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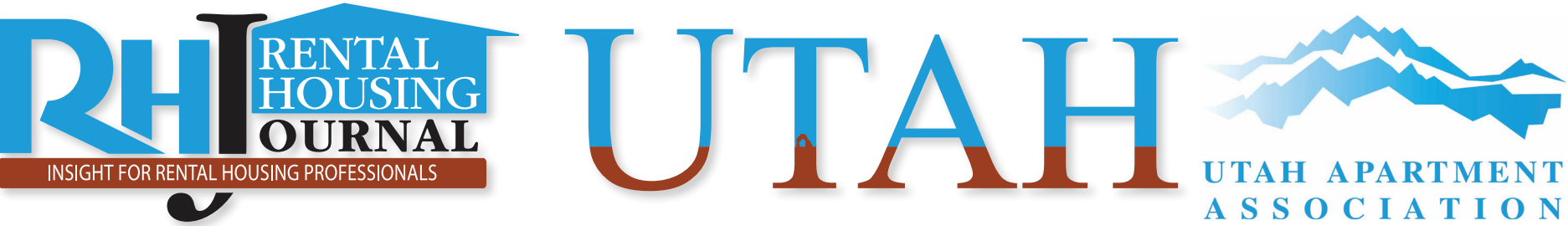
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UPCOMING EVENTS:

General Membership Meetings — 7 p.m. March 25, 2021 - Virtual Meeting via Zoom - Rental Criteria, Tenant Screening and the Leasing Process

C.A.M. Certification Classes — Virtual - Feb. 9: Resident Experience. Feb. 23: Financial Management. (www.uaahq.org/cam)

UPRO Certification Classes — Virtual - Feb. 11: Evictions, Collections and Utah Landlord Tenant Law; Utah Fit Premises Act and Tenant's Rights. Feb. 25: Low Income Housing and Working with Government Agencies; Property Management Regulations & Management Agreements. (www.uaahq.org/upro)



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How to Control Smoking in Non-Smoking Rentals

By Justin Becker

Landlords and building managers have to deal with several kinds of issues daily. Most of these are routine: a leaky faucet, a faulty smoke alarm, and so on. However, in view of the current pandemic, the issue of smoking (especially with a non-smoking building) is more serious than ever.

Here's what's going on right now: A lot more people are at home every single day. The concept of remote working will become even more common in the future. Plus, people are becoming more attuned to their health issues, especially when it comes to their respiratory system. Previously, it wasn't exactly ethical when secondhand smoke from one tenant affected the apartment of their neighbors. Today, a landlord could get sued for the same.

See 'How' on Page 7

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2021 Legislature Considers 3 Bills Affecting Rental Housing

The 2021 Utah Legislature is well underway and considering three bills you should know about that affect rental housing.

HB 68 RENTAL EXPENSES DISCLOSURE AMENDMENTS – JUDKINS (R), PROVO

This bill would require housing providers to provide a “good faith estimate” of all expenses a renter will be required to pay. If at lease signing, any fees in the lease differ from the “good faith estimate” provided, renters can, under certain conditions, get their application fee and any other money paid back. Most providers do a good job of disclosing fees. Renters complain some landlords only disclose certain fees at lease signing and argue they never would have applied and put money down had they known the total costs. This bill seeks to strike a balance.

Here is a link to the bill:
<https://le.utah.gov/~2021/bills/static/HB0068.html>

As of our publication date, the bill had received a hearing and was tabled to work on language. We expect it to come back to committee and pass. We are not opposing it.

Below are some suggested procedures and in the graphic at right is sample language for complying with the Rental Expenses Amendments (if passed):

1. Update your rental criteria to provide a summary of all expenses required under the contract.
2. Be sure you approve applications quickly and require lease signing

EXPENSE DISCLOSURE SUMMARY

Thank you for renting the home located at #1 ABC Lane. It is anticipated you will take possession of your home on March 1, 2021.

Your monthly rent will be \$1,000.

Your deposit will be \$800.

There will be a non-refundable lease initiation fee of \$200.

There will be an application fee of \$75.

As a part of your rental obligations, you will be responsible to pay the following utilities:

Gas – Put in your name

Electricity – Put in your name

Water/Sewer/Garbage – stays in owner's name and you pay \$75 each month on 1st with rent

In addition, there will be the following expenses and fees:

Service of Notice of \$35 fee if we have to serve any legal notices

Eviction Turnover Fee of \$75 if we have to evict

Valet trash fee of \$30 a month

Entertainment package including internet and cable \$10 a month

Parking Fee of \$50 per month for any vehicle over 2

Thank you,
Landlord or Property Manager

quickly after they are notified of approval (for example, 24 hours). The legislation gives them 5 days to back out and get all money back if there is a difference between the disclosure and what the lease says. To avoid cancellation after 5 days, require they sign the lease quickly. Remember however, they can only cancel if the summary is different than the lease so the most important thing is to make sure that summary is correct.

NOTE: The graphic with suggested language for an expense disclosure, or good faith estimate, is a sample only and not intended to be a guide in any way. You should set your own prices policies and fees.

HB 268 – FIT PREMISE ACT AMENDMENTS – BENNION, (D) COTTONWOOD HEIGHTS

This bill would severely restrict your ability to contract to enter a rental unit and could enable bad tenants to make it

See 'Pending' on Page 6

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Understanding the Potential Advantages of the 200% Rule in a 1031 Exchange

By DWIGHT KAY, FOUNDER & CEO; BETTY FRIANT, SENIOR VICE PRESIDENT; AND THE KAY PROPERTIES TEAM

“Is that your final answer?” You may recognize the question made famous by the popular TV game show Who Wants to Be a Millionaire? Choosing the right answer in this game gives you a shot at winning big money, while the wrong answer leaves you with nothing. Investors conducting a 1031 Exchange face a similar make or break decision when it comes to identifying suitable replacement properties.

The right choices can help streamline a smooth and successful execution of a 1031 Exchange. Choosing wrong with properties that may not be viable or deals that are unable to close within the 180-day time period can derail the entire 1031 Exchange. The good news is that investors do get to identify more than one replacement property. However, just like the gameshow, once that 45-day deadline hits for identifying replacement options, those answers are final. Making the most of that short list is one reason that the 200% Rule is a popular choice for many investors. The 200% Rule allows an investor to identify the largest number of replacement options with four or more properties or Delaware Statutory Trust (DST) replacement investments.

Under Section 1031 of the Internal Revenue Code, taxpayers who are seeking to defer recognition of capital gains and related federal income tax liability from the sale of a property are required to formally identify a replacement property or properties within 45-days from the date that the original property is relinquished (the day they closed the escrow on the property they sold). The tax code gives taxpayers three different options for identifying replacement properties on that 45-Day Property Identification Form – the 200% Rule, the 3-Property Rule or the 95% Rule. So, which is the best option to use? Every situation is different. However, for those investors who want to maximize their potential options and identify four or

more replacement properties, the 200% Rule is a good choice to explore.

How does the 200% Rule work?

Exchangers can identify any number of properties as long as the gross price does not exceed 200% of the fair market value of the relinquished property (twice the sale price). It is typically used when an investor wants to identify four or more properties. This is the most commonly used rule for investors considering DST investments, because of the flexibility in being able to list multiple properties to build a diversified DST portfolio. The minimum investment amount for DSTs typically starts at \$100,000 whereas most commercial real estate properties are priced above \$1 million. So, for an investor who has \$1 million to reinvest, they could opt to put all of that \$1 million into one DST (which is typically not recommended even when the DST has many properties inside of it), or they can divide that \$1 million into as many as 10 completely separate DSTs.

An important mistake to avoid is to make sure the list of identified properties does not exceed the 200% limit. The IRS is a stickler for rules. If the combined price of the identified replacement properties exceeds the 200% maximum limit – even by a fraction of a percent – it won’t be accepted.

Hypothetical Example: Expanding Your Options

A married couple sold their manufacturing business that included the sale of the property that housed the business, giving the couple \$2 million to invest in a 1031 Exchange. The couple plans to retire and both agree that they don’t want a replacement property or properties that will require hands-on management. The husband wants to buy a Triple Net Leased (NNN) fast food restaurant for \$1.2 million, while the wife is in favor of a \$1.5 million NNN dollar store. Both properties are listed on the 45-Day Form, bringing the total to \$2.7 million. They decide to use the 200% Rule, which allows for up to \$1.3 million in additional

property listings.

The couple agrees to split the remaining \$1.3 million across multiple DST investments, and they choose to identify:

- \$100,000 in a multifamily apartment DST property located in Denver
- \$200,000 in a multifamily apartment DST property located in Dallas
- \$250,000 in a debt free DST portfolio of NNN leased pharmacies and e-commerce distribution facilities
- \$250,000 in a NNN dialysis facility DST portfolio with locations nationwide
- \$500,000 in a DST portfolio of NNN dollar stores

Overall, the 200% Rule allows the couple to identify these seven possible options within their 45-Day period. The DSTs are all packaged and ready to go with closings that can easily close within a week. The couple uses the remaining time to conduct more research and due diligence on the NNN Dollar General and KFC. In the end, they decide to buy the KFC for \$1.2 million, but they like the diversity of being about to buy a \$500,000 DST interest in a portfolio of dollar stores versus a single location. The remaining \$300,000 is spent in the two apartment DSTs.

In this case, the ability to leverage the 200% rule was advantageous in giving the couple more options and more time to make a final investment decision. The outcome also was successful in that their 1031 Exchange was fully executed, and their \$2 million is now invested across a diversified portfolio of multiple different income-producing properties versus only one or two. However, it also is important to note that every situation is unique. Individuals should review all three 1031 identification options to choose the rule that works best for your particular situation as well as always should speak with their CPA prior to making any decisions.

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.

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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 Growth Capital Services, member FINRA, SIPC, Office of Supervisory Jurisdiction located at 582 Market Street, Suite 300, San Francisco, CA 94104.



Can I Use Cameras to Help Protect My Rental Property?

By HANK ROSSI

Dear Landlord Hank: I have been told that cameras are an invasion of privacy. However, I am aware that several professionally managed sites use them.



My situation involves use of cameras (NOT pointed at individual doors) placed to cut down on trash and toys that make my rentals dangerous and unattractive to tenants. Would you please clarify what the law

says? We don’t want to leave our tenants having to report their neighbors.-Pam

Dear Landlord Pam: You’d have to check with your state and local laws, but you should be able to place cameras viewing common areas without an issue as long as the cameras are not hidden and not IN someone’s residence, as that could be construed as spying.

Also, cameras with audio capability are another issue you would need to check on.

I think it is a great idea but I would

let current and future residents know in advance that cameras are being put in use to cover common areas around the property.

Hank Rossi started in real estate as a child watching his father take care of the family rental maintenance business and now with his sister co- owns a real estate brokerage focusing on property management and leasing, and he also continues to manage his real estate portfolio in Florida and Atlanta. Visit Landlord Hank’s website: <https://rentsrq.com>



Chair's Message

How to Make Your Tenants Love You



HOLLY SANFORD
Chair, Utah
Apartment
Association

How to make your tenants love you

Tucked away on the picturesque Southeast coast of Australia is the small town of Berry, New South Wales. In the center of the town is a monument “erected by the tenants and friends of the late David Berry, in remembrance of a kind and considerate landlord and true friend of the people.”

Sadly, no matter how good you are your tenants are unlikely to erect a monument in your honor. They probably won’t even remember to send you a

Christmas card, let alone a Valentine. But you can still make your tenants love you by doing some simple things.

1. CONNECT WITH THEM.

It’s 2021 and tenants want to be able to reach you on various platforms should they have a problem. Sending out email newsletters can be a great way to keep your tenants up-to-date on events taking place locally or in the building.

2. LISTEN TO THEM.

A landlord-tenant relationship is similar to any other relationship you’re in, and at the end of the day, everyone wants to have a voice. If tenants are complaining about a lack of parking or noisy neighbors, make sure they know they’re being heard. You don’t want to risk losing your good tenants because you won’t deal with your bad ones.

Listening to what your tenants want will show them that you’re interested in their needs and not just your own.

3. BE ON TIME.

Being punctual is very important. If you’ve set a meeting with prospective tenants you should be on time, or even better 5 minutes early. If you’re going into an apartment for maintenance you should be on time so your tenants aren’t waiting for you. Making an effort to work around your tenant’s schedule will show that you’re accommodating and they’ll surely appreciate it. Being on time makes you seem professional and considerate, and your tenants will love that.

4. SHOW THEM YOU CARE.

Show your tenants that you care about them with little gestures like small gift cards to local coffee shops or

cards on holidays. Simply reaching out to your tenants and asking how things are going will go the extra mile. This lets you find out what you’re doing well but also lets you know if there are any problems before they get too big.

5. KEEP IT SAFE.

Ensuring your building is safe will keep your current tenants happy and help you appeal to future tenants. Frequently checking building entrances and exits to make sure they close or lock properly is a good practice. Adding extra locks or security cameras on entrances are other ways you can make the building safer. Alert your tenants to when you are adding security features because this lets them know that you are taking steps to keep the building secure.

Ask the Attorney

Protect Yourself: The 4 Cs



JEREMY SHORTS, Esq.
Utah Eviction Law

Practical v. Legal – A practical solution to a problem tenant will probably be much faster and cheaper than the legal solution. However, contact us if you’re stuck with a deadbeat tenant. You’re better off in the hands of an attorney.

Here are some practical tips to avoid or deal with a problem tenant.

CONTRACTS

Detailed contracts are absolutely

necessary to protect yourself and your investment. I’ve successfully evicted tenants based on an oral agreement (nothing in writing). But it is always easier to handle situations based on a well-written contract that protects you and your property. Use your UAA account download free copies of rental applications and rental contracts.

COMMUNICATION

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

disputes.

CONSISTENCY

If you are consistent with your tenants, they will learn what to expect from you. For example, if rent is due on the 1st and late if after the 5th, a consistent phone call on the 6th will do wonders to keep a client on track. Worst case scenario, you are updated in a timely manner to determine whether eviction will be necessary. However, it is up to the landlord to determine how to handle each situation. One of my clients would send an eviction notice (Three Day Pay or Quit Notice) to the tenant when rents were only one day late. That may be a little extreme, but he said that he warns his tenants that

he’ll do this when they sign the lease and that all of his tenants pay their rent on time and in full.

COURTESY

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

For more free tips and tricks on being a good landlord, email us at info@utahevictionlaw.com to sign up for our free e-mail newsletter.

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RENTAL HOUSING JOURNAL UTAH · FEBRUARY 2021

Director's Message

Safety is Essential: Tips and Tricks to Protect Yourself



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

We would like to take a moment to remind everyone of the public of safety practices for owning and managing rental properties. We luckily have not had any recent instances of violence in Utah, but it's always good to review safety and other policies at least once a year.

While violence against landlords is rare, it is a serious issue and all rental housing professionals should take steps to protect themselves and others from

possible violence, including:

- Thorough criminal background checks on all applicants to identify individuals with a history of violence and crime.
- Enforcement of rules prohibiting tenants from allowing unverified individuals to “crash” or live in a unit without having undergone a criminal background check.
- Taking two individuals, never one, when attempting to collect rent or into any situation where there is reason to be cautious or that makes you uncomfortable.

When tenants violate lease agreements in any way, including allowing unauthorized individuals to stay in a rental home, or when they fail

to pay rent, state law requires landlords serve a 3-day notice giving tenants an opportunity to come back into compliance with their lease or move within three days (except in cases of criminal acts – in that case there is no right to correct and they must move in three days). If tenants do not correct the problem or move in three days, landlords can hire an attorney and begin an eviction.

TIPS FOR EVICTIONS

- While Utah law allows landlords to serve initial violation notices themselves, if you anticipate conflict or fear for your safety, hire a constable to serve the notice
- Once an eviction has begun, cease contact with the tenant.

All correspondence should be through your attorney

- Lockouts can only be done with the supervision of a constable or Sherriff, after obtaining court order

AVOIDING CONFLICT/VIOLENCE

If a tenant is ever threatening or violent, leave immediately, file a police report, and avoid future contact while conducting the eviction (threats of violence are a lease violation)

Whenever you must enter a rented unit, be sure to give proper notice and always leave a note explaining why you entered and what you did (i.e. changed smoke detector batteries or furnace filters).

UAA Virtual Education Conference & Tradeshow

Event is Feb. 18 –
DON'T MISS IT!

The Utah Apartment Association “Fair Housing Education Conference & Trade Show” is one of the state’s best, and most comprehensive resources for your business. We were sadly unable to hold this event in 2020 but the “show will go on” and we have a great VIRTUAL Education Conference and Tradeshow on Thursday February 18th, 2021 and hope to have our live event this Fall when we can all get back together again.

Whether you own or manage rentals or sell products or services to those who do, you can’t afford to miss this show. Come experience world class education seminars with national speakers and trainers. We have both Apartment Allstar Experts, Kate Good and Lisa Trosien presenting their world class education in 4 sessions each – since all sessions are recorded attendees will have a chance to watch all 8 classes, so don’t worry about missing anything! PLUS, we’ll have National Trainer, Michael Olvera, with HD Supply teaching multiple maintenance classes and SO MUCH MORE! CHECK OUT our full education session on the next page(s).

Come join us as together we celebrate, learn, network, advocate and grow! In addition to the education and connecting with our supplier members, we will have \$thousand\$ in prizes.

For more information, or to find out other ways the UAA Trade Show will benefit you and your company contact us at 801-487-5619, email info@uaahq.org or visit uaahq.org/tradeshow.

Education Session # 1 9:30 AM



“Successfully Creating Utilizing and Closing Virtual Tours” with Lisa Trosien

Prospects today have a variety of options for touring apartments: in-person, self-guided and virtual tours are all available. But do you know how to create the best possible virtual tour and how to close your prospect during the tour?

When it comes to virtual leasing, there are many approaches and technology options to consider along with processes, best practices and more. In this Speedy Session, Lisa will explore how to make virtual leasing an effective, conversion-focused strategy for you and your teams as well as how to successfully walk your prospect through the tour, get them comfortable with the technology and most importantly CLOSE THEM SUCCESSFULLY!



“Speed to the Lead - The Art of Closing on the First Visit” with Kate Good

People are too busy to simply tour an apartment. They are contacting you because they want to lease an apartment. So why do we treat them like they are “just looking”? Don't be fooled by the vocabulary your customer uses. Just looking means I have not found what I am going to rent. This program will teach every marketing professional and leasing consultant the art and science of closing on the first visit.



Preventative Maintenance on a Budget – Michael Olvera, National Trainer, HD Supply

In recent times our budgets have seen some major challenges and strains and often PM gets set aside. In this webinar we will show you how to maximize your savings not only on utility's but also labor as well. Our experts will show you how to make small adjustments that will add up big.



New Laws for Property Managers

Learn the newest laws passed by the 2021 legislature and discuss what laws may be on the agenda at the next legislative session. Also discuss federal and local laws that are evolving and how they impact your operations.



Current Issues in Fair Housing with the Utah Apartment Association

Fair Housing can be a difficult maze to navigate, with expensive penalties for doing it wrong. Learn about the most pressing Fair Housing issues that are impacting Utah Rental Owners and Managers.

2021 FAIR HOUSING EDUCATION CONFERENCE & TRADE SHOW

We look forward to “seeing” you all there on February 18th!

Growing Rent Debt Threatens Rental- Housing Security

RENTAL HOUSING JOURNAL

Rent debt will be a persistent threat to the housing security of millions of renters as 28 percent of renters are starting the year with unpaid rent bills from previous months, amassed while the economy buckled under the coronavirus pandemic, according to the latest Apartment List survey.

In the fall of 2020, the missed-payment rate for non-white renters was nearly 50 percent higher than that of white renters. This is just one of many

ways that minority groups are burdened with an outsize share of the pandemic’s economic fallout.

Some rent debt improvements have occurred but have been concentrated among just the wealthiest set of renters. Since October, the rate of rent debt has nearly halved for households making over \$100,000, but fallen just a few percentage points for those earning less than \$50,000.

This slight decline in rent debt, coupled with federal and local eviction

moratoriums, have allayed some broad concerns about renters being evicted from their homes.

As of January, 51 percent of renters say they are “not at all concerned” about an eviction, up from 39 percent six months ago. But eviction protection does not equal rent forgiveness, and unpaid debts will become due when the federal moratorium expires. This will expose the millions of renters with unpaid bills who aren’t protected by additional state or local laws.

Pending Legislation of Note

Continued from Page 1

very difficult to enter in many necessary situations. The sponsor refuses to meet with us to discuss solutions and so we are opposing this bill.

Here is a link to the bill: <https://le.utah.gov/~2021/bills/static/HB0268.html>

BILL No. 3: HB 82 SINGLE FAMILY HOUSING MODIFICATIONS — WARD (R), BOUNTIFUL

This bill would allow homeowners to have a separate rental unit in the home in which they reside and would prevent cities from regulating. The sponsor says it would create more rental units and help alleviate the housing crisis. Cities hate the bill and are fighting it. Current status – held in Committee while compromise is attempted.

Here is a link to the bill and it’s potential amendments: <https://le.utah.gov/~2021/bills/static/HB0082.html>



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

REGISTER ONLINE at www.uaahq.org/gll



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How to Control Smoking in Non-Smoking Rentals

Continued from Page 1

Not sure how to get that smoking issue under control? Here are a few ways to get you started.

1. RESIDENT SURVEYS

You can start off by conducting resident surveys about the issues of secondhand smoke and how to combat it. This way, you can learn what your residents think about the smoking policy as it stands now.

You'll also be able to receive feedback on any potential restrictions on smoking in the future. By collecting this information, it will be possible to learn about the concerns, potential points of conflict, and questions that your residents might have. When you do start implementing the changes, it will be easier to enforce them.

2. EDUCATION

It's also a good idea to educate the people who will be affected by the non-smoking policies. After all, having apartments for rent doesn't mean that you just sit back and collect money. It also means that you have a responsibility to give people the information they need to work as a community.

Start by releasing educational messages that will affect the residents' way of thinking and also prepare them mentally for the changes. Include information on how secondhand smoke affects the health of the whole family. Getting secondhand smoke under control might even help reduce asthma in children. Once you wake people up to their basic right to a clean, healthy, and safe living environment, it will

signal a lot of ease for future rules.

3. CLEARING UP CONFUSION

When you tell a smoker that they can't enjoy their pipe or cigarette, it often triggers some feelings of rebellion. Make sure that the smoking residents in your apartment buildings don't feel like they're being controlled or that the new policies are extreme.

Clarify how smokers don't have to give up that habit right away, nor do they have to find a new place to live. All the new policies mean is that they won't be able to smoke in certain areas for the good of the community. The policy should also be worded in such a way that the smoke is held up as the culprit, not the smokers.

4. HOLDING MEETINGS

It's helpful if you host community meetings to give out the information we've mentioned above. This will also provide a platform where concerned residents can ask questions, discuss answers, and generally reach a mutual agreement about making the air cleaner.

Hold these meetings when you're considering a certain policy or when the new policy is being implemented. Seek out partners who are working on related projects already. This way, you have trusted resources at your disposal. Some examples include asthma programs, health workers, etc.

Above all, these meetings will allow you to give residents information about cessation resources. You'll be acknowledging their concerns and addressing them in the best way possible. People living in your

apartments for rent will probably have a more closely knit community as a result. There will be more related advantages when this occurs, including the smoke-free aspect.

5. SHARING STORIES

Whether it's at these meetings or just when seeing them in general, encourage your residents to share whatever stories they have about secondhand smoke. Their homes and everyday lives are being changed by the new policies. So, they deserve to be empowered and acknowledged.

What's more, getting to know everyone's perspective will also gain more traction for finally adopting the new policies. This may result in more buy-in from the residents' part as well.

6. APPROPRIATE OUTREACH

All the community meetings, information, surveys, and signage you use needs to be sensitive and culturally appropriate. This means having the text printed in different languages. It also includes having bilingual and people of color invited to speak at the meetings. Neglecting this aspect of reaching out can alienate some residents and weaken the impact of your efforts.

7. COLLABORATIONS

Think about how the existing programs can work with new efforts to go smoke-free. It's important to get in touch with community leaders and stakeholders who agree with your views on providing smoke-free housing. Having partnerships with such groups will also give you the benefit of their trust, goodwill, experience, and

connections with both the residents as well as housing providers.

When you sit down with such groups, address the areas where you have common concerns and how all parties can collaborate to achieve their goals. At this point, it's also essential to discuss how the parties can share their recourse, including time and expertise.

It's also best to include all your staff in this kind of planning. Give them the training they need to properly implement, enforce, and uphold the new policies. Staff members should be aware of what the new smoke-free rules entail, when they start, and how they can help residents with their issues and queries.

THE TAKEAWAY

Secondhand smoke is harmful to both kids and adults. In condominiums and apartment buildings, this concern is even more pressing due to the pandemic. Ventilation systems, wall cracks, and even plumbing could take the smoke from one place to another.

The only solution here is to make the housing system smoke-free. You'll be safe on the legal front, along with a reduction in fire risk and turnover costs. It's a win-win all around. So, consider following these steps today. You'll feel the difference soon.

Justin Becker is a property owner in the state of Michigan and has a passion for managing communities. He owns apartment complexes and mobile home communities, and has been writing his own blogs for his properties for several years.

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