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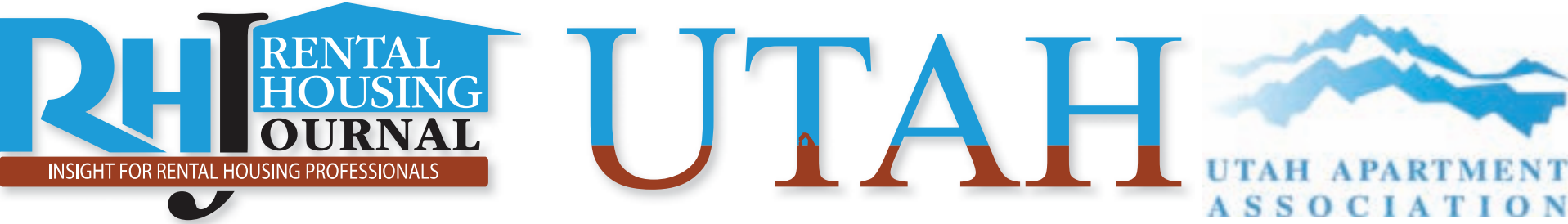
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UPCOMING EVENTS:

General Membership Meetings —9 a.m. Aug. 17, 2021 — Virtual Meeting via Zoom: Security Deposits with Utah Eviction Law. 7 p.m. Aug. 26, 2021 — Live Meeting: Insurance and Liability Protection with Brewster Insurance Group

C.A.M. Certification Classes — Virtual Courses via Zoom— Classes Start Again in August. (www.uaahq.org/cam)

UPRO Certification Classes — Virtual Courses via Zoom — Classes Start Again in August.(www.uaahq.org/upro)



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CDC Extends Eviction Moratorium

On June 24th, the CDC extended its eviction moratorium through July 31st. Obviously we wish that the moratorium would have ended, and that we all could have gotten back to business as usual. But the good news is that the CDC has stated that there will be no extensions past the new ending date of July 31st.

In the meantime, you can continue to serve pay or vacate notices in the same way that we’ve instructed. We would recommend serving these pay or vacates on the same timeframe that you normally would. And be sure to use the pay or vacate that includes the CDC language. End of term evictions will continue like normal.

Keep in mind that millions of dollars in rental assistance is still available. Landlords can help a renter obtain the stimulus from the Federal Government that renters can use to pay their rent. Note, the payment will go directly to the landlord and the tenant can use the funds they would have paid rent to “stimulate” the economy. Visit: www.rentrelief.utah.gov to apply today.

As always, we are here to help you. If you have any questions, or if you need anything, please do not hesitate to reach out to us by phone at 801-487-5619 or by email - info@uaahq.org OR check out the resources on our website: www.uaahq.org.

Thank you and let’s all continue to Stay Safe!

Paul Smith
Executive Director
Utah Apartment Association

Utah Apartment Association Welcomes New Website

DEAR MEMBERS,

As of July 8th, 2021, we have a new website for you. We have a brand-new look and updated technology in an effort to better serve all our members. We hope that you’ll enjoy it as much as we do.

In order to get the most out of your member experience, you will need to create a new login. Your previous username and password will not work on the new website. Please follow the steps below to get logged in.

With your new login, you will be able to:

Register for events

- Update your profile information
- Track event attendance
- View/Pay invoices
- ...and more!

TO CREATE YOUR NEW LOGIN, FOLLOW THE INSTRUCTIONS BELOW.

- Go to www.uaahq.org/login
- Enter your email and follow the prompts.
 - If the email entered is connected to your profile, you’ll be prompted to set your new password.
 - If we do not have the email on file in our new system, you’ll be prompted to create a new account.

Once you’ve logged in, you’ll be taken to your Member Compass - our new portal for you to update your profile, see events that you are registered for, pay invoices, and more. Be sure to update your profile!

- and follow the instructions for your appropriate member type. This will prompt you to create your login and complete the membership application.

We hope you enjoy all that your new website has to offer!

If you have any questions or concerns, please contact the office and we’ll be happy to help!

Why I Like My Properties’ Nosy Neighbors

BY DAVID PICKRON

Back in 2013, a small company named DoorBot appeared on Shark Tank pitching a doorbell connected to a camera that would then call your smartphone, letting you know who was at your door.

The panel, made up of successful, savvy investors, decided to pass for a variety of reasons, with one of them being that they didn’t think there was a need or demand for the technology in the residential sector.

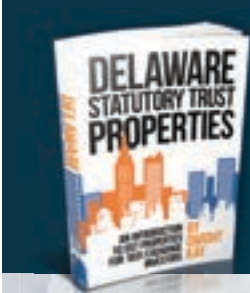
DoorBot left the stage with no deal, changed its name to Ring, and sold to Amazon in 2018 for \$839 million. Obviously, there was a demand for this type of service in the market; people are interested in seeing who is on their property without the confrontation of a face-to-face interaction.

As landlords, we have a similar desire to

See ‘Why’ on Page 9



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Potential Pitfalls of NNN Properties and a Savvy Alternative

By **CHAY LAPIN**
PRESIDENT OF KAY PROPERTIES AND INVESTMENTS

- NNN properties seem like passive investments but actually require regular management.
- Overconcentration is a key risk when it comes to investing in NNN properties.
- DSTs (Delaware Statutory Trusts) provide an alternative way to invest in NNN properties.
- Diversification and true passivity are unique advantages of DST investments.

Frequently investors are seeking out reduced management and or passive real estate investments. Real estate owners are simply tired of the three T’s (Tenants, Trash, Toilets) and are looking for alternative options to consider.

One option that a lot of investors are being sold by their real estate brokers are Net Leased properties, which are commonly known as “triple net leases” (or “NNN”). Some Net Lease properties can be nearly 100% passive. Investors will want to carefully understand how the unique net lease is set up, as some leases may actually have active management responsibilities for building upkeep. A client will also want to keep a monthly check in to make sure that the tenant is abiding by their net lease structure and that they are actually paying the various bills (e.g. Common area expenses, Property Taxes and Insurance). It is not uncommon for a large corporation to have a glitch and be late paying property taxes, and this could affect your building if not caught in an appropriate time frame.

If an investor is going to be placing their entire 1031 exchange proceeds or cash allocation in one net lease property, there are key points that an investor should understand prior to investing:

- Concentration Risk – Placing all of your eggs into one basket
- Tenant bankruptcies and restructuring – Lease Rejection
- Store Closures – “Dark Stores”
- 1031 exchange closing risk
- Asset and property management responsibilities – unpaid tenant taxes, collecting reimbursements, refinancing, lease term burn off and value erosion, lease renewal and negotiations, legal expenses, insurance issues, etc.

Another option for investors that are looking for a 100% passive investment is a DST (Delaware statutory Trust). A DST is an entity that can hold investment real estate structured to take 1031 Exchange monies and after tax dollar investments. DST properties can be used as opposed to NNN properties but still providing access to net lease type

properties (FedEx, Amazon, Walgreens, CVS and many others).

- Potential Diversification – Don’t put all your eggs into one basket! It is important to note however that diversification does not guarantee protection against losses or guarantee profits.
- You can close potentially on a DST in 2-3 days – helps to potentially reduce 1031 exchange
- closing risk.
- Non-recourse financing with DSTs as opposed to partial and full recourse with NNN
- properties.
- Back up – Use a DST as a backup ID in case your NNN deal falls apart.
- DST as a home for leftover funds to cover your exchange and avoid boot.
- Professional asset and property management in place.

DST EXAMPLE #1

A portfolio of 15 corporate backed FedEx distribution facilities, Walgreens pharmacies and CVS pharmacies located throughout the country.

DST EXAMPLE #2

A portfolio of 20 single tenant net leased properties to tenants such as CVS, Tractor Supply, McDonald’s, Advanced Auto Parts, Auto Zone, DaVita Dialysis, Dollar General and Dunkin Doughnuts.

DST EXAMPLE #3

A single tenant VA Medical Hospital on a 20 year lease with the General Services Administration (GSA) – The United States Government

Potentially protect yourself and your family by investing in multiple DST’s. This allows your 1031 equity to be diversified over 100 to 300 million dollars worth of institutional quality real estate, instead of buying one 1-3 million dollar net lease property and having to actively manage it yourself.

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 \$21 Billion of DST 1031 investments.

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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.

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Chair’s Message

UAA Announces Economic Conference Speakers



HOLLY SANFORD
Chair, Utah Apartment Association

“Is Utah nearing another recession?” This question is one of the most frequently asked questions of the Utah Apartment Association staff. Members continually ask about current market conditions, rent growth, average

vacancy and how the new luxury buildings are affecting their rental potential.

Because these are such important, but difficult questions to answer, the UAA hosts an extremely informative Economic Conference each year with the industry’s top experts.

The 2021 panel has been confirmed for the Utah Apartment Association Economic Forecasting Conference. Presenters include Dan Hemmert, Executive Director of Utah State’s Department of Economic Development; Christine Cooper, Senior

Economist with CoStar Group; Robert Spendlove, Senior Vice President and Economic Officer with Zions Bank; and James Wood, Ivory-Boyer Senior Fellow at the Kem Gardner Policy Institute.

There are some strong economic indicators that signal changes are on the way, but interpreting the data is never easy. Learn where the market is heading, and how to best protect your assets as 2022 approaches. Maximize your business growth potential and implement protections to safeguard against market changes.

If you’ve had the opportunity to attend the Economic Forecasting Conference in the past, you know the kind of essential information and knowledge you will receive. If you have not been before, consider attending to understand why this is the “Can’t Miss” event of the year. Audiences are continually astounded at the insight and expertise presented. Please join us on August 27th, 2021 from 9:00-12:30. Tickets are \$75 for members and \$85 for non-members. Breakfast is included. Register at www.uaahq.org/economic-conference

Ask the Attorney

Are Courts Handling Eviction Cases?



JEREMY SHORTS, Esq.
Utah Eviction Law

Q: I’ve heard that the CDC has banned all evictions. Are the courts handling

eviction cases?

A: Yes, the courts are still open and processing eviction cases, but you will need to be careful in certain situations.

The CDC issued an eviction moratorium halting the lockout phase of an eviction for non-payment. This means that if you are trying to evict for non-payment, the CDC eviction moratorium may prohibit a lockout at the end of the eviction case.

The CDC eviction moratorium does not prevent a landlord from servicing notices, filing an eviction, or pursuing their claims with the court. But if the tenant has provided a CDC Declaration which claims they should be protected from eviction, you may have to put the case on hold.

But other types of evictions are still being processed by the courts, including lockouts by the sheriff or constable. If a tenant is causing damage, creating a nuisance, or is

violating their lease, the court should still hear those cases.

With the ever-changing climate that COVID has forced on eviction proceedings, it is important to hire an experienced eviction attorney to handle your case.

Jeremy Shorts, Esq.
Utah Eviction Law
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Director’s Messsage

Helping Renters Means Providing W-9 to the State so They Can Pay the Rent



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

Recently the state housing department reached out to us about some impediments they are seeing to getting rental assistance to Utah households. Only about half of the applications are going through landlords/ The other half are submitted by tenants or community action on behalf of tenants. When housing providers apply on behalf of renters for rental assistance, they always upload a copy of the W-9, the IRS required form with their social security number or tax id number. However, when renters apply on their own for rental assistance, or when a third party like Community Action is helping them, they are often having a hard time getting a copy of the rental housing provider’s W-9. Let’s go over the main objections to supplying this form and why providing this form is necessary.

WHAT IS A W-9AND WHY DO I NEED TO PROVIDE A W-9 TO RECEIVE RENTAL ASSISTANCE?

A W-9 is a IRS form a taxpayer fills out with their social security or tax id number. Government agencies, like the Utah Department of Workforce and Housing Services, are required to have this IRS form to issue payments. Its no big deal – housing providers fill this out all the time. As high as 10% of renters receive some government assistance so most landlords are already familiar with and have filled this form out many times. If you only have a few units, you may never have heard of it or filled it out, but its no big deal.

WHERE DO I GET A W-9 FORM?

If you don’t have one, its easy to get and fill out. Here is a link to the IRS PDF: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

DO I HAVE TO GIVE MY W-9 WITH MY PERSONAL INFORMATION TO MY TENANT?

Some housing providers are naturally hesitant to give a tenant their social security or tax id number. There is no question this is a legitimate fear. Its personal information. Your tenant doesn’t need it. Instead of giving a copy directly to the tenant, send it directly to the state. In Utah, housing providers send to Mikemurdock@utah.gov. Be sure to reference the renter’s name and if you have a tenant’s application number add that too. This will facilitate payment and make the process smother and faster.

I HATE DEALING WITH A THIRD PARTY ON RENTAL ASSISTANCE, CAN I JUST DO THIS MYSELF?

Yes, and there are good reasons to do it yourself. In Utah about half of rental assistance applications are submitted by housing providers. The other half are submitted by renters online or through a third party agency like community action. The following are some of the reasons it is better for you to submit applications for rental assistance for your renters yourself:

- 1. You can charge the state a \$150 fee to process each application for rental assistance (use an addendum that allows this or contact UAA for more

Don’t be an impediment to the disbursement of rental assistance. Not only can it help your renter stay housed, it helps get “stimulus” money into the hands of Utahans so they can spend it here.

- info). The maximum you can apply for at one time is past due rent of 9 months and future of 3 months (no more than 12 months total at a time). There is no rent limit. We have seen renters paying \$5,000 a month in resort towns receive rental assistance.
- 2. You can set up your own portal and enter all information/upload all

documents yourself. Your dashboard will keep you updated on where the application is at in the process. It is so much better to be in control than wonder if the agency/tenant you are working with are following through with their steps. By controlling the process, you know it will get done and where it is at in the process.

- 3. When you do this yourself you can make sure you are paid all that is fair and due. For instance, rental assistance pays late fees and any other costs allowed in the contract, including month to month fees, utilities, amenity fees, etc. Sometimes third parties/renters miss the opportunity to get these paid when they fill out applications.
- 4. Housing Providers who do this themselves usually can do paperwork in less than a day. Checks come

directly to housing providers in about a week. When third parties/renters do it, it often takes much longer – three to four weeks, for instance.

SUMMARY AND CONCLUSION

Don’tbean impedimentto the disbursement of rental assistance. Not only can it help your renter stay housed, it helps get “stimulus” money into the hands of Utahans so they can spend it here “stimulating” our economy. There are literally tens of thousands of renter households eligible. Many who CAN pay their own rent would qualify for this program and would be forever grateful if you helped get their rent paid so they could spend their money catching up on bills, eating out, saving for the future, etc. Be a hero – help your renters get this money.

For more info go to:
<https://www.uaahq.org/rentalassistance.html>



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What's Important to Tenants Post-Pandemic?

BY JUSTIN BECKER

There is no argument that the best tenants are the ones who pay rent on time, have long-term leases, and respect the properties they occupy. As a landlord, the key to your success is retaining the current tenants and attracting new ones.

Unfortunately, the COVID-19 pandemic has made it hard for most landlords to get the best tenants, making the real-estate industry more competitive. If you want to have a high chance of getting the best tenants now, or in the post-pandemic period, then you should consider the features highlighted on Page 11.

Whether you are improving your current property or purchasing a new one, we have listed the three most important things every tenant wants in a rental property. These features will not only assist you in attracting new tenants, but also help you find the best tenants in the industry.

No. 1 - LOCATION AND SECURITY

Just as it is for a business, location can greatly influence your real-estate revenue. For instance, the best tenants in the industry want to rent an apartment or house that is closer to their place of work, restaurants, community parks, and grocery stores.

These clients focus more on the quality of lifestyle. They are willing to overlook certain desirable aspects and pay more money, as long as the property is located in a great neighborhood.

For instance, tenants would prefer to live in a place where they could take an hour or less to commute to work. Tenants also find it desirable to settle in a place where they can easily buy dinner when they don't want to get in the kitchen and cook.

Another example is that there are many growing families that would love to settle in a good school district. This is the top priority for tenants who have young school-going children. Even for tenants who don't have children yet, a good school district is still perceived as a predictor of the quality of the neighborhood. This is, therefore, a factor that'll always be on the mind of a tenant who is looking for a long-term home.

The good thing about having a house or apartment complex in a desirable location is that you can charge higher rent, and no tenant would complain.

Another thing, which goes hand-in-hand with location, is safety and security. A safe environment and neighborhood is one of the greatest motivators for the majority of tenants. If tenants are worried that their homes or cars will be broken into, it may not



be easy for them to sleep at night.

As a landlord or property-management professional, it's important that you research the crime statistics of a certain area before investing in a property. If you don't, you might find yourself buying a property in a dangerous location that won't attract tenants.

If you already have a rental property, it would also help if you add an alarm system, or any other security feature, to make your tenants feel safe. Remember, the goal here is to keep the existing tenants comfortable, as well as to attract new ones.

No. 2 - MOVE-IN READY CONDITIONS

This is one area that many landlords don't take seriously. However, if done correctly, there is a high chance that you can attract some of the best tenants around.

Repairs, both in common areas and units, are annoying and disruptive to tenants. If your property needs, for example, carpeting, cleaning, or painting, it might turn off excellent potential tenants. It's therefore important that before you show off the apartment to prospective tenants, you clean it and make all of the necessary repairs.

If the tenants see the property in a poor state, it may create a poor impression of the property in their mind, and thus they will lose interest. Another disadvantage is that they may set it in their mind that this is how they should also treat the property.

You want to avoid giving your potential tenants such an impression. A move-in-ready unit sets the standard that every tenant should maintain the property in high regard, all while keeping everything clean and neat.

Another important step in getting your

property in move-in ready condition is to include important appliances in the apartment, and make sure they are working properly. As much as homeowners are willing to pay for certain appliances and their upkeep, tenants who are renting the property usually aren't.

Tenants do like nice appliances that they can take pride in, and thus take proper care of them, but most don't want to buy costly and large items that they may not require in their next rental unit. This means that if you decide to provide new appliances for your tenants, it's less likely that they will be damaged.

For instance, tenants would be willing to pay higher rates for one-bedroom apartments if they are sure that the landlord will provide laundry machines/facilities as part of the rent. Every tenant recognizes that washing their clothes at a local laundromat can be very expensive. An in-unit washer/dryer, or even community machines, could therefore be ideal in such a scenario.

No. 3 - EXCELLENT AMENITIES

Excellent amenities are without question the top priority on the list of many tenants. When it comes to amenities, there are several things that landlords should keep in mind.

Ample parking is one of the most important amenities that every landlord can provide for their tenants. No tenant wants to drive around for long minutes while searching for a parking spot, especially when they have melting ice cream or a bag of groceries in their car.

As a landlord, you should look to purchase properties in suburban areas since there are many parking spaces on the streets; parking can be a challenge in an urban environment.

If you don't have enough parking spaces, you should give your tenants directions to any decent parking garage nearby.

If you happen to offer parking spaces, you should outline rules related to them in the lease agreement. It's also important that you post signs that notify everyone of these rules. Finally, you must enforce the rules to ensure that no unauthorized user accesses the parking spaces.

Another amenity that tenants prefer are apartments that have adequate storage space and open floor plans. This might mean offering an extra closet in the bedroom, or eliminating an unnecessary wall.

Alternatively, you can offer a storage unit outside of the house, maybe within an outdoor storage shed or basement. Tenants prefer landlords who offer them an option to store seasonal belongings such as skis and bikes, as well as their large belongings. This offers them enough space to move around their rental and entertain guests. In the end, this creates an enjoyable living experience.

A private balcony or back yard could also be a wonderful addition and can be attractive to new prospects, especially to urban dwellers. It also can be an amenity that makes your property stand out from the rest of the neighborhood.

You'll attract more tenants to your property if you can offer space for them to enjoy some fresh air and sunshine. You're even more likely to charge a higher rent for it.

CONCLUSION

Whether you own apartments, manufactured housing units or stick-built homes, you must include the above three amenities to attract the best tenants to your rental property.

Apart from just ensuring that you have provided the best amenities and best location, you should always aim to be a good landlord to your tenants. Maintain a good landlord-tenant relationship by always attending to their needs as best you can.

We hope that you become a successful landlord or property management professional, especially in the post-pandemic era.

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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6 Signs It Could Be Time to Call for AC Repair

KEEPE

Temperatures are getting really hot this summer and air conditioning repair is not a surprise you want when tenants call. Are the air conditioning systems in your rental properties ready for the heat? If the answer to that question is a cautious, “I don’t know,” then you might want to call your local air conditioner repair company for an inspection now.

How do you know when it’s time to call your local AC repair person? Here is a short list of 6 warning signs to watch for.

No. 1 - Odd Noises

While humming and rushing air are usually not a concern, any knocking, growling, squealing or rattling could indicate serious trouble with the compressor or the condenser.

It is advisable that you get a professional air conditioner repair company to assess your system before your tenants start calling.



No. 2 – UNUSUAL ODOR OR SMELL

An air conditioner should never give off peculiar smells.

If yours does, it could be a sign of mold, damaged ductwork or malfunctioning components. All these issues require immediate repair if you do not want to end up replacing the unit.

No. 3 – DECREASED AIRFLOW

The primary sign of an air conditioning system that is working well is air flow.

Airflow can become restricted in several ways; there can be a problem with the duct work or fan, or a blockage or leak elsewhere in the system. Air ducts blocked by debris can pose a health risk, especially if the debris includes decomposing insects or the droppings of small animals. Polluted air flow can cause the onset of respiratory disease or worsen an existing breathing problem.

No. 4 – EXCESSIVE CYCLING

Does your air conditioner turn on and off in short intervals?

If so, it may be short-cycling. If your unit seems to cycle on and off more than typical, it could mean that your thermostat is malfunctioning. It could also mean that cold air is escaping; check for leaks and add some weather stripping if needed.

No. 5 – INCREASE IN ENERGY BILL

A power bill that suddenly shoots up, especially if the unit is not running that often, could be another strong indicator that your system is in need of repair or replacement.

There are multiple causes for this particular issue, including leaks in your AC’s ductwork, a broken thermostat switch, or the advanced age of the unit. Regardless of the source of the trouble, the AC will need to be repaired.

No. 6 – LEAKING WATER

If you notice that your air conditioning



system is leaking water, you need to contact your local air conditioning repair company sooner rather than later.

Not only is this a sign that the AC unit is malfunctioning, but it may also lead to damage to your rental unit. AC systems naturally create moisture and condensation, but in a properly functioning system this moisture should be flushed out through drain lines.

IN CONCLUSION

These are just some of the common warning signs to look for when checking on the condition of your AC in your rental

properties. If you notice these or any other issues, contact a reputable HVAC repair company before the tenants start calling and the dog days of summer finally arrive.

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

U.S. Supreme Court Declines Appeal from Landlords to End Eviction Moratorium

RENTAL HOUSING JOURNAL

The U.S Supreme Court in a 5-4 decision declined an appeal from landlords to end the CDC eviction moratorium.

The court action will leave the eviction ban in place until the end of July.

Chief Justice John Roberts and Justice Brett Kavanaugh joined the court’s three liberals in the majority. Kavanaugh cast the pivotal vote, saying he was letting the ban stay in effect even though he thought the CDC had exceeded its power.

“Because the CDC plans to end the moratorium in only a few weeks, on July 31, and because those few weeks will allow for additional and more orderly distribution of the congressionally appropriated rental assistance funds, I vote at this time to deny the application,” Kavanaugh wrote.

Dr. Rochelle Walensky, director of the Centers for Disease Control and Prevention (CDC), has signed an extension to the eviction moratorium further preventing the eviction of tenants who are unable to make rental payments, according to a release. The moratorium that was scheduled to expire on June 30, 2021, is now extended through July 31, 2021.

This is intended to be the final extension of the moratorium, the CDC said.

“The COVID-19 pandemic has presented a historic threat to the nation’s public health.

Keeping people in their homes and out of crowded or congregate settings — like homeless shelters — by preventing evictions is a key step in helping to stop the spread of COVID-19,” the CDC said in the release.

The National Multifamily Housing Council (NMHC) said in a release that the “nationwide, one-size-fits-all, federal eviction moratorium is out of step with the significant progress made in controlling COVID-19 and restoring the economy.”

The NMHC said that “the pandemic has already shown that targeted, efficient relief works.

“As we transition away from unsustainable moratoriums, we remain committed to implementing workable solutions for renters facing housing instability and helping the country recover. NMHC looks forward to working with the administration on proactive, comprehensive solutions and highlighting the efforts our members have undertaken over the last year to support and assist their residents,” the organization said in the release.

Previously the council released a set of ideas, called industry principles, that it said offer proactive and practical steps housing providers can take to work hand-in-hand with residents and “demonstrate the good faith with which property owners and managers have supported their residents.”

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Landlord Charged for Eviction Over Assistance Animal

RENTAL HOUSING JOURNAL

A landlord who denied a tenant’s request to keep an assistance animal due to her disability, and then retaliated by evicting her, has been charged with a Fair Housing Act violation.

The U.S. Department of Housing and Urban Development (HUD) said in a release that it is charging a landlord in Niagara Falls, New York, with violating the Fair Housing Act by denying a tenant’s reasonable-accommodation request to keep an assistance animal in a no-pet building.

According to the details, HUD’s charge alleges that the apartment-complex owner “refused to allow a woman with mental health disabilities to keep an assistance animal even though she provided him with a physician’s letter attesting to her need for the accommodation. The charge alleges further that the owner refused to allow the woman to live with the animal and subsequently evicted her, claiming that the dog had displayed aggressive behavior and was not a legitimate assistance animal.”

During a hearing, according to the HUD complaint, an attorney for the tenant presented a new assistance-animal letter from a mental health professional that



stated the tenant was a “person who suffers from a psychological impairment which substantially limits her ability to concentrate ... and her dog currently provides emotional support by improving motivation through emotional bonding which successfully ameliorates the effects of her disability.”

The letter went on to say the mental health professional prescribed that the tenant “be permitted to live with an emotional-support

animal in her dwelling, despite any rules, policies, procedures or regulations restricting or limiting animals, and be provided any other reasonable accommodations in housing.”

The charge alleges that as a result of the landlord’s actions and the eviction the tenant “suffered actual damages, including eviction, loss of housing opportunity, out-of-pocket expenses, emotional and physical

distress, as well as embarrassment and humiliation.”

The Fair Housing Act prohibits housing providers from discriminating against individuals with disabilities, including refusing to make reasonable accommodations in policies or practices when such accommodations may be necessary to provide such individuals an equal opportunity to use or enjoy a dwelling. This includes permitting persons with disabilities to have service or assistance animals. It also means that a housing provider that has a no-pets policy must waive it for a resident or prospective resident who needs an assistance animal because of a disability.

“Assistance animals provide invaluable support for persons with disabilities, including allowing them to fully utilize and enjoy the place they call home,” said Jeanine Worden, HUD’s Acting Assistant Secretary for Fair Housing and Equal Opportunity, in the release, adding the action “sends a loud and clear message to housing providers that HUD remains committed to ensuring that they meet their obligation to comply with the nation’s fair-housing laws.”

HUD’s charge will be heard by a United States administrative law judge. If, after a hearing, the administrative law judge finds that discrimination has occurred, the judge may award damages to the complainant for any losses that have resulted from the discrimination.

City Council Puts Pressure on Seattle Landlords

RENTAL HOUSING JOURNAL

The Seattle City Council has passed three ordinances restricting landlords’ rights involving evictions and lease renewals, according to reports.

The ordinances were described by officials as “renter protections.” The first says if tenants do not pay rent, landlords cannot initiate an eviction during the school year if there are students or educators living in the house. Tenants will be able to cite the new city ordinance as a defense to eviction. Council members argued evictions can interrupt learning and create homelessness among children.

The ordinance defines children and students as anyone under 18 and anyone enrolled in child care through high school; and it will define educators as anyone working at a school, including teachers, janitors, counselors and cafeteria workers, according to reports. There are exceptions for evictions from condemned buildings, for criminal activity or if landlords move into their own rentals.

Under another ordinance passed, landlords are required to offer new leases to tenants before their existing lease expires and before seeking a new tenant. This would bar landlords from allowing a lease to expire and then seeking a new tenant.

Councilmembers in favor of the new ordinance said it would close a loophole that allows landlords to evict tenants without cause.

A third ordinance passed in early June allows a COVID-19 defense against eviction if tenants have a large unpaid rent debt incurred during the pandemic. Tenants would need to sign declarations that they suffered financial hardships during the crisis.

A group of small landlords says the city council actions are pushing them out of the business, and that they are being unfairly grouped in with policies aimed at corporate landlords.



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*Testing on August 19th must be done in person to receive certification.



Why I Like Nosy Neighbors Watching My Rentals

Continued from Page 1

know who is on our property and what they are doing there. The challenge lies in the fact that we aren’t always at the property and it’s kind of creepy to put cameras on your rental.

WHAT — OR BETTER YET, WHO — IS THE SOLUTION?

All of the rental properties I own have one thing in common: neighbors.

Yes, neighbors, who have decided to settle into the homes next to or across from my rental properties. Neighbors who have invested their time and money into creating the perfect homes for themselves and/or their families. Neighbors who value the safety and security of their community and would fiercely fight to protect those values. And what thing do all of those neighbors have? Eyes.

Here’s a walkthrough of what I recommend for investors who are considering purchasing or have recently purchased a new investment property:

1. Drive the neighborhood to get a feel for how the residents care for their homes. The overall appeal of a neighborhood, and an investment there, is affected by the look and feel of the community.
2. Before purchasing the property, get acquainted with a few neighbors. A knock on the door and a short conversation will tell you a lot about the property history. Laying the groundwork of being an investor who is concerned about the value of the neighbors’ property, as well as your own, goes a long way in building a strong relationship. If you already own the property, you can follow the same process and apologize for not coming over sooner.
3. Introduce your tenants to the neighbors. Knowing that you have a relationship with the neighbors has a twofold benefit: 1) It creates a sense of accountability between you, the tenant, and the neighbor, and 2) It indicates that there is a clear and open line of communication between you and the neighbors. Research indicates that when someone feels that they are being watched, it affects their behavior in a positive manner. Better behavior means there will be

fewer calls to you.

4. Encourage the neighbors to communicate larger issues or concerns to you. If you’ve already introduced your tenants to the neighbors, hopefully they can resolve the small things with each other. I don’t necessarily want to know if their sprinkler is spraying the neighbors’ window, but I do want to know if the teenagers in my rental are putting a mattress out the second story window and onto the roof to sunbathe (true story).

One of my tenants moved out recently after a number of years, and one of the neighbors came over to tell me all of the things that had been going on at the property.

I was aware of most of them, as they had been communicated to me by another neighbor. Because we had all gone through this four-step process, my investment-property neighbors felt comfortable reaching out and sharing issues they felt would affect their property values – and mine. I don’t mean to encourage you to turn those neighbors into your property watchdogs, but it is beneficial to know them and have them advocate for the properties where you are invested.

DON’T OVERLOOK A VALUABLE OPPORTUNITY

Having the right relationships with the neighbors could save you thousands of dollars. Landlords need to refresh their thinking from time to time and realize that the investment they have made may not be the home or property, but actually is the person in that property.

As you look for what we call the right “business partner” to become your tenant, it is critical to know their history. Also critical is knowing how they are taking care of your property, and that is most easily accomplished by knowing, trusting, and communicating with your tenant... and their neighbors.

David Pickron is president of Rent Perfect, a private investigator, and a fellow landlord who manages several short- and long-term rentals. Subscribe to his weekly Rent Perfect Podcast (available on YouTube, Spotify, and Apple Podcasts) to stay up to date on the latest industry news and for expert tips on how to manage your properties



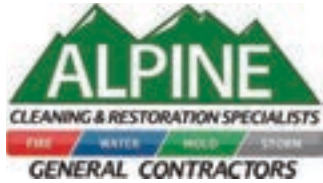
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6:30 AM Registration | 7:30 AM Shotgun Start

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Apartment Jobs Snapshot

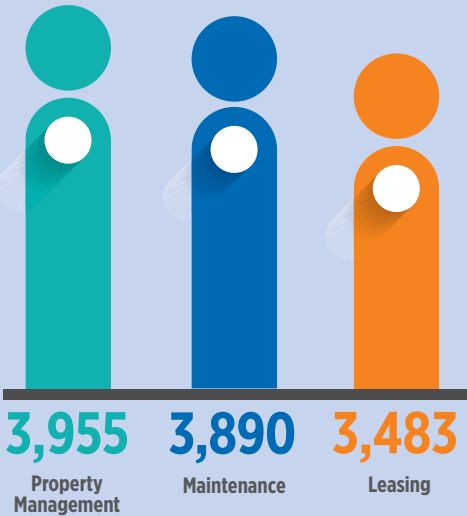
May 2021

14,603 Total Job Postings in Apartment Industry* in May 2021 (% of Real Estate Sector: 37.3)

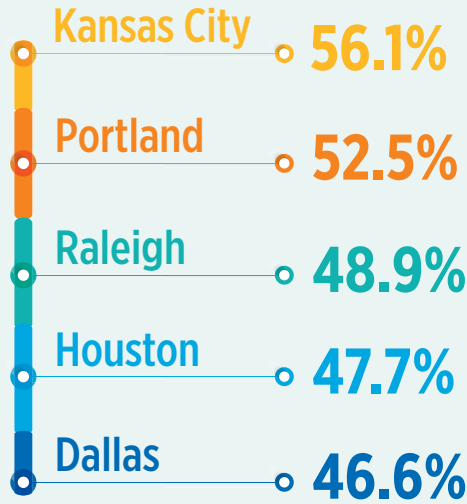


* Based on job postings that include employer.

11,328 Job Postings by Major Category



% Top MSAs** Apartment Jobs of Total Real Estate Jobs



** MSAs with 100 or more apartment job postings

Time to Fill For Top MSAs***

*** Based on historical information; weighted average based on positions with 100 or more postings

Raleigh
Dallas
Houston

37.2 Days
37.7 Days
37.8 Days

Kansas City
Portland
39.1 Days
39.9 Days

Spotlight
Past 6 Months

Maintenance Manager/Supervisor

Top MSAs
(Highest Location Quotients)



Location Quotient****

Market Salaries*****

**** 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 |
|----------------------|------------------------|
| HVAC | Preventive Maintenance |
| Plumbing | Communication Skills |
| Repair | Organizational Skills |
| Property Management | Physical Abilities |
| Carpentry | English |

Earnings

Market Salary (90th Percentile)*****

\$47,856

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

Source: NAA Research; Burning Glass Technologies; Data as of May 31, 2021; Not Seasonally Adjusted

High Demand Continuing for Apartment Jobs

NATIONAL APARTMENT ASSOCIATION EDUCATION INSTITUTE

The NAAEI (National Apartment Association Education Institute) Apartment Jobs Snapshot for May shows this year’s prime leasing season has spurred strong demand for multifamily professionals. The number of available positions in the apartment industry amounted to more than 14,600 job openings.

The highest concentration of job postings was in Kansas City, Portland, Raleigh, Houston and Dallas.

The demand for apartment-maintenance jobs in Seattle was more than three times the national average and 2.4 times the national average in Portland.

Market salaries for apartment-maintenance jobs in Seattle were \$55,368, and \$44,357 in Portland.

The top specialized skills employers are looking for included HVAC, plumbing, repair, property management and carpentry skills.

NAAEI’s mission is to provide broad-based education, training and recruitment programs that attract, nurture and retain high-quality professionals and develop tomorrow’s apartment industry leaders.

Growth Outpacing Construction in Most Large Cities

RENTAL HOUSING JOURNAL

Only a few large cities built enough housing in the past 10 years to keep up with growth in general and job growth in specific, according to a new report from Apartment List and the Census Bureau.

Overall, cities in the Mountain West and the Sun Belt added the most housing the last 10 years, while cities in the Northeast, Midwest and Rust Belt cities such as Cleveland and Detroit failed to add enough.

“According to recently released data from the Census Bureau, the United States added over 9 million net new housing units from 2010 to 2020, expanding the nation’s housing inventory by 6.9 percent. Growth in new housing, however, varies dramatically by region. While some major markets are building enough to keep up with demand, many of the most sought-after metros are severely underbuilding,” the report says.

The study says that, using an example of one to two new jobs for every new home, “only four of the nation’s 25 largest metros met that threshold. The imbalance was greatest in Rust Belt cities, likely due to existing vacancies, and expensive coastal cities, which are notoriously supply-constrained.”

Job growth in a market signals the need for new housing. Cities with growing economies typically attract new residents who need places to live.

“If the supply of new homes cannot keep up with that influx, the homes that do exist will become prohibitively expensive, especially for lower-wage households,” the report says.

“A market that adds fewer homes may experience an undersupply of housing and a crunch on affordability, something we see playing out in many of the pricey coastal markets that have grown notoriously expensive over the past decade.

“This decade, just four of the 25 largest metros in the nation achieved housing growth in line with job growth.”

The report concludes that over the past 10 years, population grew quickly in the Mountain West and Sun Belt, “where sufficient housing supply met successful job creation. Job-rich coastal markets were in high demand, but their housing growth could not keep pace with jobs, limiting their growth potential.

“The rise of remote work, however, could be a catalyst for change in the housing market. If the link between work and home location is increasingly broken, the lifestyle preferences of remote workers may start to dictate the next shift in housing demand. The early signs already show that the 2020s pandemic recovery will look very different from the 2010s Great Recession recovery, and the changing landscape of American housing will follow suit.”

To advertise in Rental Housing Journal, call Vice President/Sales Terry Hokenson at 480-720-4385 or email him at Terry@rentalhousingjournal.com

How Remote Work Changed Asking Prices for Rent

RENTAL HOUSING JOURNAL

A new analysis says that remote work during the pandemic changed the asking prices for rent, and that higher education correlates with the ability to work from home, according to a new Yardi Matrix analysis.

Rent growth was much slower in many cases where renters were highly educated.

The detailed analysis shows “rent to be lower by 10.06 percentage points for a property where 100 percent of the over-25 age population held a bachelor’s degree, compared to a property where the over-25 age population contains no college graduates.”

The result is even lower, by 17.12 percentage points, the analysis says, for a property where 100 percent of the over-25 age population held a post-graduate degree.

The reason for weaker rent growth is tied

to many tenants who sought new living arrangements during the pandemic. The general consensus is that suburban rents, where many remote workers moved, have outperformed urban rents.

The ability to move was not evenly distributed because pandemic-related remote work was overwhelmingly concentrated among the college-educated segment of the workforce.

The analysis by Yardi Matrix says, “Multifamily properties where a large proportion of tenants held a bachelor’s or post-graduate degree exhibited much weaker rent growth during the pandemic compared to properties with a less highly educated tenant base.”

There are many different things that drive rent growth, and remote work was just one rent driver during the pandemic, the report says. It adds, “as the economy rapidly

normalizes, the question for remote work is whether it will become a durable trend or fade out as life normalizes—and whether it will continue to affect multifamily rent growth as it did during the pandemic.

“Many (though not all) remote employees enjoy their newfound workplace flexibility, and many employers (also not all) are looking at solutions to accommodate them in the future.

“Undoubtedly, cities and offices will reopen. The social dynamism and collaboration opportunities they afford are too strong to ignore. However, if some proportion—even a small one—of pre-pandemic demand has permanently left these assets, the results presented here suggest rental-rate recovery may take longer than many are currently expecting.”

Record for Monthly Rent Growth Was Set in May

RENTAL HOUSING JOURNAL

Multifamily housing had another record-breaking rent-growth month in May, according to the latest Yardi Matrix National Rent Report.

The company said that national rents recorded “their greatest increase in the history of our data set. All Top 30 metros had positive month-over-month rent growth for the second consecutive month, with New York’s rent growth far surpassing the other metros.”

HIGHLIGHTS OF THE YARDI MATRIX REPORT ON RECORD-BREAKING RENT GROWTH

- Multifamily rents increased by 2.5 percent year-over-year in May, which is almost exactly where rent growth was in March 2020 when the pandemic began spreading in the United States. Many metros have recovered and surpassed pre-pandemic rent-growth numbers.
- Rents grew \$12 in May to \$1,428, the largest one-month increase in Yardi’s data history. The 0.8 percent month-over-month growth rate was the largest since June 2015. For the second month, all Top 30 metros had positive month-over-month rent growth and 90 percent had month-over-month gains of 0.5 percent or more.
- Yardi Matrix now includes single-family rental units exclusively in built-to-rent communities. “Our data set covers more than 90,000 units nationwide. The pandemic has driven demand for single-family rentals, and the SFR industry boasted 7.3 percent year-over-year rent growth as of May.”

Overall, New York had the strongest month-over-month rental growth at 3.4 percent. The report said New York may be different than other markets going forward since many brokerages and banks are requiring their workers to return to the office this summer. Unlike New York, many tech cities like Seattle may see a slower return as tech workers are more able to work remotely.

Portland also showed strong month-over-month rent increase at 1.1 percent, along with Chicago and Las Vegas.

TRACKING SINGLE-FAMILY RENTALS

Yardi Matrix said it is now tracking single-family rentals as an asset class. The data shows 90,000 units in 7,000 communities



that can be tracked.

Phoenix, the Inland Empire in California, and Detroit have the largest number of single-family rentals, the report said.

“The pandemic has fueled even more demand, and new institutional investors are pursuing the sector every day. The current constraints to purchase a home coupled with demand for more space is fueling strong rent and occupancy growth across metros,” Yardi Matrix said in the report.

For the full report please visit <https://www.yardimatrix.com/Publications>

5 REASONS TO USE RENTTEGRATION

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

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Good Landlord Classes Now Available Online!

The Good Landlord Class is the base legal class the UAA offers on landlord laws in the state of Utah. Some cities require you to take this class in order to receive a "good landlord discount" on your business license fees. This class is good for all cities in the state and is a wealth of broad knowledge on landlord law.

In these times of social distancing, we are now offering our GLL Class Online so you can still renew your business licenses in compliance with cities Good Landlord Program requirements.

The online class will cover:

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

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