Nicoelle Wilks, Burke Gilman Place - *FPI Management*  
Rebecca Wilson, Landmark - *Greystar*

## Portfolio Manager of the Year

- Amy Abernathy - *Greystar*  
Celeste Mills - *Allied Residential*  
Claudia Lytton - *Pinnacle*  
Kristina Wardean - *Avenue5 Residential*  
Matt Andrews - *Allied Residential*  
Natalie Bell - *Seattle Apartment Managers*  
Nick Crum - *Thrive Communities*  
Yazmin Mendoza - *Pilot Ventures*

## Assistant Community Manager of the Year

- (1-300 Units)**  
Alisha Baker, The Madison at Bellevue - *First Pointe Management*  
Andrea Derby, The Cove - *Pilot Ventures*  
Ben Palacios, Bell Overlake - *Bell Partners*  
Bia Queen, Capitol City on the Course - *Pinnacle*  
Brandy House, Summit - *Avenue5 Residential*  
Brittney Ayshford, Modera South Lake Union - *MillCreek Residential*  
Carly Rotolo, Echo Ridge - *Berkshire Residential*  
Cimone Grace, The Row - *FPI Management*  
DeeAnn Hollmann, Axis - *HNN Communities*  
Evan Harder, The Bond - *Insite Property Solutions*  
Jason Harris, Vue Issaquah - *FPI Management*  
Jen Norman, Landmark - *Greystar*  
Jessica Bamonte, The Diplomat - *Pinnacle*  
Katie Wade, Copper Creek - *Thrive Communities*  
Katy Jekich, AMLI South Lake Union - *AMLI Residential*  
Mahdi Hooshyari, Evans Creek at Woodbridge - *Avenue5 Residential*  
Makayla Harvey, The Galleria - *Avenue5 Residential*  
Maria Lynch, Astro - *Pinnacle*  
Monisha Watkins, Bella Sonoma - *FPI Management*  
Nadia Nazarchuk, Pinewood Square - *Epic Asset Management*  
Rebecca Prengel, Dimension - *Holland Partner Group*  
Steffani Garka, Eagles Landing - *First Pointe Management*  
Zach Thoman, Alexan 100 - *Avenue5 Residential*
- (301+ Units)**  
Auti Zarrin, Colby Creek - *Thrive Communities*  
Brittany Taylor, Stadium Place - *Pillar Properties*  
Chad Mains, Keeler's Corner - *Avenue5 Residential*  
Danielle Colburn, Avery on Pearl - *ConAm Management*  
Eric Brett, Via6 - *Greystar*  
Gabriela Camacho, The Mill at Mill Creek - *Sack Management*  
Kia Lo, The Fairways - *Pinnacle*  
Rheanna Hare, Griffis Lake Washington - *Griffis Residential*  
Rose Muñoz-Espinoza, Lake Washington - *FPI Management*  
Tressa Clinton, Retreat at Bothell - *Decron Properties*

## Leasing Consultant of the Year

- (1-300 Units)**  
Andrea Pierce, Viva - *Avenue5 Residential*  
Chase Baucom, JACK - *Thrive Communities*  
Derek Pierre, Modera Redmond - *MillCreek Residential*  
Emma Akervold, The Maverick - *Pillar Properties*  
Horacio Ozaetta, Blu - *Avenue5 Residential*  
John Roka, Timber Grove - *Pilot Ventures*  
Jonathan Wilson, Heatherwood - *HNN Communities*  
Kayla Caldwell, Aura Totem Lake - *Avenue5 Residential*  
Linda Hych, The Woodmark - *Greystar*  
Morgan Ludlow, The Rivet - *First Pointe Management*  
O'Shea Taylor, Ridgeway - *Avenue5 Residential*  
Pablo Perez, AMLI Spring District - *AMLI Residential*  
Rebecca Chapman, Terra Tukwila - *FPI Management*
- (301+ Units)**  
Angela Wells, Montair at Somerset Hill - *Greystar*  
Claudia Delgadillo-Lopez, Assembly 118 - *Thrive Communities*  
Genesis Stanley, Club Palisades - *FPI Management*  
Justin Brannon - *Seattle Apartment Managers*  
Justine Henderson, Ballinger Commons - *Security Properties*  
Kristen Snide, Parkside - *Lincoln Property Company*  
Larissa Harvey, Griffis Lake Washington - *Griffis Residential*  
Mary Jo Escalona, The Retreat at Bothell - *Decron Properties*  
Michael Mendenhall, Stadium Place - *Pillar Properties*  
Terra Walker, Fulton's Crossing - *Pinnacle*

## Rookie of the Year - Maintenance

- Brian Evaul, Multiple properties - *Pinnacle*  
Brian Holsopple, The Galleria - *Avenue5 Residential*  
Damion Cox, The Spencer - *Insite Property Solutions*  
Jeremy Lim, The Meyden - *Pillar Properties*  
Jose Padilla-Santiago, The Lodge at Peasley Canyon - *Avanath Realty*  
Leroy Watson, Bryson Square - *Thrive Communities*  
Lex Lee, Central Park East - *Greystar*  
Mac Hardin, The Maverick - *Pillar Properties*  
Randy Dean, Arterra - *Avenue5 Residential*  
Victor Mauro, Rosewood Club - *Pinnacle*

## Maintenance Supervisor of the Year

- (1-150 Units)**  
Aron Daruwalla, Landmark Court - *ConAm Management*  
Benjamin Watts, O2 Apartments - *Avenue5 Residential*  
Dan Smolinski, Willow's Court - *Epic Asset Management*  
David Daw, Multiple properties - *Pinnacle*  
Don Taylor, The Summit at Lake Union - *First Pointe Management*  
Frank Tudela, Multiple properties - *Greystar*  
Garry Lundquist, Multiple properties - *Pinnacle*  
Ismet Kandzic, The Luxe at Meridian - *Avenue5 Residential*  
John Knocke, Mirabella - *Pinnacle*  
John Morrissey, Cedarwood - *Mercy Housing*  
Jorge Rodriguez, Valley Springs - *Pinnacle*  
Juan Salinas, Parla Apartment Homes - *ConAm Management*  
Lorenzo Hicks, Samm - *Thrive Communities*  
Noe Villanueva, Cascadia Pointe - *Pinnacle*  
Stephen Fought, Capitol Heights - *ConAm Management*
- (151-300 Units)**  
Aleksandr Chepurin, Bella Sonoma - *FPI Management*  
Alex Ortega, Modera Redmond - *MillCreek Residential*  
Alexey Bessarabov, The Row - *FPI Management*  
Ben Oh, Sofi Lakeside - *FPI Management*  
Bill Jones, Evergreen Villages - *FPI Management*  
Candace Cabochon, Vintage at Mill Creek - *FPI Management*  
Chris Taylor, The Danforth - *Avenue5 Residential*  
Craig Fanger, Bell Marymoor Park - *Bell Partners*  
Enrique Guerra, Vue Issaquah - *FPI Management*  
Enrique Manzo, Kently Pointe - *First Pointe Management*  
Francisco Miramontes, Maple Crossing - *Avanath Realty*  
Garret Simmons, Riverpointe - *Security Properties*  
Gary Botkin, Sedona - *Epic Asset Management*  
Jacob Hadland, Multiple properties - *First Pointe Management*  
John McGrath, Astro Apartments - *Pinnacle*  
John Murch, Cypress - *Avenue5 Residential*  
Jorge Esquivel, SKY Sammamish - *Insite Property Solutions*  
Keegan Krahn, Griffis Belltown - *Griffis Residential*  
Kevin Hanson, The Mercer - *Avenue5 Residential*  
Manuel Padilla, CentrePointe Greens - *Pinnacle*  
Marco Subero, Chelsea at Juanita Village - *Thrive Communities*  
Matt Ralph, AMLI Spring District - *AMLI Residential*  
Mike Virdell, The Century - *Pillar Properties*  
Paul Rustin, Heronfield Apartments - *Pinnacle*  
Pavel Zaytsev, Union South Lake Union - *Pinnacle*  
Pedro Tapia, Clock Tower Village - *Avenue5 Residential*  
Roman Kurglov, The Lakehouse - *Avenue5 Residential*  
Steve Arnold, Copper Creek - *Thrive Communities*  
Vladimir Gavryliv, Nickel Creek - *Pinnacle*
- (301+ Units)**  
Anatoliy Benzel, The Lodge at Peasley Canyon - *Avanath Realty*  
Jared Jackson, Multiple properties - *Avenue5 Residential*  
Kohlton Steinman, Griffis North Creek - *Griffis Residential*  
Mark Hindenach, Via6 - *Greystar*  
Micah Kemp, Parkside - *Lincoln Property Company*  
Regan Sindayen, Multiple properties - *HNN Communities*  
Roy Sowerby, Club Palisades - *FPI Management*

## Rookie of the Year - Office

- Boston Moore, Sedona - *Epic Asset Management*  
Brianna Norris, Avery on Pearl - *ConAm Management*  
Bryan McCants, The Arbors on Edgewood - *Avanath Realty*  
Carolyn Harper, Griffis North Creek - *Griffis Residential*  
Christianne Baker, 98th Ave - *Pinnacle*  
Hannah Trimble, Sofi Lakeside - *FPI Management*  
Jordan Blaine, The Merc - *Avenue5 Residential*  
Julian Mora, The Lyric - *Pillar Properties*  
Kaylee Bresler, North Creek Heights - *Pinnacle*  
Kristin Mays, Griffis Lake Washington - *Griffis Residential*  
Maria "Isabel" Cruz, Club Palisades - *FPI Management*  
Melle' Newman-Adjiri, Multiple properties - *Pinnacle*  
Pailey Cope, The POP - *Insite Property Solutions*  
Regan Austin, Townhomes at Mountainview - *Pinnacle*  
Shanay Linear, The Row - *FPI Management*  
Tanner Mandelin, Ascend - *Avenue5 Residential*  
Taylor Kramer, The Lodge at Peasley Canyon - *Avanath Realty*  
Trevor Wyke, Bell Overlake - *Bell Partners*

www.wmfha.org

# Emerald Award nominees!

## Year Maintenance Technician of the Year

(1-300 Units)

- Amy Racin, Sofi Lakeside - *FPI Management*
- Antonio Quintero, Skyview 3322 - *Pinnacle*
- Charles Marr, The Summit at Lake Union - *First Pointe*
- Cole Granvold, Summit - *Avenue5 Residential*
- Elba Camacho, Multiple properties - *Pinnacle*
- Gabriel Cruz, The Arbors at Edgewood - *Avenue5 Residential*
- Garcia Bakari, AMLI Bellevue Park - *AMLI Residential*
- Gene Zink, Griffis Belltown - *Griffis Residential*
- George Bungay, Bell Overlake - *Bell Partners*
- Jacob Flores, Sofi Lakeside - *FPI Management*
- Jerry Mendoza, Multiple properties - *Coast Property Management*
- Josh Feston, Chelsea at Juanita Village - *Thrive Communities*
- Julio Amador, Multiple properties - *Pinnacle*
- Lourdes Betancourt, Blu - *Avenue5 Residential*
- Luis Lemus-Santos, Park 120 - *Avenue5 Residential*
- Marcel Jordan, Residences at 3295 - *FPI Management*
- Omer Husnic, The Lyric - *Pillar Properties*
- Phillip Herrera, The Rivet - *First Pointe Management*
- Roman Khrystychenko, Silver Springs - *Avanath Realty*
- Sean Hogan, The Mercer - *Avenue5 Residential*
- Thaddeus Spurgeon, Lux - *Avenue5 Residential*
- Ventsislav Drandov, Union South Lake Union - *Pinnacle*
- Vladimir Pogodayev, The Row - *FPI Management*

(301+ Units)

- Austin Halpin, Ballinger Commons - *Security Properties*
- Dennis Gonzalez, Via6 - *Greystar*
- Enrique Orozco, Fulton's Crossing - *Pinnacle*
- Enver Causevic, Array - *ConAm Management*
- Kat Sauskojus, Atlas - *Avenue5 Residential*
- Luis Bravo, Waterview Apartments - *HNN Communities*
- Marcos Lujan, Colby Creek - *Thrive Communities*
- Mekhrali Muratov, Indigo Springs - *Decron Properties*
- Menberu Hailemariam, LIV - *Greystar*
- Mohsen Abdoli, Urban Center - *FPI Management*
- Nicolai Cristev, Avery on Pearl - *ConAm Management*
- Pedro Sanchez, Multiple properties - *AMLI Residential*
- Stephen Woodard II, Waterford at the Lakes - *Thrive Communities*
- Vladimir Konashuk, Club Palisades - *FPI Management*

## Regional Maint. Director of the Year

- Darren Reynolds - *Pilot Ventures*
- Kevin Ungren - *Allied Residential*

## Credential Holder of the Year

- Genevieve Ali, CAPS - *Avenue5 Residential*
- Heather L. Edwards, CAS - *Apartment Advantage Staffing*
- John Jones, CAM - *Avenue5 Residential*
- Luke Murnan, NALP, CAM - *Epic Asset Management*

## Community Service Award

- Andy Ruiz - *Greystar*
- Heather Blume - *Behind the Leasing Desk*
- Heidi Anderson - *HNN Communities*
- The Fairways - *Pinnacle*

## Industry Partner of the Year

- 1UP Floors
- A Plus Tree, Inc
- Parcel Pending
- Dana Jensen - *Innovative Systems*
- Emma Williamson - *BluSky Restoration Contractors*
- Larry O'Toole - *Alliance Flooring*
- Marsha Newman - *A Plus Tree, Inc*
- Melissa Schade - *Conversion Logix*

## Community of the Year

(1-150 Units)

- 1611 on Lake Union - *Greystar*
- Arbor Village - *Thrive Communities*
- Arendal on Viking - *ConAm Management*
- Trillium Apartments - *Pinnacle*

(151+ Units)

- AMLI Arc - *AMLI Residential*
- Astro Apartments - *Pinnacle*
- Atrium on James - *Pinnacle*
- Bella Sonoma - *FPI Management*
- Club Palisades - *FPI Management*
- Discovery West - *HNN Communities*
- Griffis Belltown - *Griffis Residential*
- Griffis Lake Washington - *Griffis Residential*
- Griffis North Creek - *Griffis Residential*
- Madison Bellevue Apartments - *First Pointe*
- Rooster - *Thrive Communities*
- Rosewood Club - *Pinnacle*
- Skyview 3322 - *Pinnacle*
- Sofi Lakeside - *FPI Management*
- Talisman - *Greystar*
- The Madison at Bellevue - *First Pointe*
- Vue Issaquah - *FPI Management*

(Affordable)

- Burke Gilman Place - *FPI Management*
- Cottage Bay - *Pinnacle*
- Evergreen Villages - *FPI Management*
- Lake Washington Apartments - *FPI Management*
- Landmark - *Greystar*

## Curb Appeal

(Garden Style Pre-1995)

- Aspen Creek Apartments - *Epic Asset Management*
- Forest Creek - *Pinnacle*
- Hampton Greens - *Greystar*
- Liberty Ridge - *Thrive Communities*
- Skyview 3322 - *Pinnacle*
- The Hurricane - *Foundation Group*
- Yarrowood Highlands - *Avenue5 Residential*

(Garden Style Built 1995 or After)

- Ascend - *Avenue5 Residential*
- Borgata Apartments & Townhomes - *Thrive Communities*
- Evans Creek at Woodbridge - *Avenue5 Residential*
- Griffis North Creek - *Griffis Residential*
- The Arbors at Edgewood - *Avenue5 Residential*
- The Diplomat - *Pinnacle*
- Willina Ranch - *Greystar*

Mid/High Rise Any Age

- Elara At The Market - *Avenue5 Residential*
- O2 Apartments - *Avenue5 Residential*
- SKY Sammamish - *Insite Property Solutions*
- Station House Lofts - *Thrive Communities*
- Upton Flats - *Pinnacle*
- Vale - *Thrive Communities*
- Villaggio Apartments - *Epic Asset Management*
- West Mall Place Apartments - *Epic Asset Management*

## New Development of the Year

(1-150 Units)

- Allegro at Ash Creek - *Pinnacle*
- Allison Hodgins - *Redside Partners*
- Avaya Ridge - *First Pointe Management*
- Blu Apartments - *Avenue5 Residential*
- Flyway Retail + Living - *Insite Property Solutions*
- Luna - *Greystar*
- Metrolina Flats - *Pinnacle*
- The POP - *Insite Property Solutions*

(151+ Units)

- 207 East Apartments - *Avenue5 Residential*
- Alexan 100 - *Avenue5 Residential*
- Aura Totem Lake - *Avenue5 Residential*
- Bell Marymoor Park - *Bell Partners*
- Blackbird - *Thrive Communities*
- Geo - *Thrive Communities*
- Hyde Square - *Greystar*
- Moderat Redmond - *MillCreek Residential*
- The Postmark - *Avenue5 Residential*

(Affordable)

- Panorama - *HNN Communities*
- View by Vintage - *FPI Management*

## Renovated Community of the Year

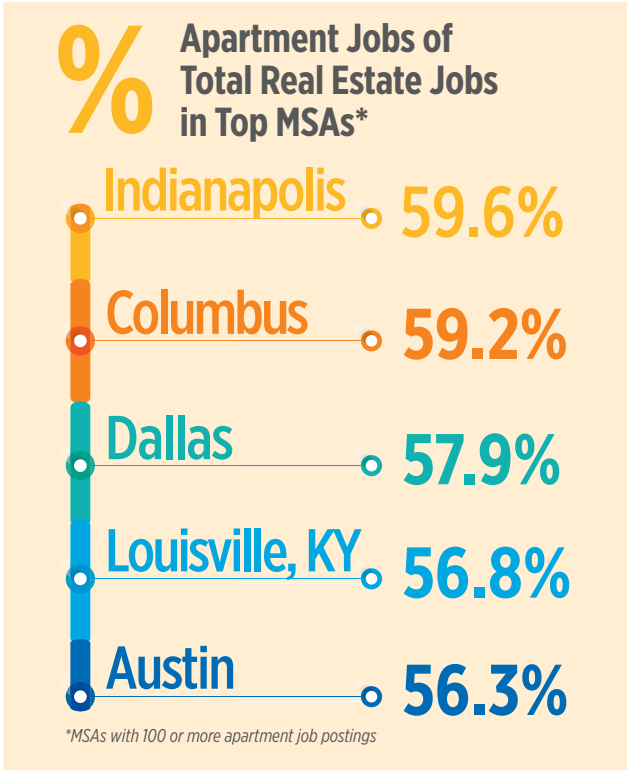
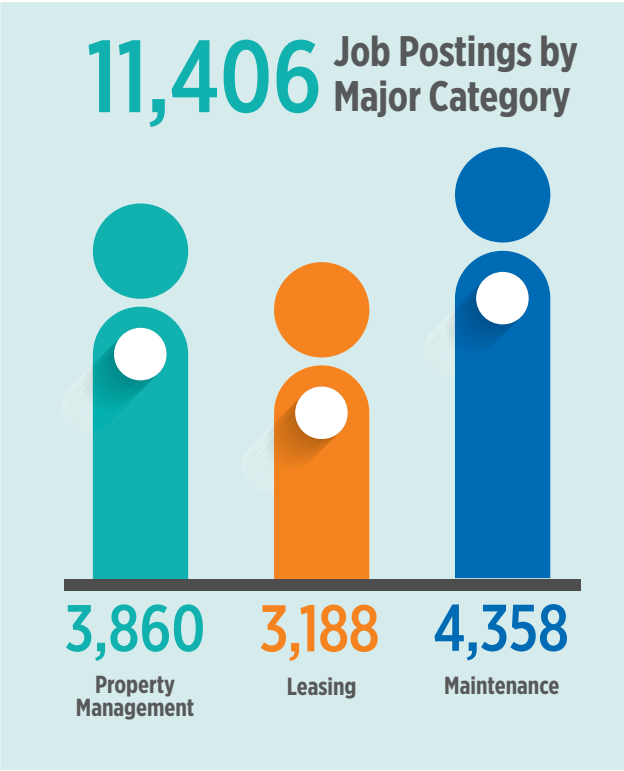
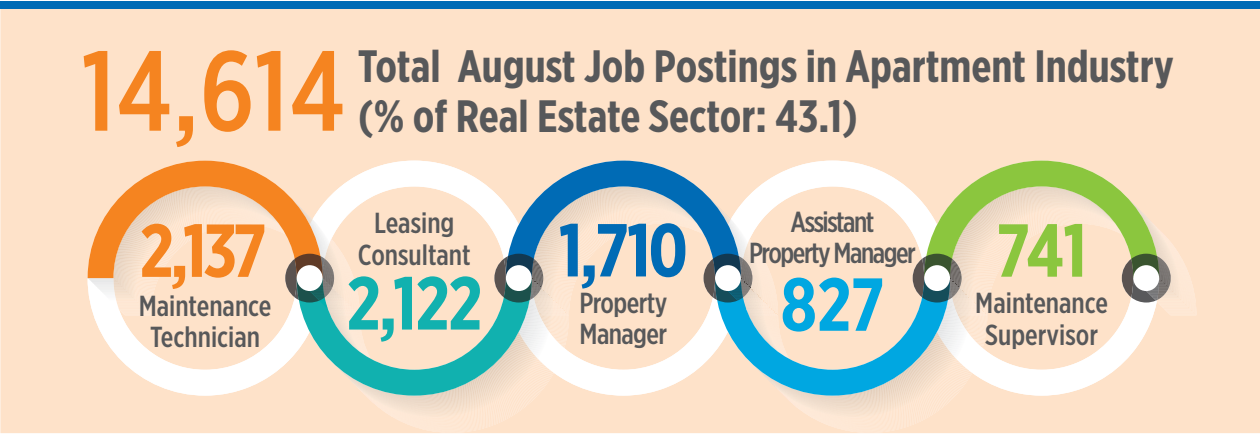
- Alaire Apts - *Thrive Communities*
- AMLI Bellevue Park - *AMLI Residential*
- Griffis Lake Washington - *Griffis Residential*
- Lock Vista - *Greystar*
- Montclair Heights - *Avenue5 Residential*
- Novela Apartments - *Avenue5 Residential*
- Porchlight - *Thrive Communities*
- Scout - *Thrive Communities*
- South Park Yacht Club - *Foundation Group*
- The Lakehouse - *Avenue5 Residential*
- The Park in Bellevue - *Avenue5 Residential*



## Thanks to our Nominee Recognition Sponsors!



/emerald-awards



<b>Time to Fill For Top MSAs**</b> <small>**Based on historical information; weighted average based on positions with 100 or more postings</small>	Austin	34.4 Days	Indianapolis	35.3 Days
	Columbus	34.6 Days	Louisville, KY	35.4 Days
	Dallas	35.1 Days		



# Apartment Jobs Snapshot

August 2020

## Apt. Industry Job Postings in August Exceed 14,000

NATIONAL APARTMENT ASSOCIATION  
EDUCATION INSTITUTE

There were more than 14,000 job postings in the apartment industry in August, according to the monthly jobs report from the National Apartment Association (NAA).

The NAA’s Education Institute Apartment Jobs Snapshot showed the markets with the highest concentration of job postings included Indianapolis, Columbus, Dallas, Louisville, and Austin.

There were more job listings in the maintenance category than any other apartment job, with 4,358 maintenance jobs posted out of the total apartment jobs of 14,614.

Property management was second with 3,860 job postings.

The spotlight in the report this month focuses on leasing consultants.

The demand for these positions was more than four times the national average in Austin, where the average time to fill for apartment jobs was just 34 days.

The top specialized skills employers are looking for included leasing, customer service, property management, sales, and Yardi Software.

**SOURCES:** Naa Research; Burning Glass Technologies; Data as of Aug. 31, 2020; Not Seasonally Adjusted



**Spotlight**  
Past 6 Months

# Leasing Consultant

## Top MSAs

(Highest Location Quotients)

MSA	Location Quotient***	Median Market Salaries in MSAs with Highest Concentration of Demand
Austin	4.2	\$28,201
Denver	3.5	\$29,053
Dallas	2.8	\$27,327
Charlotte	2.7	\$27,509
Nashville	2.7	\$26,574

\*\*\*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
Leasing	Communication Skills
Customer Service	Organizational Skills
Property Management	Microsoft Office
Sales	Microsoft Excel
Yardi Software	Computer Literacy

## Earnings

Median Market Salary of Postings\*\*\*\*

# \$27,441

\*\*\*\*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

# Sustainability Data Rises to Top of Heap

By PAUL BERGERON

Challenges involving the proper removal of bulk junk, non-traditional waste products and organics continue to mount for commercial real estate operators, particularly those managing apartment buildings and retail space.

Waste-removal service companies’ inconsistency in performance and expense is complicating the operations side of this necessary responsibility.

Conscientious property groups with sustainability goals in mind continue to seek reliable and efficient methods for these services to help their landfill-diversion goals and maintain acceptable curb appeal.

“Bulk-item removal has been really difficult because of lack of viable donation outlets and reuse consumers,” says Sydney Mainster, vice-president of sustainability for The Durst Organization, a family-run real-estate company. “It’s a lot of labor to handle, and oftentimes we need it removed quickly, whereas the end user may take weeks or months to identify. Also, we’ve often had to use our own in-house labor, even when donating items like furniture.”

## JUNK THAT’S CALM, COOL, COLLECTED

CheckSammy is a growing national company that provides same-day, on-demand removal services as well as monthly subscription-based service at a flat-rate.

“Junk hauling is the reactive, often problematic segment of the apartment industry’s waste hauling process,” says Cameron Funk, Vendor Relations Manager, Cass Waste Expense Management, Jacksonville. Funk manages thousands of residential real estate waste-management accounts nationwide.

“A community could have two move-outs on a given Monday and nothing else the rest of the month,” Funk says. “This causes complications for onsite management teams when budgeting costs and scheduling pickups. There’s no normality to it. Depending on the market, you’ll get different haulers at different rates at different times.”

Mainster says that more than anything, it saves on staff labor. “It also minimizes how many times someone has to move an item. If we have to move large items in house, someone from the building has to move a couch, for example, from the apartment to the basement for storage. Then, when it is either discarded or donated, that piece of furniture has to be handled a second time. With this service, it’s both removed from the apartment and from the building site at the same time.”

CheckSammy contracts locally with its staff, who are trained on the art of junk collection. They are currently the only company in the United States doing this. Offering a monthly subscription rate is far better than working through franchised waste haulers, who are generally less reliable and can be costlier.

“They make the entire process just a little bit smoother and that can go a long way economically and logistically,” Funk says.

Property managers say the predictability of its services takes some of the logistical and budgetary stress out of the process. Because the service does not involve franchises, it provides significant cost savings because no marketing charges are passed along to customers, the company says.

Junk hauling often can become a curb-appeal hazard for a community.

“A leasing staff doesn’t want to show an apartment with old mattresses laying outside,” Funk says. “If they are having to wait for a pick-up, they might as well have to set up an open-top container, but that’s not ideal, either. In a crowded area, it can come



down to a space issue. With CheckSammy, you know they are going to show up when they say they are. The junk won’t linger.”

Junk-removal hurdles are becoming more prevalent during this uptick in apartment-home clear-outs, often required for residents who abandon possessions following a move-out or an eviction.

“Being able to resolve and remove junk/bulk in a timely manner while having a simplified pricing structure is essential to client satisfaction,” Funk says.

## SATISFYING DIVERSION-DATA GOALS

Funk has used CheckSammy for about a year and finds its data collection beneficial, particularly for apartment owners and managers who are tracking diversion percentage, Funk says, as well as those needing to meet the growing number of local areas where metrics are mandated.

“Instead of getting a percentage estimate for diversion rates, you get the exact number,” Funk says. “This is very helpful for apartment firms looking to gain LEED certification or for meeting state or local guidelines.”

The data-collection process, which includes photos of the bins for each pickup, are more granular than most, Funk says. “For commercial clients, for example, if

they are seeing the same widget showing up in 70 percent of the pickups, this is a signal to them that maybe they don’t need to be making so many of that widget,” Funk says.

“You can tell that CheckSammy invested a lot of time and money in data collection for its product. This data can then be fed into our propriety software as well as Microsoft Power BI analytics tool. Clients love the visibility and insight that is able to provide.”

Mainster says the data transparency about where these items actually end up once they’re removed through this process is important for integrity and upholding company values.

“We don’t just want it gone and forgotten about – we want to make sure it’s recycled or, ideally, reused when it leaves our buildings,” she says.

CheckSammy is being described as the next-generation sustainability solution for the waste industry, offering not only bulk junk/sustainability services but key data, by providing verified reporting that allows clients to meet or exceed their owners’ and investors’ sustainability metrics.

“Until now, no one had visibility into their bulk-junk spend, volumes, seasonality, and tracking for end of life and sustainability metrics,” says Sam Scoten, company

CEO. “Through our software, we are able to generate detailed quarterly reporting, showcasing not only sustainability metrics, but spend and photos, and all backed by real-time verified data,” Scoten explains.

The provider’s streamlined reporting has eased such data-collection efforts for sustainability in areas such as Dallas, Fort Worth, and throughout California, and other municipalities around the country.

## FOR MOST, THIS IS ‘SERIOUS’

Mainster says Durst “takes diverting recyclable or compostable items from landfill seriously.”

How seriously? Durst offer organics collection for composting at no charge to all commercial tenants at its office buildings and to all residents at its multifamily buildings.

“We continue to offer organics collection through a private hauler at the apartment properties, even though DSNY has halted its city-wide organics program,” Mainster says. “We also offer battery recycling, light bulb recycling, e-waste collection and recycling, and bulk-removal options at our commercial properties. At our multifamily buildings, we collect batteries, e-waste, light bulbs and textiles for recycling.”

Mainster says her company has struggled with bulk removal at its commercial properties and residential buildings due to timing, lack of adequate storage, labor requirements and lack of viable outlets for items such as office furniture and sofas.

“A company that provides professional labor for removal, storage, and transparent outlets for bulks items and goods is in theory, an ideal solution,” she says.

Funk says he’s used CheckSammy in other collections verticals, such as shopping malls. “The good thing about it is that it’s a system that is set up that can work in any vertical,” he says.

*Paul Bergeron has been reporting on the apartment industry since 2002 and served 20 years as Editor in Chief for National Apartment Association’s UNITS magazine. He currently is Editor of his LinkedIn media platform Thought Leadership Today and can be reached at pbergeron333@gmail.com.*



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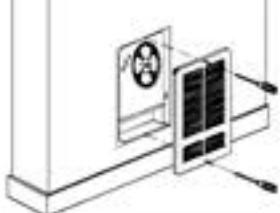
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### Cleaning and maintenance guide for W-series heater

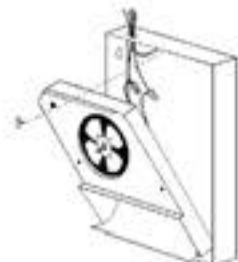
Regular maintenance on your electric wall heater will prolong the heater's life and keep it operating safely. W-Series heaters should be cleaned and inspected every 6 months. Heaters that are not cleaned regularly can become clogged with foreign matter causing the heater to produce excessively high discharge temperatures. A combustible object placed too close to a heater in this condition could ignite, starting a fire. We recommend that combustible materials always be kept at least 3 feet away from the front of the heater and 1 foot from the sides. This guide will show you in detail how to properly clean and maintain your King electric wall heater. It will also show you when the heater interior should be replaced. Listed below are step by step instructions for cleaning and maintaining the W-Series wall heater. If you do not feel confident performing the tasks listed in this manual, please contact a professional electrician or qualified repair person to do it for you.




**WARNING** Take extreme caution when working with electrical heaters. Turn off the electrical power to the heater by switching off the circuit breaker or fuse feeding the heater before removing the grill. Lock, tape or tag the circuit breaker so that the power cannot be turned on accidentally while working on the heater.



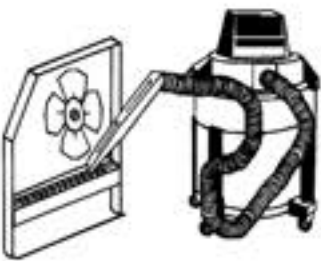
After the power is turned off, remove grill using a #2 square drive or a #2 phillips head screw driver. Clean grill by vacuuming or wiping off before reinstalling.



Remove the heater interior from the wall can. To do this: 1) Unfasten the screw at the top of the wall can as shown. 2) Tip the interior forward to expose the power supply connection wires. 3) Disconnect the power wires, making sure you mark them so you can reconnect them exactly the same way, if wires become crossed they could short causing damage. The interior should pull out easily after the mounting screw and electrical connections are removed.



Use a square drive or phillips to remove the four screws that hold the interior cover. Once removed, you have access to the heating element.



Vacuum out any foreign material that is in the chamber between the fan and heating element by using a vacuum as shown. Use a soft bristled brush, such as a paint brush, to loosen any contaminants that may be stuck to the interior surfaces. Never use water or chemical solvents to remove contaminants. Also, spin the fan by hand to make sure that it spins freely. If it feels like the motor is binding, see the instructions below for oiling the motor. Be careful not to bend the fan blade because it can become out of balance if deformed. The fan can be removed to gain more access by using a 3/32" allen wrench. If done, replace the fan in the same position on the shaft as before.

The useful life for the W-series heater depends on the amount of use, environment, and how often it is cleaned and maintained, generally they will last for 8 to 10 years. Heaters operated beyond their useful life are more prone to safety problems. For example, if a motor slows down due to wear or lack of cleaning it reduces the airflow, which can cause the safety limit to trip due to excessively high temperatures. The limit will cycle the heater on and off and eventually fail. For safety reasons, it is important to clean or replace a cycling heater as soon as possible. Heaters produced after 1992 have an indicating light which will turn on when the limit trips and then turns off after the heater cools down. If you see this light coming on, discontinue use of the heater and inspect it immediately. Heaters prior to 1992 do not have the indicating light. When the limit trips it makes an audible click, so by listening close to the heater on older models you can determine if it is cycling. Heaters manufactured in 2001 were equipped with the **SMART GUARD®** high temperature limit system which does not utilize the warning light lens. Also, look at the grill to see if it has discolored from high temperatures. In either case, if you suspect that your heater is not functioning properly, discontinue use and follow the guidelines mentioned in this manual or call a qualified electrician. As mentioned before, always keep combustible materials at least three feet away from the front of the heater and one foot from the sides. With regular inspection and maintenance of your electric heaters they will operate safely and efficiently.

# NAA Sues CDC, Seeking to Halt Moratorium

## RENTAL HOUSING JOURNAL

The National Apartment Association (NAA) has joined a lawsuit filed by the New Civil Liberties Alliance (NCLA), “challenging the U.S. Centers for Disease Control and Prevention’s (CDC) overreaching eviction-moratorium order,” according to a release.

The complaint, Richard Lee Brown, et al. v. Secretary Alex Azar, et al., includes several plaintiffs alongside the NAA who say they have been directly and irreparably damaged by the CDC order and have faced significant economic damages. NCLA has also requested a temporary restraining order, also known as a preliminary injunction, asking the court to stop the CDC from enforcing its unlawful order.

“While the CDC has an inherent interest in slowing and preventing transmission of communicable disease, the eviction-moratorium order does not fall under their purview and overrules state laws throughout the country that protect both rental housing providers and their residents,” the NAA said in the release.

The lawsuit challenges the CDC’s authority to enact such an order, “as they have not identified an act of Congress that gives them this authority. Put simply, federal agencies do not have powers to waive state laws and the CDC has encroached on private property rights with no legal authority.”

The CDC, as part of the Department of Health and Human Services, cites section 361 of the Public Health Act, part of the United States Code of Laws, as the source of its federal authority. The act says that the surgeon general may “make and enforce such regulations as in his judgment are necessary to prevent the introduction, transmission, or spread of communicable diseases,” from foreign countries into the United States or from one state to another.

“In the context of a pandemic, eviction moratoria—like quarantine, isolation, and social distancing—can be an effective public health measure utilized to prevent the spread of communicable disease,” the CDC statement says. It notes that such actions help state and local authorities to implement stay-at-home orders more easily,

and protects public health by preventing homelessness, a situation in which the virus can spread more easily.

The NAA release makes the point that landlords and managers are bearing much of the burden of the pandemic as it relates to housing.

“In many cases, rent debt from earlier in the pandemic has become uncollectable and the CDC order has limited housing owners and managers from providing contracted services to tenants who have paid their rent, and paying financial obligations like taxes, mortgages, payroll and insurance. This jeopardizes the short- and long-term viability of the rental-housing industry, and the CDC is not equipped to solve the housing crisis that they are creating.”

The CDC order, however, does not release tenants from their financial responsibilities. “This order does not relieve any individual of any obligation to pay rent, make a housing payment, or comply with any other obligation that the individual may have under a tenancy, lease, or similar contract,” it says. “Nothing in this order precludes the charging or collecting of fees, penalties, or interest as a result of the failure to pay rent or other housing payment on a timely basis, under the terms of any applicable contract.”

The NAA release says the CDC does “not have the authority or knowledge to insert themselves into property owner/ resident regulations and housing policy that could devastate our nation’s already limited housing supply, and the order tries to force a federal one-size-fits-all approach to a hyper-localized state and local issue.

“Throughout the COVID-19 pandemic, NAA has advocated for direct, emergency rental assistance—a sustainable, responsible policy that will help keep Americans in their homes and ensure housing providers can pay their bills. However, because Congress and the administration have failed to reach the agreement necessary to protect America’s renters and housing providers from the certain damage of the CDC order, NAA had no choice but to take legal action.

“In addition to this suit, NAA is committed to challenging the CDC’s illegal order in a number of lawsuits in different areas of the country. NAA will keep

# Washington Apartment Outlook

## Continued from Page 9

hospitality, and retail jobs. Real estate jobs have rebounded to pre-pandemic levels.

At last year’s event, Matthew predicted a slowdown in growth and an increase in early recession indicators but predicted that any slowdown would be minor compared to the last few recessions. Little could he have predicted a short-lived recession due to a global pandemic. Matthew does not predict a double-dip recession, however.

Not all jobs lost will return, but Matthew promised we will recover in early- to mid-2021. He expects Washington state employment growth of over 5 percent next year. Our diverse economy in the Puget Sound region will allow us to recover more quickly than the United States overall.

Job recovery will not be equal. Lower income jobs remain at risk, affecting demand. Matthew assesses that the Seattle City Council seems to be pushing businesses out of Seattle rather than welcoming business to Seattle, which will adversely affect the city.

Matthew also warned once again that rent control would have the exact opposite effect that proponents desire.

Despite current uncertainty, “hang in there” was Matthew’s parting advice.

## HOUSING PROVIDERS ARE SHOWING LEADERSHIP

The local housing market has worked hard to support new residents of rental housing in our growing local economy. The rental housing industry stands ready to meet the needs of residents of our state, barring impediments that limit our ability to serve all Washingtonians.

How we as an industry are perceived coming out of this pandemic is dependent upon how we conduct ourselves during this pandemic. The rental housing industry has stepped up to serve residents with professionalism and compassion despite government regulatory adversity and severe economic damage.

There is light at the end of the tunnel, our presenters encouraged.

*WMFHA supports the rental housing industry by providing quality educational opportunities, coordinating networking events for personal growth, and by advocating for legislation equitable to our industry and the broader community. To learn more about membership in this passionate organization, simply call us at 425.656.9077 or visit our website at [www.wmfha.org](http://www.wmfha.org). Follow us on Facebook and our other social channels for up to date information on association activities.*

# Seattle Area Rents Continue to Decline

## APARTMENT LIST

Continuing the trend of the past six months, Seattle rents declined again, down 2.9 percent over the past month, according to the latest report from Apartment List.

Rents in Seattle have now decreased sharply, by 8.8 percent year-over-year.

Median rents in Seattle are \$1,555 for a one-bedroom apartment and \$1,940 for a two-bedroom. Over the past year, Seattle proper has seen the biggest rent drop in the metro area.

## RENTS DECLINE ACROSS THE SEATTLE METRO AS WELL

Rent prices have been decreasing not just in Seattle over the past year, but across the entire metro.

Of the largest 10 cities in the Seattle metro for which Apartment List has data, six have seen prices drop.

Here’s a look at how rents compare across some of the largest cities in the metro.

- Bellevue** rents have declined 2.5 percent over the past month, and are down sharply by 7.9 percent in comparison to the same time last year. Rents have declined for the past five months and are \$1,975 for a one-bedroom apartment and \$2,115 for a two-bedroom.
- Lakewood** has the least expensive rents in the Seattle metro, with a two-bedroom median of \$1,377. The city has also experienced the fastest rent growth in the metro, with a year-over-year increase of 4.4 percent.
- Redmond** has the most expensive rents of the largest cities in the

Seattle metro, with a two-bedroom median of \$2,187. Rents fell 1.7 percent over the past month and 6.0 percent over the past year.

- Tacoma** rents have increased 1.0 percent over the past month, and have increased marginally by 0.5 percent in comparison to the same time last year. Rents are \$1,067 for a one-bedroom apartment and \$1,401 for a two-bedroom.

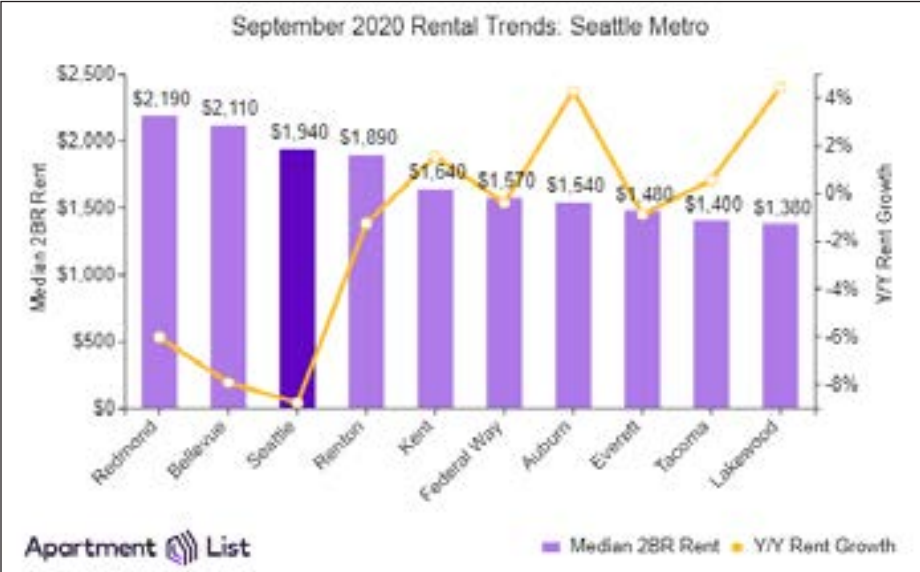
## ACROSS THE STATE

Washington as a whole has logged a -2.7 percent year-over-year decline.

Other cities across the state have seen rents moderately on the rise.

For example, rents have grown by 4.3 percent in Spokane and 2.9 percent in Vancouver.

*Apartment List is committed to making its rent estimates the best and most accurate available. To do this, they start with reliable median rent statistics from the Census Bureau, then extrapolate them forward to the current month using a growth rate calculated from their listing data. In doing so, they use a same-unit analysis similar to Case-Shiller’s approach, comparing only units that are available across both time periods to provide an accurate picture of rent growth in cities across the country. Apartment List’s approach corrects for the sample bias inherent in other private sources, producing results that are much closer to statistics published by the Census Bureau and HUD. Their methodology also allows them to construct a picture of rent growth over an extended period of time, with estimates that are updated each month.*



See Additional Charts for Individual Cities on Page 16



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# Seattle Area Rent-Growth Comparisons

Related Story on Page 15



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Purpose: Cash-Out Refinance  
Units: 6  
Location: Tacoma, WA



**LOAN AMT: \$940,000**

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# Oregon Governor Extends Eviction Moratorium

Order Continues Through Dec. 31, 2020

RENTAL HOUSING JOURNAL

Oregon Governor Kate Brown has extended the eviction moratorium preventing residential evictions for non-payment of rent and other no-cause evictions from September 30 to December 31, 2020, according to a release.

In the spring, in the first special session of this year, the legislature passed House Bill 4213, establishing a residential and commercial eviction moratorium through September 30, 2020, with a six-month repayment period. The governor’s new executive order will be in place until the Oregon Legislature can convene later this year to address housing issues.

“Every Oregonian deserves a warm, safe, dry place to call home,” Brown said in the release. “Since the legislature passed House Bill 4213, thousands of people have been displaced by massive and devastating wildfires, and the global pandemic continues to make it difficult for many Oregonians, including Oregon’s veterans and many families with children, to pay rent, through no fault of their own.

“Keeping economically vulnerable Oregonians in their homes has been critical to the state’s COVID-19 response throughout this pandemic. Having a safe and stable home allows individuals to practice effective physical distancing, helps facilitate quarantine and isolation, and helps to prevent families and individuals from being displaced from their homes into more crowded multifamily or congregate living conditions, where the virus can spread more easily.

“Every Oregonian deserves a warm, safe, dry place to call home.”  
— Oregon Gov. Kate Brown

“Housing is a critical human need, and, as we enter cold and flu season during a pandemic—and as many students learn remotely from home—it is absolutely critical that people not be turned out of their homes,” Brown said.

“It is my hope that, when the legislature next meets, they will take up the larger issues we need to address regarding housing relief,” she said.

EO 20-56 establishes a new, temporary residential eviction moratorium through the end of the year, due to the urgent need to prevent evictions during simultaneous wildfire and pandemic emergency response-and-recovery efforts. Both crises have had an acute and disproportionate impact on Oregon’s communities of color, including Black, Indigenous, Latino, Pacific Islander, and Tribal communities, as well as families living in rural Oregon, according to the release.

“Many of the Oregonians most impacted by the pandemic and wildfire crises are those who can afford it least, and who have already faced housing discrimination and vast disparities in the availability of affordable housing,” Brown said.



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# 7 Insights for Landlords on the New Eviction Moratorium

*Continued from Page 1*

moratorium,” Greenberger said. “It doesn’t mean you can’t file evictions against your tenants.”

Greenberger explained that legal-aid societies are going to provide copies of affidavits for tenants to sign, “and they’re going to ask everyone going in, ‘Are you a tenant?’ And they’re going to say, ‘Sign it.’ And they’re not going to tell people that there’s the possibility they could go to prison if it’s not accurate, which is true,” he said.

They are going to tell the tenant, “You don’t have to leave. You don’t have to pay your rent for the next, at least four months, probably a year,” Greenberger continued. “All you do is sign this piece of paper, no harm, and that’s all wrong, but that’s what’s going to happen. And the problem is that as soon as the tenant signs, that piece of paper – and I’m oversimplifying it a little bit – the

court has to stop the eviction.”

He pointed out that attorneys could challenge the affidavits in court and that landlords and property managers need to help out their eviction attorneys by documenting all the proper evidence needed by the courts.

Landlords should be asking local attorneys in their city or state lots of questions.

## No. 2 - IS IT BETTER NOW TO USE MONTH-TO-MONTH LEASES?

One of the possibilities discussed is whether landlords would be better in this environment to go to shorter leases.

- Is it better to continue doing your long leases?
- Or should you move to a month-to-month leasing process? And does that help get around the moratorium

issue? Because with a month-to-month lease, a landlord or property manager can say, “I am not renewing your lease. I am just not renting to you any longer.”

Both attorneys pointed out that there are many laws on this lease issue in different states, counties and cities, so landlords need to consult their local attorneys. But “that’s been one of the suggestions brought forward in Ohio.”

They pointed out the CARES Act is still in place, with its eviction rules.

## No. 3 - SUE TENANTS FOR RENT, NOT EVICTION

“There is no moratorium on suing people for rent,” Greenberger said. “I think the new moratorium might allow a little crack of light, but it’s a state-by-state, city-by-city possibility. And I think it’s a very slim crack of light. What I’m recommending to

people (is) you just sue people for rent – not for eviction – in small-claims court,” he said.

“Some of my clients are hiring me out hourly” to sue tenants, Greenberger said. “We’re not evicting them. We’re just saying ‘you now owe four months in rent and it continues to accrue. And on the day of judgment, we’ll take a judgment against you.’ “ He said once a judgment is entered and the tenant is working, a landlord can take wage garnishment or go after bank accounts.

## No. 4 - ESTABLISH COMMUNICATION WITH TENANTS AND DOCUMENT IT

Watson said that he’s been advising landlords and property managers to be proactive with tenants.

“Thave maintained a lot of communication, much more than the normal, with all my tenants during this particular season. And if there’s something wrong, I want to know about it.

“And so, I’m telling folks (to) establish a pattern of communication, because under that CDC moratorium, there’s got to be communication. And if there’s not bilateral communication, then that’s a very big piece of evidence,” which can be presented to the court in the landlord’s favor.

Watson suggested it might be appropriate to start putting back into rental agreements that a tenant’s failure to communicate with the landlord is evidence of a non-monetary default on the lease.

Watson said he has learned how to communicate with his millennial tenants in the way they want to be communicated with, which is text messages. He can take screen shots of these messages, and keep records to show a court if needed.

Watson said he’s eager to work with tenants who communicate.

He said he tells tenants, “ ‘Talk to me. How can I help you?’ Just last week we had a tenant come in and go, ‘Hey, I changed jobs. This is what’s going on.’ We work with them. We’ve got a track record.

“This is going to be a test of how well do you do your business of being a landlord. Yes, it’s getting infinitely harder. You’ve got a vested interest. You’ve got communication skills. You understand why every word in that lease is there,” he said.

## No. 5 - DON’T BRING YOUR PHONE TO COURT TO SHOW EVIDENCE

“As a practicing attorney, lots of my clients come into court with me and say, ‘I’ve got text messages,’ and they try to show me their phone,” Greenberger said.

“If you don’t want your phone held as evidence in the court files for the next two years, you need to bring those printed-out multiple copies if you want those entered into evidence, otherwise I have to have your phone seized and entered into evidence. So please don’t do that to me or your own attorney,” Greenberger said.

## No. 6 - MORATORIUM ONLY APPLIES TO TENANTS NOT PAYING RENT

Watson pointed out that the CDC moratorium applies only to tenants who are not paying rent, who are being evicted for nonpayment of rent. If they’re a bad actor – or in other terms, if they have breached the rental agreement in other ways – you can go through the regular process under the CDC moratorium and move for their eviction, though it will take longer. You’ll have to do the proper notice procedures as your state dictates.

Charles Tassell of National REIA pointed out the Ohio Supreme court came out with a ruling that evictions still may be filed for reasons other than nonpayment of rent. “You’re going to see this as pretty

*See ‘Expect’ on Page 19*

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# Expect Lawyers to Address Issue at the National Level

## *Continued from Page 18*

much standard across the board, but that's the kind of thing to keep in mind. There are still venues, but it depends on ... are they violating their lease or not?"

In terms of working out payment agreements with tenants, Tassell pointed out that the CDC says tenants are supposed to make payments "to the best of their ability, up to the full amount of the rent."

Watson said this "goes back to best efforts. The tenant has to show you that they're making their best efforts. So if they're down at Best Buy buying another big-screen TV ... I'm sorry, that's not going to work. They are going to have to show you their spending habits when they are not paying rent."

Tenants have to show how much they have available to pay rent.

In the affidavit the tenant is supposed to provide, they have to say, "I have used best efforts to obtain all available government assistance for rent or housing," Greenberger said. He said the law says everyone in the household must sign an affidavit.

The attorneys said it might make sense – but consult your local attorney – to file your

eviction case before you get the tenant's affidavit. Then your attorney can argue to strike the affidavit, unless you are under some other kind of eviction order from your state.

## **No. 7 - THE PROBLEM IS THE "ONE-SIZE-FITS-ALL" WITH THE CDC EVICTION MORATORIUM**

"This is not the time to be doing your own evictions," Watson said. There is a \$200,000 penalty or fine for violating the order."

Watson said landlords should:

- Know your business
- Communicate with your tenants
- Use Voter Voice
- Share your wins with tenants

## **SUMMARY**

Tassell said to focus on what landlords can do and to contact local elected officials using Voter Voice. He said he expects constitutional lawyers will address this issue at the national level. This is a developing situation, he said, and he expects lawsuits to be coming across the country.



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