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## 4 Signs it's Time to Clean **Gutters**

This month's maintenance tip is a reminder that fall leaf season means now is a good time to check your rental property gutters to prevent overflowing gutters. Here are four signs your gutters may need cleaning.

### **OVERFLOWING**

One of the major reasons to have gutters is to drain water from the roof and channel it away from the foundation. This also helps prevent your roof from holding excessive moisture that could lead to the rotting of its wooden parts.

However, when your gutter is filled with debris or wooden particles, it becomes difficult for it to control the water and even channel it away from your property.

See '4 Signs' on Page 6

# 1. RAINWATER IS

## 7 Top Challenges Facing Rental **Housing Property Managers**

RENTAL HOUSING JOURNAL

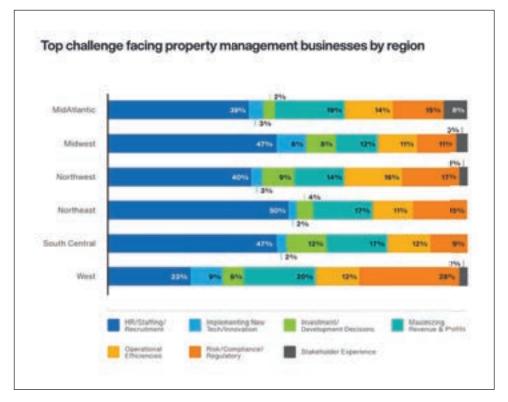
A new survey by the National Apartment Association (NAA) shows the top seven challenges facing rental housing property managers today, with the No. 1 challenge - not unlike many other businesses - being recruitment, staffing, and human resources issues.

Property management professionals were asked to select the topics that are most challenging right now, and 74 percent answered with issues surrounding hiring and staff.

That's not surprising, said Paula Munger, assistant vice president of industry research and analysis for the NAA.

"If you were on another planet and dropped in right now and missed the pandemic, you would look at this report

See '7 Top' on Page 7



## 'Renter-Protection' Policies Not Working

(I Hate to Say I Told You So, But...)

EDITOR'S NOTE This article, from Seattle property management professional Cory Brewer, carries a powerful message on an issue with implications across the entire country.

#### By Cory Brewer

I have spent a lot of my time this year trying to get an important message across: Legal regulation is killing rental-housing supply in Seattle.

Whether it is via written article, calls and emails to elected officials and meetings with their staffs, or TV and radio interviews with news media, the message has been consistent. I've laid out facts and offered carefully reasoned



I've partnered with my predictions. colleagues from around Washington State to compare data and share stories.

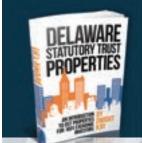
One thing is abundantly clear: Lawmakers have put targets on the backs of corporate landlords, and their crusade against this existential bogeyman has resulted in nothing but collateral damage.

Over the course of countless state legislature, city, and county council meetings I have heard testimony from local mom-and-pop housing providers about concerns over "renter-protection" policies aimed at "profiteering" corporate landlords ... but you know who never calls in to voice opposition? Corporate landlords.

Why? I propose to you that in the end, See 'Renter-Protection' on Page 6



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#### Sponsored Content

## What is a Delaware Statutory Trust Sponsor Company?

#### By ALEX MADDEN, VICE PRESIDENT, KAY PROPERTIES AND INVESTMENTS, LLC

Many 1031 exchange investors have never heard of a DST Sponsor, what they are, or what they do. It is important for investors considering DST properties to understand the role of a DST sponsor and what they do. After reading this article, a 1031 exchange investor should have a better understanding of what a DST sponsor company is and does, and why they play a critical role in the DST 1031 investment picture.

#### WHAT IS A DST SPONSOR?

As with other real estate investments, the term "sponsor" is used to identify the person or firm that basically "quarterbacks" the DST investment from start to finish, including structuring the investment to make it available for accredited investors including those in a 1031 exchange as well as cash investors. Whether it is an entire portfolio of net-leased retail buildings located across multiple geographic areas or a single multifamily building located in a single neighborhood, the role of the DST Sponsor is to find viable real estate deals in which accredited investors will be interested in investing for their DST 1031 exchange process.

#### THE ROLE OF A DST SPONSOR?

A DST Sponsor's role starts early on in a real estate investment. Many times, the DST Sponsor is actively involved with negotiations or plans months before investors or 1031 advisors even hear about a potential investment property. Typically, a DST Sponsor company will evaluate hundreds of properties across a vast swath of geographic territory for purchase, until they eventually make offers on a few of them. Sometimes the DST Sponsor finds these properties via on-market opportunities and other times off-market opportunities. Once a property is identified as a potential investment opportunity, they will then negotiate the purchase agreement and assemble the necessary equity capital and

debt financing needed to acquire the property. The DST Sponsor then negotiates the terms of the purchase and sale agreement, and prepares all the investor marketing materials. The DST Sponsor also oversees all pre-acquisition activities, including all due diligence (such as engaging specialists to provide third-party reports and reviewing existing financial information, among other things.).

As mentioned, DST Sponsor companies will often handle most of the financing aspects related to acquiring properties offered for a DST investment. This can include combining the combining the firm's own capital with some kind of bridge loan for the acquisition, and then arranging any long-term debt that will be included in the transaction. This long-term debt can be an extremely important element from an investor's perspective, as many DST investors need to replace debt as part of their DST 1031 exchange, and a property that has existing leverage can be helpful to these clients.

#### How We Evaluate Our Sponsors

Clearly DST Sponsors play an important role in a DST real estate investment, and therefore it is critical that the sponsor be highly qualified. Kay Properties & Investments works with 25-30 different DST Sponsors who, along with their property offerings, are always carefully vetted. A good DST Sponsor brings specific expertise to the project like intimate knowledge of the market or a deep understanding of the asset class - or both!

Not all sponsors are created equally. Some are much more qualified than others. So we ask the following questions for any prospective DST Sponsor.

- How much experience do you have with the local market and with that asset class?
- Have any of your prior real estate investment offerings failed to meet expectations?
- How good are you at evaluating risk?

What systems do you have in place to ensure proper management of the project?

In short, the DST Sponsor is an important element in a DST investment's success, so it's important to work with a DST Sponsor that's highly-qualified. When investing in DST investments, be sure to understand who you're working with, what they're responsible for and how they plan to execute on the project's business plan.

Kay Properties provides a complete platform for real estate investors including providing access to a marketplace of DSTs from more than 25 DST sponsor companies, custom DSTs only available to Kay Properties clients, A DST secondary market - for those wanting to sell their DST interests prior to the property selling, the largest selection of debt free DSTs in the industry and leveraged DSTs for a 1031 debt replacement. For more information, please call Kay Properties today at 1-855-899-4597 or visit www.kpi1031.com to register for one of our exclusive DST 1031 events.

#### **ABOUT THE AUTHOR:**

Alex Madden joined Kay Properties and Investments as a vice president and DST 1031 expert, helping clients navigate the nuances and rules surrounding this unique investment universe. Prior to joining Kay Properties, Alex was a specialist at KPMG's Management Consulting



Federal Advisory practice where he consulted for the Department of Housing and Urban Development (HUD) and Federal Housing Authority (FHA), specifically in the Multi-Family, and Single-Family space.

Alex is a former US Army Ranger with multiple deployments to where he attained a rank of Chief of Staff in an elite Special Operations Task Force. Alex graduated from Salve Regina University, in Newport Rhode Island, with a degree in European History.

#### About Kay Properties and www.kpi1031.com

Kay Properties & Investments 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.

There are material risks associated with investing in real estate, Delaware

Statutory Trust (DST) properties and real estate securities including illiquidity, tenant

vacancies, general market conditions and competition, lack of operating history, interest rate risks, the risk of new supply coming to market and softening rental rates, general risks of owning/operating commercial and multifamily properties, short term leases associated with multifamily properties, financing risks, potential adverse tax consequences, general economic risks, development risks and long hold periods. All offerings discussed are Regulation D, Rule 506c offerings. There is a risk of loss of the entire investment principal. Past performance is not a guarantee of future results. Potential distributions, potential returns and potential appreciation are not guaranteed. For an investor to qualify for any type of investment, there are both financial requirements and suitability requirements that must match specific objectives, goals, and risk tolerances. Securities offered through Growth Capital Services, member FINRA, SIPC Office of Supervisory Jurisdiction located at 2093 Philadelphia Pike Suite 4196 Claymont, DE 19703.



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#### Sponsored Content

## Step-by-Step Guide to Unclogging a Dryer Vent

#### PROVIDED BY RENTAL RIFF

Dryer vents can be hazardous if not maintained properly. Your guide to a clear dryer vent is here!

Offering a washer and dryer, or even just hook-ups, in your rental is a smart move. Not only can it increase your revenue as a property owner by 15 percent, according to a survey by the National Apartment Association, but it helps make your residents' daily lives more convenient. Win-win right? Well, not so fast. These appliances require maintenance and the cost of failing to keep them clean and functioning properly could be devastating.

According to the U.S. Fire Administration, "2,900 home clothes-dryer fires are reported each year and cause an estimated five deaths, 100 injuries, and \$35 million in property loss. Failure to clean the dryer (34 percent) is the leading cause of home clothes-dryer fires."

How does this even happen anyway? Well, the hot, moist, linty air produced by clothes dryers escapes through the dryer vents. But over time, lint and dust can catch and build up along the walls of the vent and ducts. Meanwhile, the air is getting trapped and the clothes aren't drying. Add heat from an overworking appliance and you've got yourself a recipe for disaster.

So don't be a statistic! As a property owner, do yourself a favor and avoid the fire hazards by cleaning out your properties' dryer vents at least once per year. If you're not sure when the dryer vent was last cleared, ask your residents to watch out for warning signs that could indicate you're overdue for a cleaning, like a noticeable burning smell, clothes taking longer than usual to dry, or skyrocketing energy bills due to the dryer's inefficiency.

Now that we've covered the importance of why you need to clear the vent, let's go over how exactly to do it. Here's a simple step-by-step guide on how to unclog your dryer vents:

- If you have an electric dryer, unplug the machine, or if it's a gas dryer, simply turn the supply valve off.
- Pull the dryer away from the wall about a foot or so.
- Disconnect the duct from the back of the dryer. Vacuum out the vent with a vacuum cleaner or shop

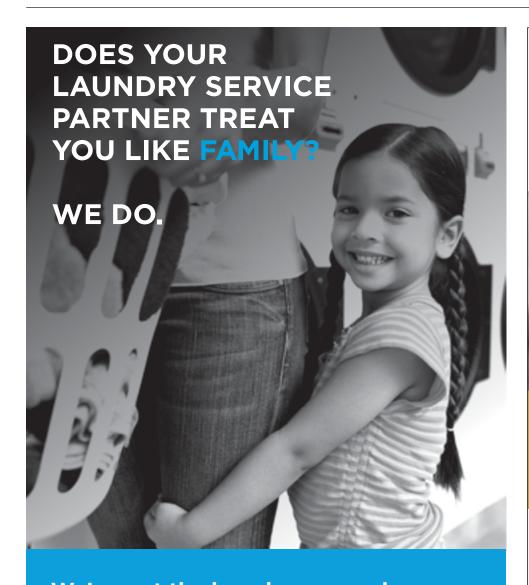


- Vacuum out the duct or use a dryer duct-cleaning
- Now locate the vent on the exterior of the property and remove the cover.
- Vacuum the exterior vent.
- Once you've concluded that all lint and debris has been removed from the vents, that no damage has occurred and all safety codes have been followed, go ahead and put it all back together.
- Reattach the vent cover outside.
- Reattach the duct to the back of the dryer.
- Plugin (if electric) or twist the valve open (if gas).
- Push the appliance back toward the wall.
- It's a good idea to test that everything is secured

properly and functioning appropriately while you're still on-site, so a best practice would be to test the tumble air-dry function for a few minutes before you

There you have it! Remember, educating your residents on lint build-up prevention is also key. By keeping the area around the dryer clean and regularly cleaning the dryer screen before every use, not only will your residents' clothes look better and dry faster, but they will also be helping you protect your property.

If you have questions and concerns about your property or desire an alternative to expensive property management fees, reach out to RentalRiff today.



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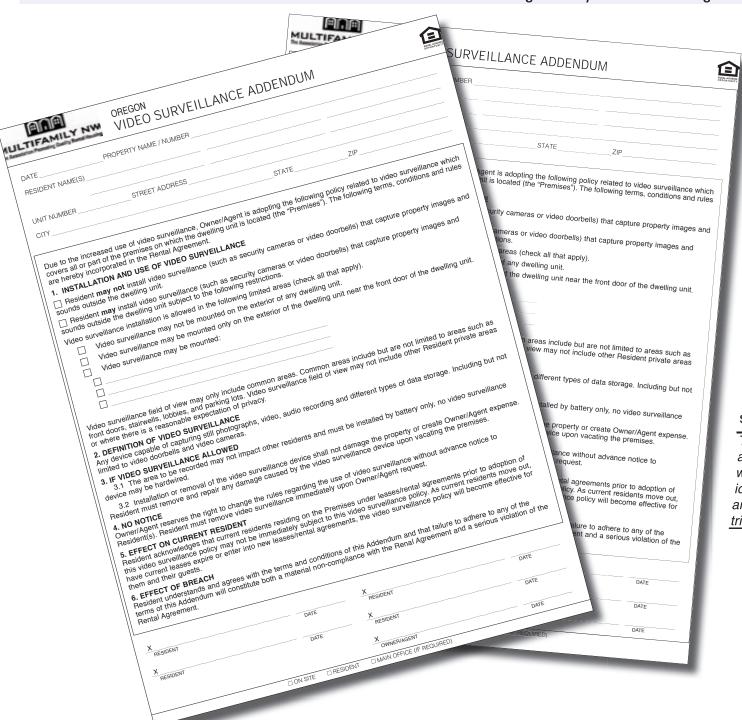
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## FORM OF THE MONTH

New Form! M189 OR Video Surveillance Addendum

Due to the increased use of video surveillance, this addendum was added to the Multifamily NW Forms Collection for clarity in the definition, installation and allowed use of video surveillance on the premises.

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

Multifamily NW Schedule					
NOVEMBER 2	WEBINAR: LANDLORD TENANT LAW 1-PART A	10:00 AM - 12:00 PM			
NOVEMBER 9	WEBINAR: LANDLORD TENANT LAW 1-PART B	11:00 AM - 1:00 PM			
NOVEMBER 11	WEBINAR: INVESTMENT MANAGEMENT	9:00 AM - 10:00 AM			
NOVEMBER 12	IT'S THE LAW: QUIT HARRASSING ME	12:00 PM - 1:00 PM			
NOVEMBER 16	WEBINAR: HR ANSWERS - GATHERING SALARY DATA	8:00 AM - 9:00 AM			
NOVEMBER 16	WEBINAR: LANDLORD TENANT LAW 2-PART A	11:00 AM - 1:00 PM			
NOVEMBER 16	WA IT'S THE LAW: WINNING COURT STRATEGIES	12:00 PM - 1:00 PM			
NOVEMBER 17	WEBINAR: LEGISLATIVE UPDATE SB 291	10:00 AM - 11:30 AM			
NOVEMBER 23	WEBINAR: LANDLORD TENANT LAW 2-PART B	11:00 AM - 1:00 PM			
NOVEMBER 30	WEBINAR: ADVANCED LANDLORD/TENANT LAW	10:00 AM - 12:00 PM			



## 'Renter-Protection' Policies Simply Not Working

#### Continued from Page 1

the only group that stands to gain from "renter-protection" policies are, ironically, the corporate landlords that they are intended to harm. These corporations are often not local, and in many cases may not even oppose the legislation because - even while anti-landlord by definition - the policies do little more than to drive out the mom-and-pop competition. Large corporations built on the economy of scale can absorb short-term losses and come out the other end way ahead when renters have fewer choices.

Some will say that the loss of singlefamily rental homes is no problem because so many new housing units are being added to the Seattle market. The problem is that three+ bedroom houses are being "replaced" by onebedroom apartment units, which are not suitable replacements at all. The city of Seattle runs the RRIO program (Rental Registration & Inspection Ordinance) as a way to, among other things, attempt to establish a database of the rentalhousing stock in the city. Their 2020 report indicates a loss of 4,858 property registrations compared to the previous year (a drop-off of 14.4 percent). During the same time period the *unit* count only decreased by 0.65 percent. So what is going on here? Clearly single-family houses are going away, and apartment units are "replacing" them. Apartment units don't work for everyone, especially in this new age of working and schooling from home.

This is becoming, as I predicted, increasingly difficult for those that the

"renter-protection" policies are supposedly meant to help: low-income renters. I recently spoke with Chris Klaeysen, an adviser with the Seattle Housing Authority, which administers Section 8 housing assistance vouchers to low-income renters. who said: "Generally we do find that Seattle has a shortage of larger (3+ bedroom) units. This obviously creates a difficult situation for the families we serve. Many of the new buildings coming online have primarily studios and one-bedroom units."

#### CHECK THE NUMBERS

Let's look at some year-to-date numbers through the third quarter of 2021 to prove this theory:

The availability of a three+ bedroom rental home in Seattle is down 5 percent this year compared to the previous fiveyear average. Pricing of such a home is concurrently up 3.5 percent, the largest year-over-year increase going back five years (according to NWMLS data). It's getting increasingly more difficult and increasingly more expensive to find a suitable family rental home in the city of Seattle.

At my brokerage we saw a 48 percent spike in the number of our Seattle clients selling off their rental homes in 2020, compared to 2019. Here at the end of Q3 2021 we have officially surpassed the 2020 total. That's right, more clients have sold this year with three months left to go than all of last year. At this pace we'll be looking at another 35 percent increase on top of last year's 48 percent increase. These numbers are tracking very similarly to data I collected at the end of June from

a dozen other property managers around the state, at which time we projected a 38 percent increase by year's end.

And I do want to be very clear about something, which I pointed out in my first Seattle Times article back in June of this year: As a property management firm, while we have clients selling off their properties, our client roster continues to grow each year. I can very easily make the argument that increased legislation makes the market more difficult for mom-and-pop housing providers to selfnavigate and so they make the decision to hire a property management firm like ours. This increases their operating-cost basis and ultimately increases rents. I could argue that these "renter-protection" policies are actually good for business! Even then, I oppose them because they are just flat-out bad policies.

#### WHAT CAN WE DO ABOUT THIS?

While it may be We can vote. accelerated here in Seattle due to radical city council ideologies, this problem is not unique to Seattle. We need to take a good, hard look at the candidates running for office - wherever any given reader may be from - and understand their approaches to housing policy.

We can offer legal challenges to these policies as well, and that is twhat we should do when opportunities present themselves in the short-term. There is a strong argument that some of these policies amount to a government "taking" of private property without due compensation. But in the long run, we need to stop these things before they happen, and that begins with our elected officials.

We can press our elected officials to re-focus on things that will actually help, such as getting COVID-19 relief money distributed properly, preserving the existing housing supply, and fostering the development of more new housing to complement what already exists. We can press our elected officials to take the target off the back of the "evil landlord" and take a hard look at the other reasons the homelessness problem continues to escalate. The data is clear, as presented in my Seattle Times article in July, that homelessness has grown in recent years despite a waning number of evictions (and this was pre-moratorium). We can press elected officials to work on their own solutions to provide low-income housing rather than trying to force it upon the private sector (while operating costs such as maintenance and property tax are ever on the rise).

For anyone who thinks they are helping the rental housing market by trying to make it tough on corporate landlords, well, what you're really doing is putting small local business owners (vour constituents!) out of business and removing critical housing supply from the community. I hate to say I told you so: What you're trying to do is not working.

Cory Brewer is vice president of residential operations for Lori Gill & Associates and Windermere Property Management in Bellevue, WA. He oversees a team of property managers in the greater Seattle area who manage approximately 1,500 rental properties. Brewer can be reached via www.wpmnorthwest.com or coryb@windermere. com and 425-623-1330.



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## 4 Signs That Gutters **Need to be Cleaned**

Continued from Page 1

#### 2. Presence of algae and **DEBRIS**

Algae, debris, dirt and leaves are most likely to find their way to your rental property gutters one way or the other. If you notice the presence of birds and critters, you may want to check if there is debris in your gutter. It can make a nice next for the birds which could lead to even more maintenance issues.

Failure to clean your gutter of algae and debris may lead to mold growth, which can damage the exterior area of your

#### 3. STAGNANT WATER AROUND THE FOUNDATION

Your foundation is the anchor that holds your rental to the ground and prevents moisture or even flood water from getting in. But a clogged gutter can cause severe damage to your foundation if not cleaned properly and early.

If you notice a pool of standing water around your foundation, it could be caused by gutters not working property.

#### 4. Stains on your siding

If you notice any form of stains or streaks on your siding, it may be time to get your gutters checked and cleaned. This is because when your gutter is clogged with debris and leaves, water is



not able to flow properly, causing it to seep into the siding.

While you may be able to handle minor gutter cleaning, you should consider hiring a professional company to handle bigger jobs. This will help you get the job done on time and correctly the first time.

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.

## 7 Top Challenges for **Property Managers**

#### Continued from Page 1

and say, 'Wow, something weird must have happened last year,' because you can really see the effects of the pandemic in a lot of the responses and in a lot of their issues. Every industry right now, every single one, is having issues with the labor market. So, you know about the great resignation. There's near-record amount of jobs available. People are quitting, they're feeling empowered to do other things," she said.

Munger said the data shows that in big companies with more than 20,000 units, more than 80 percent cited human resources as their top challenge. She said it's a mind-boggling number "that really blew me away."

Operational efficiencies came in second, with 63 percent listing it as a top challenge.

The survey of property managers, sponsored by AppFolio, received a total of 1,048 online responses in July and August of 2021 and was conducted by the NAA and ndp | analytics.

"The past year and a half have brought unprecedented change to the real estate industry," the report says. "From transitioning to remote work, to the adoption of technology, property managers have had to pivot to stay successful, make the most of demand, and continue to serve residents, owners, investors and teams," the report says.

The biggest concerns weighing on the minds of property owners and executives, including hiring and training new employees but also government regulations, eviction moratoriums, rent collections and COVID-19-related issues.

The greatest challenges facing property managers also was hiring and retaining employees, but included finding qualified maintenance talent, delinquency rates, and eviction moratoriums. Maintenance positions are notorious for having high turnover rates and property management companies are struggling to fill essential maintenance positions.

#### No. 1: THE MOST URGENT **CHALLENGE**

Human resources issues, staffing and recruitment were the top challenge, and while those issues have always played a large role in property management, the pandemic exacerbated them. The inability to backfill positions plus the influx of inexperienced new hires created a training backlog, a "doing more with less" situation creating inefficient property management operations. Staffing issues are forcing an increase in wage and benefit packages to attract and retain talent. These increases are not being offset by increased revenue.

"The report talks about what they're doing, and what they need to do right now, which is offering signing bonuses and higher pay, using recruiters and I think one of the quotes that was really telling was, 'We need to focus on retention as well as recruitment'," Munger said.

"There's so many jobs available. There's so much demand right now in multifamily. The labor market is so competitive. So, if you don't offer your employees (a) good benefit package, training, professional development and really have them

involved in the operation, I think you're going to lose out to a competitor," Munger

### No. 2: OPERATIONAL

#### **EFFICIENCIES**

Finding high-quality vendors, reducing labor-intensive processes and reducing costs were cited in the report as the most challenging tasks. Getting out of the "constant fire drill" mentality was also cited as a big issue in operational efficiency.

#### No. 3: Rrevenue and profits

Increasing net operating income (NOI) to maximize revenue was a top-rated challenge and major pain point by many in the survey. On top of that, mitigating bad debt loss and trying to return performance to pre-pandemic levels were extra stressful and big issues.

"The specific analysis looked at the entire pool of under 1,500 units, where maximizing revenue and profits was their second greatest challenge," Munger said. "We know a lot of those owners and operators lost revenue during the pandemic, and as an aside, we just released our income and expenses survey that we do every year and it covers 2020 financials ... for the first time, since a great recession, we saw revenue, losses and expense increases."

#### No. 4: RISK, COMPLIANCE AND **REGULATION**

Keeping up with constant new regulations, a particularly difficult issue in the Pacific Northwest, along with staying compliant was cited in the report as a major challenge for property managers. Fraudulent applications and cyber threats also fell in this category.

#### No. 5: Technology, innovation

Training teams on new technology and working it into the daily routine is an ongoing challenge for many. Vetting new technology also is an issue. Too, there is resistance by some to learning new technology.

#### No. 6: Investment and **DEVELOPMENT DECISIONS**

The need to grow rental portfolios in a sellers' market was cited as a top concern. Also, forecasting the impact of renovations on a rental unit and its value.

#### No. 7: STAKEHOLDER **EXPERIENCE**

Improving customer and resident satisfaction was tops in this area of concern, along with keeping staff and residents safe during the pandemic.

Munger added, "I think there's still some difficulties to get through. Especially with the labor market." However, she said the report also showed some optimism.

"We did get a good mix of respondents here, and when you look at those rental numbers, they're typically larger buildings, professionally managed and maintained buildings, and they tell a different story than with some of our smaller, mom-and-pop owners," Munger

## Most challenging tasks within operational efficiencies Average rating (1-5) by respondents who listed operational efficiencies as one of their top three challenges. Finding high quality vendors Reducing costs Ensuring tasks don't all through the cracks' Getting out of the constant fire dnills ctively keeping track of projects and vendors using data





Rent & Vacancy Survey available at smire.com

## How Internal Employee Communication Can Help with Fair-Housing Compliance

BY THE FAIR HOUSING INSTITUTE

Internal employee communication is essential to keep an office running smoothly and fair-housing compliant. Without proper internal communication, staff members can find themselves struggling to know what to do. Consider the following scenarios:

## 1. A MAINTENANCE WORK REQUEST

We all know that fair-housing best practice is to complete maintenance requests in the order they were received, except in the case of emergencies. But did you know that what can be considered an emergency can significantly vary from property to property? As a result, a new hire can quickly become confused as to how to properly handle maintenance work requests if the property's policy isn't clearly communicated. This could result in work orders being handled out of order and open the property up to a discrimination or fair-housing complaint.

Internal communication of policies and procedures is an absolute must, especially when it comes to new hires. Supervision is also a key component, making sure that if a staff member has a question, there is someone there to help. Along with this, every staff member should have access to adequate documentation as well as regular training. Keeping these lines of internal communication available, it aids

The Fair Housing Institute





in workplace compliance.

#### 2. CALLBACK POLICIES

Callback policies are another example where fair-housing compliance can become an issue if there isn't proper internal communication. Today's properties face the challenge of sorting through multiple contact points, and phone, email, text, and web-based communication are all part of most properties' daily communications.

Just as with maintenance requests, fair-housing best practices dictate that calls should be handled in the order they are received. Does your property have a policy in place that clearly establishes every communication touchpoint? Has this policy been effectively communicated to all appropriate staff?

Your policies and procedures could

be tested at any time, and this is why communication and training with staff are so important. Without it, you are once again opening yourself up to a fair housing complaint.

## 3. STRATEGIES FOR BETTER INTERNAL COMMUNICATION

- Documentation Documentation is a necessity and an excellent point of reference. Documentation can include but is not limited to: internal policies and procedures, as well as employee interaction with residents.
- Oversight/Guidance Fair-housing best practices need to start at the top. Managers need to be available and approachable if a staff member has a question. Having open and regular communication can only

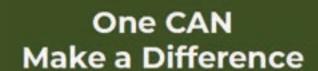
help ensure compliance.

Fair housing training - Part of good internal communication is regular training. Think beyond handouts and lectures. Get your team together to talk about reallife situations they have been faced with, and then brainstorm and roleplay the solutions together to have a lasting imprint.

## INTERNAL EMPLOYEE COMMUNICATION ENSURES BETTER FAIR HOUSING COMPLIANCE

We have touched on just a few scenarios, but many other situations can arise, as you know. Whether your property is big or small, whether you use a CRM or another workflow program, internal communication needs to be on everyone's mind. Staff should always feel that they can go to supervisors with any questions. Supervisors and management need to provide clear policies and fair-housing training. Having an environment that encourages active communication will yield the best results.

In 2005, The Fair Housing Institute was founded as a company with one goal: to provide educational and entertaining fair housing compliance training at an affordable price, all at the click of a button.





All donations benefit:



Non-perishable food items or monetary donations accepted.

#### 2nd Annual Food Drive Supporting Innovative Housing, Inc.

With funding for food pantries cut, low income residents are in need so we are once again partnering with Innovative Housing Inc. to collect food and donations to help feed residents during the holiday season. Last year, we raised over \$8000 and provided Christmas dinners to 100 families in need, in addition to providing staples to the food pantry.

Innovative Housing, Inc. is a 501(c)(3) nonprofit that provides high-quality affordable housing to individuals and families, along with services to help our residents maintain their housing, access opportunities, and break the cycle of poverty.

Want to help? You can make a monetary donation by contacting accounting@mfnwfoundation.org. Food donations can be dropped off at the MFNW offices. The food drive will run through November 30, 2021 and all donations will be provided to IHI in December.



MultifamilyNW.org/Foundation