

WHAT'S INSIDE:

4. **Chair's Message:** Finding Value in the UAA

4. **Ask the Attorney:** What to do About Trespassers

5. **Director's Message:** Prohibiting Pets Often Leads to Lying

6. Keeping Communications Fair-Housing-Compliant

7. Rents Trending Back Up Across Nation

8. How to Keep Plumbing Up and Running in Winter

8. Another Bullish Year Ahead for Multifamily?


9. 'Trigger Words' Every Landlord Should Listen For

10. Single-Family Build-to-Rent May Hit All-Time High


11. Property Management Jobs in High Demand

UPCOMING EVENTS:


General Membership Meetings —
7 p.m. Feb. 24, 2022 — Live Meeting:
'Understanding the Lease and Other Forms'
www.uaahq.org/gmm



RHJ RENTAL HOUSING JOURNAL
INSIGHT FOR RENTAL HOUSING PROFESSIONALS



UTAH



UTAH APARTMENT ASSOCIATION

www.rentalhousingjournal.com • Rental Housing Journal, LLC

Official Publication of The Utah Apartment Association – Utah’s Leading Advocate for the Rental Housing Industry
801-487-5619 – www.UAAHQ.org



APARTMENTS OUT WEST
April 26, 2022

Register Early for Good Deals at Trade Show

The annual Utah Apartment Association Fair Housing Education Conference & Trade Show will be held on Tuesday, April 26th at the Mountain America Expo Center (9575 South State Street, Sandy). This year’s event will be bigger than ever, with more vendors than ever before. Make sure to secure your tickets early!

EARLY BIRD DISCOUNT

You can sign up online for the trade show at www.uaahq.org/trade-show by clicking the link for Attendee Registration. You can save \$10 by entering the promo code TS2022EB while early bird tickets remain. But hurry up, they are running out fast.

\$50 WEEKLY DRAWING

Every week the UAA will be giving away a \$50 Gift Card to one lucky person who has registered for the Trade Show. The earlier you register the more chances you will have to win, so make sure to register ASAP and that your name and contact information are put in along with your registration.

Presorted Standard
US POSTAGE
PAID
Mt. Vernon, WA
Permit #34

ECRWSS
POSTAL CUSTOMER

Safety Tips for Landlords, Owners

UTAH APARTMENT ASSOCIATION

The Utah Apartment Association, Utah’s leading advocate for rental housing professionals, wants to remind the public of safety practices for owning and managing rental properties.

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 three-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:

1. 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.
2. Once an eviction has begun, cease contact with the tenant. All correspondence should be through your attorney.
3. Lockouts can only be done with the supervision of a constable or Sheriff,

after obtaining a 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 (ie. ,changed smoke detector batteries or furnace filters).

While it is rare for landlords to be victims of violence, utilizing the above strategies will help keep you safer while operating your rental properties.

Steps to Make Your Community Smoke-Free



UTAH DEPARTMENT OF HEALTH

In our blog on our website, we’ve covered how “Smoking Is Bad for Business “and “Why Landlords Should Go Smoke-free.”

However, a crucial step in creating real change for you and your residents is adopting smoke-free policies in your building.

If you don’t know where to start, don’t worry. We’ve gathered tips and tools to build an action plan.

So, here’s how to stop the smoke in your housing once and for all.

PROPOSE THE IDEA

One of the easiest ways to gauge interest is by talking about it! Sit down with residents in your building and talk about ways to make the complex smoke-free.

Remember, there is strength in numbers. Convincing other residents to support the

See ‘Steps’ on Page 5

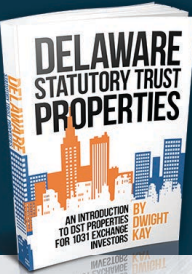


KAY
PROPERTIES & INVESTMENTS LLC

Sign up today for **FREE** 1031 property listings delivered to your inbox!

DST, TIC, and NNN PROPERTY LISTINGS.
You will also get a free book on 1031 Exchanges!

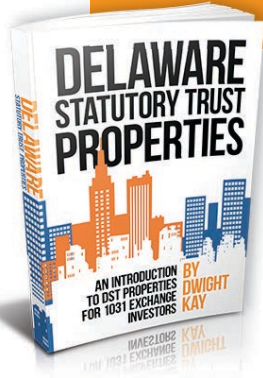
Sign Up for Free at **WWW.KPI1031.COM**
Or Call **(855)899-4597**



If You're Considering A 1031 Exchange It's Time To Set Sail!



SIGN UP FOR **FREE** At kayrhj.com
Or Call **1 (855) 875-2781**



Get FREE Delaware Statutory Trust (DST) 1031 Exchange Listings Delivered To Your Inbox! PLUS

**CALL TODAY FOR
A FREE BOOK ON
1031 EXCHANGES AND
DELAWARE STATUTORY TRUSTS**



**YOU WILL ALSO
GET FREE 1031
EXCHANGE
LISTINGS!**



PROPERTIES &
INVESTMENTS LLC

Find Out How To Avoid Capital Gains Taxes, And More!

- ✓ Management Free - No More Tenants, Toilets And Trash!
- ✓ Cash Out Refinance - Defer Your Taxes And Receive Liquidity Potential
- ✓ Monthly Income Potential
- ✓ Close Your 1031 Exchange In 2-3 Days
- ✓ All-Cash/Debt-Free Offerings
- ✓ Multifamily, Net Lease, Self Storage, Industrial And Mobile Homes
- ✓ Tenants include Amazon, FedEx, Dollar General, Walgreens, CVS, Fresenius And More
- ✓ Non-Recourse Financing From 40-85% Loan To Value

Securities offered through FNEX Capital, LLC, member FINRA, SIPC. Potential returns and appreciation are never guaranteed and loss of principal is possible. Please speak with your CPA and attorney for tax and legal advice.

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 150 years of real estate experience, are licensed in all 50 states, and have participated in over \$30 Billion of DST 1031 investments.

This material does not constitute an offer to sell nor a solicitation of an offer to buy any security. Such offers can be made only by the confidential Private Placement Memorandum (the "Memorandum"). Please read the entire Memorandum paying special attention to the risk section prior investing. IRC Section 1031, IRC Section 1033 and IRC Section 721 are complex tax codes

therefore you should consult your tax or legal professional for details regarding your situation. There are material risks associated with investing in real estate securities including illiquidity, vacancies, general market conditions and competition, lack of operating history, interest rate risks, general risks of owning/operating commercial and multifamily properties, financing risks, potential adverse tax consequences, general economic risks, development risks and long hold periods. There is a risk of loss of the entire investment principal. Past performance is not a guarantee of future results. Potential cash flow, potential returns and potential appreciation are not guaranteed.

Nothing contained in this advertisement or on Kay Properties' website constitutes tax, legal, insurance or investment advice, nor does it constitute a solicitation or an offer to buy or sell any security or other financial instrument. Securities offered through FNEX Capital, member FINRA, SIPC.

Sponsored Content



Kay Properties Marks Another Record Year in 2021 After Placing \$610 Million of Equity From Accredited Investors

This Continued Record Growth Represents a 49.5% Increase Over Previous Year’s \$408 Million in Equity Placements

Torrance, CA-based Kay Properties, which operates one of the nation’s largest 1031 exchange property and real estate investment marketplaces, posted another record year in 2021 after successfully placing \$610 million in equity for accredited investors participating in 1031 exchanges and direct cash investments.

Founded by CEO Dwight Kay, Kay Properties & Investments is considered one of the most experienced and knowledgeable investment firms in the country specializing in Delaware Statutory Trust (DST) and private equity real estate investments. The firm was established in 2010 with the emphasis on providing real estate investment options to high-net-worth clients looking for passive real estate ownership. In addition, Kay Properties believes it has created one of the largest 1031 exchange and real estate investment online marketplaces in the country that generates some of the largest DST 1031 investment volume in the United States. In 2021, for example, Kay Properties clients participated in thousands of transactions, and the \$610 million of equity invested through the Kay Properties platform was invested in more than \$8 billion of real estate offerings totaling approximately 50 million square feet of multifamily, manufactured housing, single tenant net lease, industrial, self-storage and medical properties nationwide.

UNPARALLELED ONLINE 1031 EXCHANGE REAL ESTATE MARKETPLACE PLATFORM

“The kpi1031.com online marketplace has truly become a best-in-class robust platform connecting high-net-worth investors with quality real estate offerings as well as a place for real estate sponsors and operators to connect with tens of thousands of high-net-worth investors seeking to deploy capital into real estate offerings. We think the platform creates a perfect match for all sides of the 1031 exchange and real estate investment equation. This success over the years comes from hard work and dedication to our clients and team members as well as ultimately, beyond anything else, from the Lord,” said Dwight Kay, Founder

YEAR-END HIGHLIGHTS:

- Kay Places \$610 Million of Equity Investments in 2021
- Kay Grows Its Fully Integrated Real Estate Team and Robust Online Real Estate Investment Platform

& CEO of Kay Properties & Investments.

Kay explained that most investments made on the Kay Properties platform are for DST 1031 exchange replacement properties followed by a growing number of cash investments into real estate funds and other vehicles. DST investments are an allowable option for replacement properties for investors who have recently sold other real estate assets and are seeking to defer taxation on their gains, enter a passive management structure, and potentially broaden their geographic and real estate asset diversification* by reinvesting the proceeds in qualifying properties. So-called “like-kind exchanges” are allowable under U.S. Internal Revenue Code Section 1031 and DST investments have grown in popularity among accredited investors over the past decade.

“While it is true that a large amount of people investing through the kpi1031.com marketplace are seeking like-kind exchange properties, it is also true that the platform attracts many high-net-worth investors who are interested in participating in the offerings on the company’s marketplace with direct cash investments, a trend that we are seeing growing tremendously,” stated Kay.

REMARKABLE YEAR FOR DELAWARE STATUTORY TRUST 1031 EXCHANGE INVESTOR

According to Kay, 2021 was a remarkable year for both Kay Properties and the entire 1031 exchange property market, including DSTs.

“Investment properties have gone through significant changes over recent years, and in many cases, owners have been faced with challenges they have never seen before, including the COVID-19 pandemic. For property owners who were motivated to sell during 2021 and were facing capital gains, reinvesting the proceeds via a 1031 exchange into qualifying properties including DSTs allowed them to not only defer capital gains taxes but also become part of a diversification* strategy with the potential for appreciation and monthly income*,” explained Kay.

CLIENT-CENTRIC AND EMPHASIS ON EDUCATING INVESTORS

2021 also extended and reinforced the established success of the Kay Properties business model that emphasizes both client relations and DST education.

“When I started Kay Properties, I had a vision of creating a hyper-client-centric business model that emphasized the utilization of tax efficiencies afforded to investors through the 1031 exchange and real estate investments and potentially reduced risk for investors through a fully-integrated real estate investment platform. This platform includes a growing team of DST 1031 experts and back-end support specialists that provide Kay clients deal sourcing, due diligence, transaction coordination, investor relations, in-house accounting, legal, finance and asset analysis. We also support potential investors through exclusive educational programs that are presented in an effort to keep investors fully informed of opportunities and potential risks that they must be aware of. The model has worked out well, and the year-end results of 2021 proves this out,” said Dwight Kay, Founder and CEO.

**Diversification does not guarantee profits or protect against losses. Potential cash flow, potential returns and potential appreciation are not guaranteed.*

Call us at 1 (855) 875-2781 or visit us at kayrhj.com

Chair’s Message

Finding Value in the UAA



BRAD RANDALL
Chair,
Utah Apartment Association

As 2022 Board Chair for the Utah Apartment Association, it is my great privilege to serve the association to the best of my ability over the next year. Our executive committee has been led for many years by intelligent, thoughtful, capable and forward-thinking individuals who donate their time and energy to help improve the industry. It is an exciting time in the industry and an exciting time to live in Utah.

A couple of weeks ago someone asked me the following question: Why do you donate so much time to the Apartment Association? Is it really worth the investment? I answered unequivocally in the affirmative. For nearly 10 years I have seen how this remarkable association has not only benefited the property management business I operate, but also helped provide opportunities and protections for landlords, investors, industry partners and residents throughout Utah. As a landlord, I believe the rights of my tenants have been better protected because of the association. As an investor,

I feel the opportunities for investing in Utah are more attractive than other states because of the ongoing effort of the association. As a property management company owner, the ability for us to do our jobs and protect the assets of those who entrust us to do so is more effective.

For each of our members, however, the question you must ultimately ask is, “where do you see value in the Utah Apartment Association?” If you are spending money for membership within this association, are you seeing the “value” in the organization itself? As a board of directors, we plan to tackle this very question as we evaluate the future of the Apartment Association and the value proposition provided to owners, tenants, companies and industry partners. We are excited about the direction we are moving and there are some very exciting updates coming in 2022 that you will want to stay tuned for.

If you find yourself wondering where the true value of your owner membership with the association lies, I would simply invite you to consider the following questions:

- 1. When was the last time you explored the Association website to see the various forms, resources, etc. available?
- 2. When was the last time you reviewed the lease documents, help forms and additional renter resources available because of your membership with the Association?

- 3. Have you explored the variety of vendor services available through our capable industry partners?
- 4. Do you subscribe to the legislative update emails outlining how the Association and its representatives are standing for landlord and tenant rights as well as fair practices in this year’s legislative session?
- 5. Have you been involved in the conversations taking place as an Association by participating on a committee, attending a meeting or event or sharing your own feedback with the UAA Team?

As a volunteer Chair I am the first person to admit my own inadequacies. I am far from perfect. But I have seen through the collective intelligence of incredible members and leaders how remarkable ideas can take flight that influence our industry for good. I invite you to make a commitment to yourself, your business and your residents to engage in the industry more than perhaps you have in the past. I invite you to provide your feedback for what you want to see improve and then be willing to help participate in any way, shape or form to make that reality a possibility. There will be a number of ways to participate and to provide feedback this year and I am excited for the future of this Association. Thank you for the opportunity to serve this wonderful community this year. I am excited, humbled and committed to the task and I know our entire executive team and board of directors feels the same.

Ask the Attorney

What to do About Trespassers

By LAW OFFICES OF KIRK A. CULLIMORE

You get a complaint about someone in your community causing problems. Upon investigation, you find out that this person is not a current resident. You do not want this person hanging around your community causing problems. What are your options?

Because your community is private property, you have the right to dictate who can and can’t be on your property. Someone who is not welcome in your community and that you don’t want on your property is considered a trespasser. When dealing with a trespasser, you can do the following:

- 1. Depending on the situation, especially if it involves criminal activity, call the police. Although often the police might not be as helpful as you would like, the police may trespass the person and it can serve as a deterrent for the person to not come back to the community in the future.
- 2. If possible, serve the person the “Trespass Notice”

found on the website. You can serve the person this notice even if you don’t know the person’s name. This will put the person on notice that he/she has been trespassed and is no longer welcome on the property. It too may be a deterrent for the person to not come back to the community in the future.

- 3. Serve your resident who is associated with the person the “Trespass Notice – Resident” found on the website. This should be done every time you’re dealing with a trespasser. Often the only way to completely resolve a situation involving a trespasser will be to evict the resident. This is the first step in putting the resident on notice that there is a problem and more importantly, if the problem persists, the resident will be evicted. Keep in mind however, depending on the circumstances, the fact that the trespasser merely comes back on the property may not by itself be enough to evict. We’re more likely to evict if the person comes back and continues to cause

problems.

- 4. Call our office. We’ll definitely ask you whether you’ve already done the 3 things listed above. However, depending on the problems the trespasser is causing/ caused, there may be a basis to serve an eviction notice without first having served the trespasser or the resident a “Trespass Notice.” We can walk through the situation with you and let you know if there are any other options in dealing with the trespasser.

It’s never easy dealing with a trespasser. However, there are options and our office is here to assist you in finding the best solution for your situation.

Law Offices of Kirk Cullimore
Phone: 801-571-6611
Fax: 801-571-4888
Email: info@cullimore.net



The go-to periodical for property management professionals and multifamily investors doing business throughout Utah

 <p>Publisher/General Manager John Triplett</p> <p>Editor-in-Chief Linda Wienandt</p> <p>Associate Editor Diane Porter</p>	<p>Vice President/Sales Terry Hokenson</p> <p>Accounting Manager Patricia Schluter</p>	<p>Rental Housing Journal is a monthly publication of Rental Housing Journal, LLC.</p> <p>Mailing Address 4500 S. Lakeshore Drive, Suite 300 Tempe, AZ 85282</p> <p>Website www.RentalHousingJournal.com</p>	<p>Email info@rentalhousingjournal.com</p> <p>Phone (480) 454-2728 - main (480) 720-4385 - ad sales</p> <p>The statements and representations made in advertising and news articles contained in this publication are those of the advertisers and authors and as such do not necessarily reflect the views or opinions of Rental Housing Journal, LLC. The inclusion of advertising in this publication does not, in any way, comport an endorsement of or support for the products or services offered. To request a reprint or reprint rights, contact Rental Housing Journal, LLC at the address above.</p> <p>© 2022, Rental Housing Journal, LLC. All rights reserved.</p>
---	--	--	--

Director’s Messsage

Prohibiting Pets Often Leads to Lying

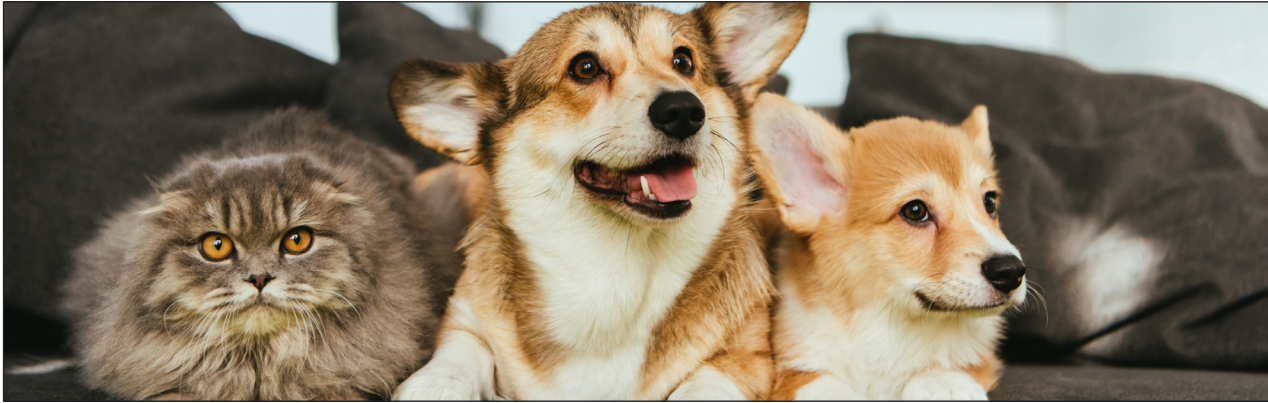


L. PAUL SMITH, CAE
Executive Director,
Utah Apartment Association

Almost 70% of renter households want to have a pet live with them. Yet anecdotal evidence suggests that over two-thirds of landlords prohibit pets. While that policy may seem like a good idea, oftentimes it leads to tenants sneaking in a pet anyway or, worse, getting a pet approved as an assistance animal simply to get around your rules.

UAA suggests you have smart animal policies including allowing pets, where possible. There are three ways to compensate yourself for risk from pets:

- 1. Additional security deposit
- 2. Set-up fees
- 3. Monthly pet rent



Most renters will pay a reasonable amount for a pet, but if fees and costs become too high, they may try to get the animal approved as a support animal. It is a misdemeanor for a tenant to falsely attest they are handicapped and the animal is a medical necessity if they aren’t.

Don’t shoot yourself in the foot by prohibiting all pets or creating pet costs that are so high they encourage a tenant to

cheat or lie.

Remember, any time a tenant makes a request to have a service or support animal, even if you catch them with an unauthorized animal, **YOU MUST FOLLOW THE VERIFICATION PROCESS.**

For more info, call the UAA or download the assistance animal request forms from the UAA website.

Steps to Make Your Community Smoke-Free

Continued from Page 1

proposal could speed up a plan of action.

SET YOUR OWN RULES

Even if your community allows smoking, there are still steps you can take to protect yourself and your household. One of the most manageable steps you can take is not allowing smoking in your apartment, condo or home. Politely ask people — even house guests — to smoke outside. By doing this, not only do you protect your health, but also your home’s value. The second thing you can do for your own home is to let others know that you’re keeping your apartment or house smoke-free to protect yourself and others from the harm of secondhand smoke. Make it clear that you are not trying to punish smokers, and educate neighbors and friends about the benefits of keeping your home smoke-free.

OFFER AN INCENTIVE

When advocating to go smoke-free, it never hurts to provide incentives to create positive change. If you provide a designated smoking area, remember to make the space inviting and comfortable to increase its usage. Thank friends and family for helping to keep the community smoke-free. Or, get a landlord or apartment manager to offer non-smoking residents an opportunity to move into vacated units that have been freshly painted or cleaned. Grouping these populations will help create smoke-free buildings within the community.

CHANGE THE LEASE

If enough residents are ready to make your community smoke-free, change the rental lease to ban smoking in the units, common areas, and patios or balconies. Once put into action, make signs available to residents that indicate a

smoke-free community. And be sure to post “No Smoking” signs in common areas, playgrounds, etc.

A WAY TO QUIT

The best way to create a smoke-free community is to eliminate the source of the problem – tobacco addiction. Let residents who may want to quit know about resources to help them stop smoking. And put a plan into action to make your community smoke-free.

If you or any of your neighbors are trying to quit, you can get free quit support from Way to Quit. Its free tools are confidential, available 24/7, and proven to help make your quit more successful. In fact, people who talk to coaches are two times as likely to quit, and you’re three times more likely if you use nicotine patches or gum. Quitting for the last time is possible with free help from Way to Quit.



SURFACE TECH
REDEFINING RESURFACING

CALL FOR A FREE ESTIMATE!
(801) 676-5275



Surface Tech takes your outdated, worn and damaged fixtures and makes them look new again. We resurface over Countertops, Bathtubs, Tile, Sinks and Cabinets for a fraction of the cost of replacing.

TUBS - COUNTERTOPS - TILE - SINKS - CABINETS



WWW.SURFACETECHUTAH.COM

Keeping Communications Fair-Housing-Compliant

By The Fair Housing Institute

Today, communication comes in so many different shapes and sizes. Beyond in-person conversations or telephone calls, we now field emails, social media messages, and website messenger services or chatbots.

Regardless of the forms of communication your company uses, you need to ensure that all staff members have adequate fair-housing training when replying to questions. How an employee answers can cause a prospect to have unrealistic expectations of your community, or worse yet, any contradictions in information can be assumed to be a result of housing discrimination.

COMMON QUESTIONS IN A LEASING OFFICE

The list of questions below by no means covers all of the questions you will face. However, it does give you an idea of how a query can quickly turn into a fair-housing compliance issue. How would you answer the following questions?

- Do you have any three-bedroom apartments?
 - What are your screening criteria?
 - What kind of people live in your community?
 - Are there a lot of kids in your community?
 - My friend from church lives here. Are you a Christian community?
 - I have an emotional support animal. Do you have a no-pets policy?
 - Is your community safe?
- Let’s review a few different scenarios.

APARTMENT AVAILABILITY

One of the most common issues occurs when a prospect calls and is told there are

specific units available. But later, upon arriving at the property, they are informed that those units are no longer available. This incident could result in a fair-housing complaint. How can this risk be managed?

Staff members whose responsibility it is to answer these questions must be careful to convey accurate information and explain that the information is valid only for that specific time. For example, simply adding the terms “today” or “currently” along with a brief explanation that availability is constantly changing gives an accurate representation of what is available at the time of the inquiry.

PROTECTED CATEGORIES

How would you respond to a question regarding whether there are children in the community? Whether you love kids or not, it would be inappropriate to directly answer this question. Instead, the answer should be

that you have a diverse community, and you would love to take the prospect on a tour so they can see for themselves.

Another protected category is people with disabilities. How would you handle a question regarding your pet policy and an emotional support animal? While many have opinions on this topic, not all are fair-housing compliant. The simplest way to handle this situation is to clearly state your property’s policy regarding animals followed by, if needed/requested, the fact that a reasonable accommodation for residents with disabilities who have assistance animals can be completed. Keep in mind as well that breed restrictions or size restrictions do not apply to service animals.

FAIR HOUSING COMPLIANCE = TRAINING

We have only considered a few scenarios

here. But this highlights how communication can be either fair-housing compliant or open you up to a fair-housing complaint. The best way to avoid violating fair-housing laws when communicating with prospects or residents is to train, train, train!

Everyone on your team needs to be aware of how to handle questions, whether they respond personally or need to redirect to a more qualified person. Practice sessions that include role-playing can be beneficial. Also, having response sheets for the more fundamental questions can aid in the continuity of responses. Regular fair housing training is the key to communication compliance.

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 at the click of a button.



Fair Housing
and
Answering
Questions - Be
Compliant







HAINSWORTH
LAUNDRY COMPANY

YOUR TENANTS DIRTY LAUNDRY, OUR PROBLEM.

Hainsworth — keeping properties and tenants clean and happy for 55 years.

- State-of-the-art brand name equipment
- 24/7 personalized assistance
- Friendliest and fastest response time
- Easy-to-use app for payments and rewards
- Residual income stream for your property

Call **800-526-0955** today to get started.

hainsworthlaundry.com



- Asphalt
- Concrete
- Maintenance
- Repair
- Seal Coating
- Crack Sealing
- Patching
- Striping

*Delivering
Quality Solutions
for Over 20 Years*

**CONTACT US TODAY
FOR A FREE QUOTE**

Commercial • Retail • HOA • Multi Unit

801-244-1363
QualityAsphaltUtah.com

Rents Trending Back Up Across Nation

RENTAL HOUSING JOURNAL

January rents inched back up into positive territory nationally overall, but many metros are still seeing declining rents, according to the Apartment List February report.

The national index was up a slight 0.2 percent over the course of January but 41 metros still saw falling rents in January. The report says even though month-over-month growth has moved back into positive territory, rent growth has still cooled substantially from last year’s peak.

However, not every city has seen a dip in rents. Many Sun Belt cities continue to show rent increases.

“Even though rent growth has been essentially flat over the past three months, it’s still pacing a bit ahead of the pre-pandemic trend. It’s likely that rent growth will pick back up in the coming months, though it’s still unclear just how much we should expect rents to rise in the year ahead,” write housing economists Chris Salviati, Igor Popov, Rob Warnock, and Lilla Szini in the Apartment List report.

The nation’s largest city is also the place where rent prices rebounded from the pandemic and have grown the fastest over the past 12 months.

In New York City, the median price for an apartment increased from \$1,575 one year ago to \$2,101 today, a massive rent jump of 33.5 percent.

New York City narrowly edged out a number of smaller but rapidly-growing cities that absorbed significant rental demand throughout the pandemic, including Tampa, Fla., where rents grew at 31.4 percent, and Phoenix, Ariz., at 27.9 percent.

The report says the vacancy increase has been modest and gradual, but “it represents an important inflection point, signaling that tightness in the rental market is finally beginning to ease. The vacancy situation remains historically tight, but the gradual easing of recent months has likely been contributing to the slowdown in rent growth.”

January brought a return to positive rent growth, with a modest 0.2 percent increase. “While the apartment market remains tight – the national vacancy rate sits just above 4 percent compared to 6 percent pre-pandemic – the winter season continues to bring signs that pressure is gradually beginning to ease.

“That said, at least part of the recent slowdown in rent growth is attributable to seasonality in the market, and the spring is likely to bring with it a return to faster price increases. Despite a recent cool-down, many American renters are likely to remain burdened throughout 2022 by historically high housing costs,” Apartment List says in the report.

Cities with the Fastest and Slowest YoY Rent Growth

Rent Growth: January 2021 - January 2022				
Rank	Fastest Growth		Slowest Growth	
1	New York City, NY	33.5%	Oakland, CA	0.5%
2	Tampa, FL	31.4%	Detroit, MI	2.6%
3	Scottsdale, AZ	31.1%	Minneapolis, MN	4.8%
4	Orlando, FL	30.1%	Des Moines, IA	5.4%
5	Mesa, AZ	29.5%	Cleveland, OH	6.0%
6	St. Petersburg, FL	29.3%	St. Louis, MO	7.1%
7	Irvine, CA	28.0%	Milwaukee, WI	8.2%
8	Phoenix, AZ	27.9%	Louisville, KY	8.3%
9	Glendale, AZ	27.5%	Norfolk, VA	8.6%
10	North Las Vegas, NV	27.4%	Lubbock, TX	8.8%
11	Miami, FL	27.0%	Fremont, CA	8.9%
12	Las Vegas, NV	26.5%	St. Paul, MN	9.2%
13	Henderson, NV	26.4%	Portland, OR	9.4%
14	Chandler, AZ	26.3%	New Orleans, LA	9.7%
15	Jacksonville, FL	26.0%	Lincoln, NE	9.8%
16	Gilbert, AZ	25.8%	Omaha, NE	10.0%
17	Boston, MA	25.7%	Madison, WI	10.0%
18	Austin, TX	24.3%	Kansas City, MO	10.2%
19	Paradise, NV	23.9%	Corpus Christi, TX	10.5%
20	Greensboro, NC	23.2%	Tulsa, OK	10.6%

Source: Apartment List Rent Estimates
Data available: apartmentlist.com/research/category/data-rent-estimates



Boost your
knowledge, skills,
and confidence!

Certified Apartment Manager



WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.

Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner’s investment goals. The CAM credential positions you well for career opportunities and advancement.

2022 Certified Apartment Manager (CAM) Program

Come Learn about:

- Occupancy Rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and maintaining a positive company image
- Communicating with residents
- Customer service and issue retention
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventative maintenance programs
- Service request process
- Apartment turnover
- Working with contractors and vendors
- Recruiting high-caliber employees
- Employee orientation and training
- Employee evaluation
- Employment regulations and record keeping
- Analyzing the property’s financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner’s investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately

Full course with materials \$825

Register online : www.uaahq.org/CAM



How to Keep Plumbing Up & Running in Winter

KEEPE

Being proactive to fight the winter cold in plumbing systems is the best way to avoid those unpleasant calls from tenants about frozen pipes, which is this month's maintenance tip from Keepe. Here are 5 tips:

No. 1 – Seal cracks near pipes



Survey the entire exterior of the building for small air leaks. Small air leaks, sometimes leaking around insulation, are often the first culprits leading to a frozen pipe. Seal the cracks using insulation or caulk.

No. 2 – SET INDOOR AIR TEMPERATURES OF AT LEAST 65 DEGREES

Have your tenants keep an eye on indoor air temperatures. Make sure it doesn't fall below 65 degrees to avoid freezing the pipes.

See item No. 5 below in regard to this.

No. 3 – PUT AWAY OUTDOOR HOSES

And remember to completely shut off their indoor valve during the winter season. Before covering the hose bibs, make sure all water is completely drained out of them. Then once this is done, store the hose.

No. 4 – LET FAUCETS DRIP WITH WARM WATER

This is essential especially on nights when temperatures drop to an all-time low level.



This practice prevents pipes from freezing. Just a trickle of warm water – dripping for hours on end – is enough to save the pipes from freezing during winter.

No. 5 – LEAVE CABINET DOORS OPEN

Pipes under bathroom sinks and kitchen sinks are susceptible to cold air when the cabinet doors are closed. So leave them open to allow circulation of warm air in and around the pipes. If your plumbing systems and pipes succumb to freezing during the

winter season, turn off the main water supply first, and call professional plumbing services as soon as possible.

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



CPO
Certified Pool Operator
March 16 & 17, 2022
9 AM to 4 PM
(must attend both days)

\$235

More Info: 801-487-5619 OR info@uaahq.org



Register by March 5th and Save \$30



State law requires that persons who service public pools by maintaining the cleanliness, water quality, and chemical balances be certified by an approved training provider. Successful completion of this 2 day CPO course and *passing* the exam fulfills the state requirements.

Held at UAA Office:
230 W Towne Ridge Pkwy
Sandy, UT 84070
Register: www.uaahq.org/cpo



Bullish Year Ahead for Multifamily?

RENTAL HOUSING JOURNAL

Multifamily appears poised for another bullish year in 2022 due to healthy economic growth, rising apartment occupancy and capital flowing in, Yardi Matrix says in its winter report.

“We anticipate demand for apartments will remain robust, highlighted by strong economic growth and household formation. Meanwhile, capital conditions will be favorable, driven by investors’ insatiable appetite for stable income and low mortgage rates,” Yardi reports.

Driven by federal government stimulus and the increase in consumer wealth, the economy grew by 6 percent in 2021, the highest rate in 40 years, which the report says has supported multifamily performance. “While growth will almost certainly decelerate in 2022, the outlook for the economy remains bullish,” the report says.

“After asking rents rose 13.5 percent nationally in 2021, it’s an easy call to forecast a moderation in rent increases. However, we still expect overall U.S. rent growth to reach 4.8 percent in 2022, well above the long-term 2.7 percent average. The conditions that drove higher rents in 2021—including pent-up demand coming out of the pandemic, strong job growth, soaring home prices and healthy consumer savings—have not fully subsided,” Yardi Matrix says in the report.

The report points out that “headwinds” remain in 2022, such as labor-force participation and inflation. However the capital outlook is still strong.

“The amount of investment capital chasing multifamily, both equity and debt, is enormous. Property values are rising rapidly, driven by lower acquisition yields and increases in net income as asking rents shoot higher.

“Some \$166 billion of multifamily transactions were completed in 2021, up 75 percent from 2020, and the only limit is the number of properties put up for sale. Debt availability is also robust, led by Fannie Mae and Freddie Mac, which have increased capital allocations in 2022. Multifamily debt has also driven record levels of lending by private equity funds,” the report says.



‘Trigger Words’ Every Landlord Should Listen For

By David Pickron

You can hardly turn on a television or read a newsfeed where you don’t encounter the term “trigger words.” While there are some universally accepted trigger words, like racial or ethnic slurs, most people or groups



have their own unique lexicon of words that send them immediately into orbit.

Our industry is no different, and over the years the way we identify the players in our game have even fallen

victim.

In many circles, “landlords” are now

more generically referred to as “housing providers,” while tenants are now more often called “residents.”

As a landlord (I can call myself that because I am one) for more than 20 years, I have encountered thousands of applicants who are looking to rent my property. In looking at them as a potential “business partner,” I engage several of my senses to get a read on what kind of potential partner they might be. More important than anything, I listen closely to the questions they ask as we tour the property. The following is a list of the top trigger words or phrases that every landlord, old and new, should intently listen for to ensure they are getting the best possible read on a person for their property and partnership.

Disclaimer: Being presented these questions doesn’t always mean the applicant is a definite no-go, but it should put you on notice. Always make decisions from your

detailed criteria.

1. ARE YOU GOING TO PERFORM A BACKGROUND CHECK ON ME?

Has an innocent person with nothing to hide ever asked this question?

The likely answer is no. Why would they? If I have no criminal background history, then I have nothing to fear; run all the background checks you want. As an applicant, if I have something in my past that I am trying to keep from you as my potential landlord, I’d rather know up front, so I don’t waste time or money on trying to qualify for your property. If this question ever comes up, now is the perfect time to introduce your rental criteria. Let the applicant know that you have a standard criteria and that these rules are applied evenly and fairly to all applicants. It’s easier to let the criteria work for you in showing exactly where the standard is for qualifying for your property. Make sure the criteria are clear in defining exactly what you are looking for when it comes to disqualifying criminal history. And if you don’t have a criteria, consult with your attorney or local experts to ensure that what you are doing in regard to background checks is legal. We have a great detailed sample criteria we would love to send to you. Just email info@rentperfect.com

2. DO YOU REQUIRE A DEPOSIT UP FRONT?

I can’t tell you how many times I’ve heard this question, or one similar to it.

I’ve been asked to spread out a deposit over a few months, or even the entire term of the lease. Whatever form it comes in, it puts me on alert. Why? Because it usually indicates that money is tight and that I may not be a priority when finances are stretched thin. When a medical bill or car-repair charge hits a tenant hard, you may be the last person to get paid, if you get paid at all. Now is the time when you really have to stick to your guns and require that deposit, as it may be the only protection you have moving forward.

3. CAN I MOVE IN IMMEDIATELY?

I’ve shown properties where the individuals have arrived at the showing with the moving van packed and ready to unload.

This concerns me, as I have to ask them why they are needing to move so quickly. Did they just get evicted? Did they leave their last residence in the middle of the night to avoid being seen by their landlord? Granted, there are times when an applicant just suffered a devastating loss by flood or fire and needs immediate housing. Asking follow-up questions on why they need to move so quickly will help you analyze the situation and make the best decision for you and your property.

4. HOW MANY PEOPLE CAN STAY HERE?

While it might seem harmless, this

question could lead to more people living in your property than it can accommodate.

When an applicant sees your listing as a 3-bedroom, 2-bath, it’s pretty safe to expect it can accommodate up to 6 people. Establishing the maximum occupancy in an applicant’s mind lets them know what you expect and consider as “too many” people in the home. This question is often accompanied by “how long can someone stay and still be considered a guest?” Both of these together or individually are cause for you to ask a lot of follow-up questions to determine exactly how your property will be used. Again, clear criteria can protect you in this area.

5. HOW MANY PETS CAN I HAVE?

Pets are just part of the business and having a firm policy regarding number or type is a great way of protecting your investment. While you don’t want a zoo moving in, having a no-pet or one-pet policy is pretty standard. Make sure to require an additional deposit (see point No. 2) and collect all of it before move-in. It’s beneficial to define what is considered a pet and to clearly communicate what animals are and are not allowed in or on the property. I’ve seen tenants who tried raising chickens in the back yard use the excuse that, a) they aren’t pets and b) they never go inside the residence. Along with violating our lease, they also violated the CCR’S of the Homeowners Association and made me subject to a pretty hefty fine with the city. Clarity, especially when it comes to pets, will save you a lot of headaches.

6. MY CURRENT LANDLORD IS A ‘JERK.’

This trigger lets me know that I just might be the next “jerk.” Most landlords I meet just want to maintain their property value and make money, and keeping tenants happy is an integral part of that game. No one wants to discourage a good, paying tenant who is taking care of the property; ask your applicant why they feel that way. Often, I hear the current landlord will not return their calls. I see a frustrated landlord when this action starts and, in my mind, it always takes two to tango.

There are countless other things to listen for as you meet with a rental applicant; you likely have stories to tell that top my experiences. Listen intently, ask as many follow-up questions as you need, and communicate your criteria and policies clearly. After all, when you are getting ready to turn your keys over to a sizable asset, knowing who you are renting to is critical to your success in this business.

David Pickron is President of Rent Perfect, a private investigator, and 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.

Meet My Property Manager...



Everything I need to manage my property from anywhere... right on my phone!”



rent perfect

An Investigative Screening Company

Contact Us Today!

1-877-922-2547
www.RentPerfect.com

Single-Family Build-to-Rent May Hit All-Time High

RENTCAFE

The popularity of single-family build-to-rent homes continues to grow and is expected to hit an all-time high in 2022, according to a new study from RentCafe.

The pandemic has pushed renters to look for more space and developers are responding by constructing more build-to-rent communities in cities such as Phoenix, Dallas and Columbus, Ohio.

Sometimes called “horizontal apartments,” the communities feature single-family homes with professional property management.

Some highlights of the report:

Single-family rentals are becoming more popular than apartments. There are about 90,000 existing single-family homes in built-to-rent communities with an occupancy rate of 97 percent, while multifamily occupancy is at 95 percent.

The top metro areas with the most single-family rentals reflect their ideal conditions for expanding on the horizontal. Phoenix metro takes first place with 6,420 homes for rent. It’s followed by Columbus metro – 4,780, and the Dallas metro area – 4,290 homes.

However, most rental communities are prevalent in low-density areas outside of the big cities – 61 percent of single-family rentals are spread out in the suburbs, particularly in the Midwest and Northeast. Meanwhile, in areas where land availability allows urban expansion, such as Texas and in the Southwest, built-to-rent communities are in urban locations.

The report says the appeal of built-to-rent homes as a trend combines the financial and leasing flexibility of a rental with the amenities and convenience of a professionally managed property, all while living a single-family-home lifestyle.

As a result, everyone is interested, according to Shannon Hersker with Walker & Dunlop: “There is a misconception that the majority of renters are millennials when, in reality, you have everyone — including college students, empty nesters, families with kids, pet owners, and those wanting to downsize,” she said.

Because builders need large parcels of land to build on, rental-home communities are prevalent in low-density areas,



with the majority (61 percent) located in suburbs.

“Undoubtedly, coronavirus has also impacted upon this increased popularity,” said Christopher Michael, architect and founder of archisoup, an online architecture learning platform. “Many are now moving out of the cities and apartment living to seek out more space in rural and suburban locations.”

Beyond its potential to become a sizeable force in the rental-housing market, built-to-rent houses are also a welcome alternative for those who want to move up from renting an apartment or those who are unable to buy in a highly competitive market, but who are willing to pay more

for a rental, Hersker said. “Typically, BTR units are larger than the average apartment, and renters see the value in paying more for increased space and additional storage.” She adds: “Living in a BTR community allows the renter to socialize and share amenities, but also have their own yard and space to entertain.”

RENTCafe.com is a nationwide apartment-search website featuring apartments and houses for rent throughout the United States. It regularly analyzes rental data from across the United States.

Integrated Solutions at your fingertips

5 REASONS TO USE RENTEGRATION

1. Access

Rentegration.com is a web based, multi-user software offering cus- tomers 24/7 access to forms generation, archives, property management data- base, basic accounting, vendor ordering and other services.

2. Rental and Lease Forms

Unlimited 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.

3. Simplified Accounting

Owners and managers can track income and ex- pense for each unit, property and compa- ny. Perfect for mid and small size property managers and indepen- dent rental own- ers, who neither have the need or budget for larger, more expensive software.

4. Management Database

Rente- gration.com is an easy to use, database driv- en software. Most form fields are auto populated from the database. The mod- ules are all integrated and work together. For example, a customer can use the rent- roll function to identify all delinquencies, apply fees, and create eviction forms with a few simple clicks of the mouse.

5. Value

Large property manage- ment companies that use Rentegra- tion.com for only forms generation will save time and money over other methods. Mid and small size prop- erty managers and independent rental owners can manage their entire busi- ness at a fraction of the cost of other software and forms.

Exclusive Industry Partner of

State specific rental and lease forms available in:
AK, AZ, CA, CO, DC, DE, FL, GA, IL, IN, KS, KY, MA, NC, NJ, NV, NY, OH, OR, PA, TX, UT, VA, WA & WV.

rentegration.com 503.933.6437 sales@rentegration.com

Surprised? Don't Be!

Precision Appliance offers a large selection of the highest quality, low cost, gently used and new appliances.

Prompt, professional delivery and installation

90-day warranty on parts and labor

Locally owned – Salt Lake City

Credit cards accepted

www.precisionapplianceslc.com

(801) 474-9166

Washers • Dryers • Refrigerators

Dishwashers • Freezers • Gas or Electric • Stoves/Ranges

1494 South 300 West

Salt Lake City, UT 84115

10

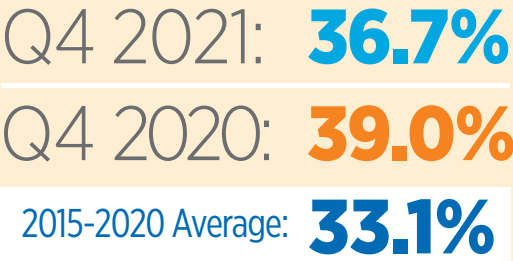
RENTAL HOUSING JOURNAL UTAH · FEBRUARY 2022



Apartment Jobs Snapshot

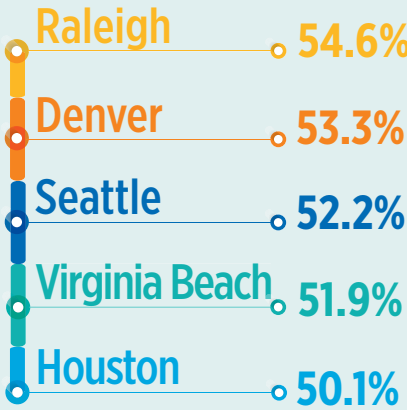
Q4 2021

Total Q4 Job Postings in Apartment Industry (% of Real Estate Sector)



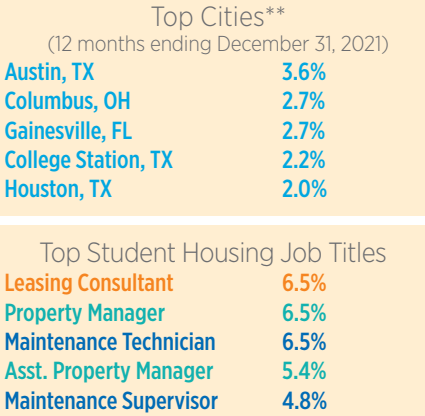
Summary:
During Q4 2021, 36.7% of available real estate jobs in the U.S. were in the apartment sector. Amid the Omicron variant surge apartment job postings declined compared to Q4 2020. The downward shift could represent the fact that companies are delaying the hiring process to reduce risk. Yet, healthy occupancy levels and rent growth during the quarter resulted in job postings exceeding the five-year average by 3.6 percentage points. According to RealPage, occupancy rates stood at 97.4% and average effective rent soared to \$1,629.

December 2021: % Apartment Jobs of Total Real Estate Jobs



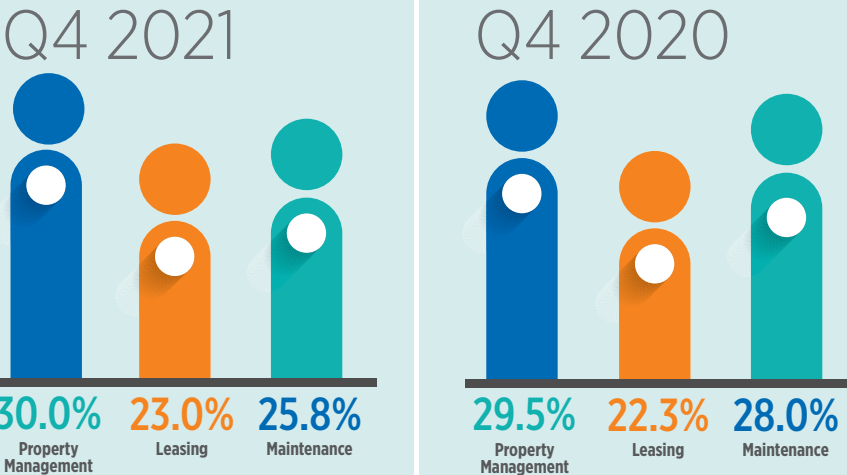
Summary:
In the month of December, Raleigh, Denver, Seattle, Virginia Beach and Houston had the highest concentration of available apartment jobs as measured against the entire real estate sector. According to REIS, Raleigh ranked highest for year-over-year vacancy point change in Q4 2021, posting a 2.5% decline in vacancy. Denver apartments saw an impressive 15.5% increase in effective rent during November which in turn granted companies the resources to hire more staff.

Student Housing Job Postings** (% of all student job postings)



Summary:
During the 12 months ending December 31, 2021, demand for student housing personnel was highest in Austin, Columbus, Gainesville, College Station and Houston. Leasing consultants, property managers and maintenance technicians were all in highest demand during 2021, each making up 6.5% percent of all student housing job postings. Yardi Matrix reported that preleasing for fall 2021 outperformed 2019. Annual rent growth is also nearing pre-pandemic levels, at 2.2% as of December, just below 2019 levels of 2.4% rent growth.

Job Postings by Major Category (As a percent of all Apartment Jobs)

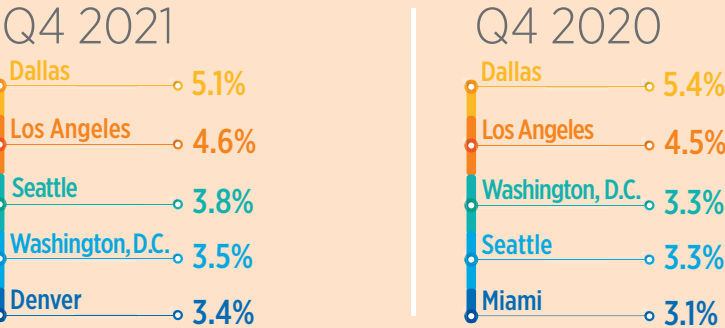


Summary:
Job postings for skilled property managers accounted for 30.0% of all apartment jobs. Robust apartment demand led to an 0.7 percentage points increase in leasing job postings. In contrast, hard-to-fill maintenance jobs significantly declined by 2.2 percentage points, signaling that companies have decided to hire vendors due to maintenance talent shortages and high turnover rates.

Competing Sectors (Highest Location Quotients)***

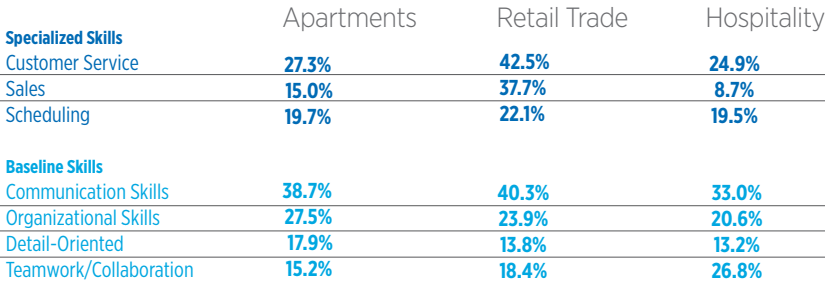


Top MSAs* (As a percent of all U.S. Apartment Jobs)



Summary:
Dallas, Los Angeles, Seattle, Washington, D.C. and Denver ranked highest for markets with the greatest concentration of apartment job openings. RealPage reported that Dallas led the nation in apartment demand in 2021, accounting for 7.4% of total absorption in the U.S.

Common Skills (Percent of Jobs Requiring Skill)



Summary:
The apartment sector often competes with the hospitality and retail sectors for personnel with similar experience and skills. Customer service, communication, and organizational skills were among the most desired skills across all three sectors. Restaurants and hotels saw the largest number of jobs added in December. Leisure and hospitality added 53,000 jobs, food services and drinking places accounted for 43,000 of those job gains.

* MSAs with 100 or more apartment job postings. ** Cities with 70 or more job postings. *** Location quotients show how concentrated demand is within a particular geography. US-wide average demand equals 1.0; an LQ of 1.2, for example, indicates 20% higher demand than the US average (or 1.2 times the US concentration).

Sources: : NAA Research; RealPage, REIS, Yardi Matrix, Bureau of Labor Statistics, Burning Glass Technologies; Greystar student housing job postings as of January 13, 2022

Property Management Jobs in High Demand

NATIONAL APARTMENT ASSOCIATION
EDUCATION INSTITUTE

Job postings for skilled property managers accounted for 30 percent of all apartment jobs in the fourth quarter of 2021, according to the National Apartment Association.

Robust apartment demand led to only an 0.7 percentage points increase in leasing job postings. In contrast, hard-to-fill maintenance jobs significantly declined by 2.2 percentage points, signaling that companies have decided to hire vendors due to maintenance talent shortages and high turnover rates.

In fourth quarter 2021 edition of NAAEI’s Apartment

Jobs Snapshot, apartment job listings comprised nearly 37.0 percent of available real estate positions during the fourth quarter of 2021, well above the five-year average of 33.1 percent.

“Amid the omicron variant surge apartment job postings declined compared to the fourth quarter of 2020. The downward shift could represent the fact that companies are delaying the hiring process to reduce risk,” the report said.

“Yet, healthy occupancy levels and rent growth during the quarter resulted in job postings exceeding the five-year average by 3.6 percentage points. According to RealPage, occupancy rates stood at 97.4 percent and average effective

rent soared to \$1,629.

Dallas; Los Angeles; Seattle; Washington, D.C., and Denver ranked highest in concentration of apartment job availabilities.

Demand for student housing property management professionals was greatest in Austin, Columbus, Gainesville, College Station, and Houston.

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.



**9 OUT OF 10 UTAHNS
WANT SMOKE-FREE HOUSING.**

91% of Utahns don't smoke.
For better business, go smoke-free.

way to quit |  **UTAH DEPARTMENT OF
HEALTH**