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Can One Bad Applicant Spoil Whole Bunch?

By DAVID PICKRON

It might seem like an antiquated phrase since most of us no longer buy apples in bulk, but the concerns about one bad apple spoiling the whole bunch are real.

As it applies to our industry, this is becoming a critical issue. Here’s why: With the rapid increase in rents over the past few years, more and more of our properties are being shared by more than one tenant in an effort to be able to just afford the rent.

In most cases as we backtrack, having more than one tenant would equate to having more than one applicant for the lease. And when you have more than one tenant potentially on the lease, there are three major questions you need to answer before signing that lease.

QUESTION 1: WILL I GET MY RENT?

Logically, it is easy to assume that having more tenants in the property would up the odds that you are going to get paid in full and on-time. More people and more income should add up in the landlord’s favor, but that isn’t always

See ‘Can’ on Page 19

Seattle Rents Rise Significantly

RENTAL HOUSING JOURNAL

Seattle rents bounced back from a January decline and increased significantly by 0.5 percent in February, according to the March report from Apartment List.

Year-over-year rents in Seattle are up 21.5 percent and median rents in Seattle are \$1,668 for a one-bedroom apartment and \$2,080 for a two-bedroom.

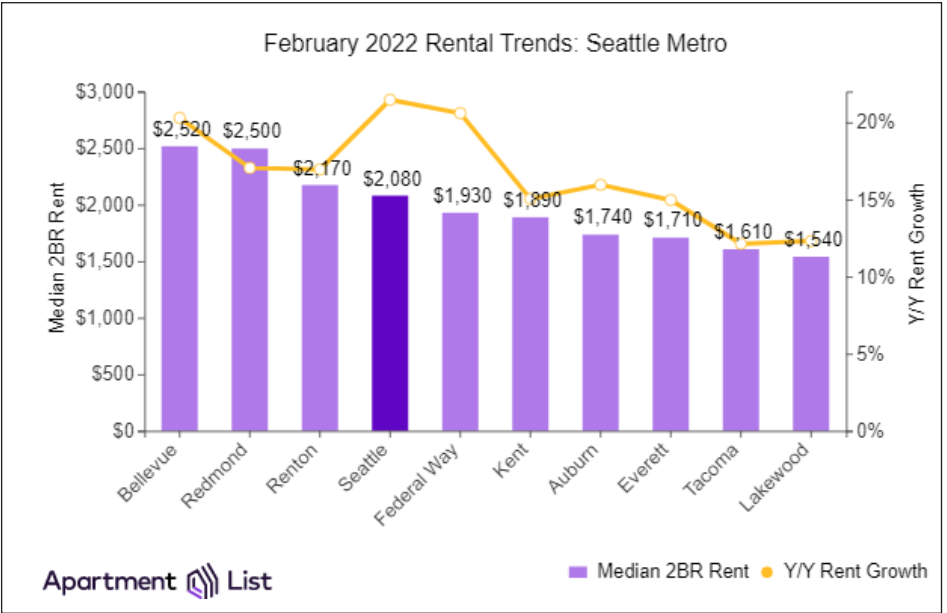
Seattle’s year-over-year rent growth leads the state average of 19.2 percent, as well as the national average of 17.6 percent.

RENTS CONTINUE RISING ACROSS THE SEATTLE METRO

Throughout the past year, rent increases have been occurring not just in the city of Seattle, but across the entire metro.

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

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



- Lakewood has the least expensive rents in the Seattle metro, with a two-bedroom median of \$1,539; the city has also seen rents fall by 0.8 percent over the past month, the biggest drop in the metro.
- See ‘Area’ on Page 21

Apartment Associations File Suit Over LA County Eviction Moratorium

RENTAL HOUSING JOURNAL

Two Los Angeles apartment associations have filed suit asking for a preliminary injunction against the county’s residential eviction moratorium, which has recently been extended to June of 2023.

The Apartment Association of Greater Los Angeles (AAGLA) and the Apartment Owners Association of California, Inc. (AOA) filed a joint lawsuit in Los Angeles County Superior Court for the State of California on behalf of their members and the county’s rental housing providers seeking a preliminary injunction against the County of Los Angeles’s residential eviction moratorium, according to a release.

The move follows close on the heels of the County of Los Angeles’s recent extension of



its COVID-19 related residential-eviction protections until June 30, 2023.

On Jan. 25, 2022, the Los Angeles County Board of Supervisors voted to extend its “temporary” eviction moratorium in three separate phases, leaving eviction protections

in place until June 30, 2023.

“These same or similar ‘temporary’ residential-eviction protections have been in place since approximately March 2020, and in establishing these protections, the county has claimed jurisdiction not only over unincorporated areas, but also most of the incorporated cities within the county,” the two associations said in the release.

In their joint complaint, AOA and AAGLA said that “there is no rational basis for extending the eviction moratorium and creating what is, in effect, a ‘rent holiday’ that has not only allowed the county’s renters to remain housed without paying rent for up to two years, but which has now been extended by the county until June 2023.”

See ‘Suit’ on Page 4

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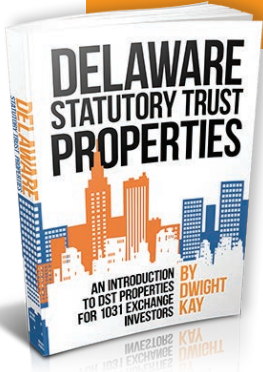
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Six Ways to Ensure Your 1031 Exchange is Successfully Completed

**By STEVE HASKELL
VICE PRESIDENT, KAY PROPERTIES**

Whether you are an investor or a real estate broker, selling investment or business real estate can be an expensive venture unless you are prepared to conduct a 1031 exchange.

Section 1031 of the federal tax code dictates that no gain or loss shall be recognized upon the sale of a real estate property held for business or investment purposes, as long as the seller purchases a replacement property of equal or greater value. This can be a solid opportunity, potentially, to preserve the gain and accrue additional wealth. However, the 1031 exchange can be a tricky process that has frustrated many amateur and professional real estate investors alike.

So, to help potentially avoid having your 1031 exchange blow up in your face, here are six steps to consider as you advise a client on undertaking and entering into a 1031 exchange:

STEP 1: KNOW THE APPLICABLE DEADLINES.

The IRS requires an investor to identify a replacement property within 45 days, and to close on the target property within 180 days of selling the relinquished property. That doesn't leave much time to hunt for the right deal, but it's enough time. Working with an expert 1031 exchange investment firm like Kay Properties can help investors successfully complete their 1031 exchange within these timelines.

STEP 2: GET EDUCATED ABOUT ACCEPTABLE TYPES OF REPLACEMENT PROPERTIES.

The IRS requires an exchanger to reinvest in a "like kind" property. However, "like kind" does not necessarily mean the same type of property. There are a variety of options available. For example, if you are selling a duplex in San Diego, that doesn't mean you need to replace it with another duplex. The 1031 exchange allows investors to replace relinquished real estate with a variety of asset types. It can be a medical building, single-family home, multifamily apartment building, raw land, self-storage facility or any other investment real estate. The type doesn't matter as long as it is held for investment or business purposes. Ideally, investors should know what they are looking for in a replacement property well before going into escrow on the property they are selling. Again, working with a 1031 exchange investment firm like Kay Properties can greatly reduce the stress and confusion surrounding 1031 exchanges.

STEP 3: NARROW DOWN THE OPTIONS WHILE IN ESCROW.

I cannot tell you how many times I have seen 1031 exchange investors in a desperate panic once they hit day 30 of their 45-day window with not a single replacement option identified for their exchange. This is an extremely stressful position. But don't worry, this article should help spare you the anguish.

One good strategy is to locate five to 10

potential replacement properties as the closing date of the property you are selling gets closer. But be prepared that as you move through escrow, many of the new properties you have identified will likely be acquired by other buyers or will not prove to be satisfactory under the scrutiny of some due diligence. That's why developing a short list of potential replacement properties prior to relinquishing the original asset can be one of the most important strategies for preventing having your 1031 exchange blow up!

STEP 4: MAKE SURE YOUR FINANCING IS LINED UP AHEAD OF TIME.

Investors will often call me in a panic because they've located their replacement property, but they cannot access the financing necessary to purchase the asset. It is important to make sure that they have the financing lined up before closing on the property being sold to spare themselves from a stressful and potentially expensive predicament. That's one reason fractional ownership structures for 1031 exchanges can be attractive for investors wanting to complete a 1031 exchange. For accredited investors, a Delaware Statutory Trust (DST) investment may be a suitable option. In addition, DSTs have a non-recourse financing component baked-in to each investment so the investor does not need to sign for a loan. A DST may be an ideal opportunity for an investor looking to a 1031 exchange to be a passive, turn-key solution with required financing already established.

STEP 5: HAVE A BACKUP PROPERTY IDENTIFIED JUST IN CASE.

The IRS code allows investors to identify replacement properties using different rules. The most common rules used are to either identify three properties for their 1031 exchange or identify real estate valued at up to 200% of the property that's being (or been) sold. This means there is room for back-ups. Take advantage of the opportunity. An exchanger should never leave an empty space on their ID form, which is submitted and filed with a qualified intermediary. More often than not, the exchanger's primary option won't work out ... even if it looks like a sure thing! Also, I have often seen unscrupulous sellers exploit the buyer's 45-day time clock in order to press their back against the wall, forcing the exchanger into an inferior negotiating position. Backup property options can strengthen the exchanger's negotiating power by providing additional options.

For accredited investors, a DST can be an excellent option for a backup strategy. DST properties are already purchased, stabilized, and can potentially provide monthly distributions to investors. There is no negotiating and the due diligence is already complete. Additionally, an exchanger can often close on a DST in three to five business days. I often recommend my clients use a DST as a backup ID if there is room in their exchange and it is appropriate for their situation.

STEP 6: MAKE SURE TO START TO NEGOTIATE A 1031 CONTINGENCY IN YOUR PURCHASE AND SALE AGREEMENT.

Many buyers are willing to allow a 1031 contingency that will permit the seller to extend escrow on the property being sold if the seller can't find a replacement property. For example, try to negotiate a clause that extends escrow for you by including an additional 30 days if you are unable to identify a suitable replacement property. This can be a quick and easy way to buy additional time should you have difficulty locating the right 1031 exchange investment.

Bottom Line: a 1031 exchange can be a potentially great tool for building and preserving wealth, but it can be a daunting process if not properly prepared. If you decide to do a 1031 exchange, make a point to start early, get educated, narrow down their options, line up financing, have a backup ID, and negotiate for more time in case they need it. When appropriate and if they qualify as an accredited investor, use a DST as part of your 1031 exchange strategy. There are no guarantees in real estate, so it is always best to plan ahead when considering a 1031 exchange.

ABOUT THE AUTHOR:

Steve Haskell serves as Vice President at Kay Properties and Investments working with 1031 exchange and direct investment clients throughout the country. Steve is based out of Kay Properties San Diego office.



Steve comes to Kay Properties and Investments after serving for seven years as an officer in the United States Air Force in the special operations community where he led small teams as well as a large staff of hundreds of military and civilian personnel. He has served in numerous locations around the world, including multiple deployments to Afghanistan and locations throughout Africa. Though Steve has retired from active duty, he still serves in the Air Force Reserves.

Prior to his military service, Steve worked in sales and marketing for multiple businesses, which included providing energy management solutions to REITs and multifamily apartment owners.

Steve holds a Master's degree from the American Military University and a Bachelors in Accounting from Point Loma Nazarene University where he graduated as International Development Student of The Year for his work providing business education to entrepreneurs in impoverished areas in Mexico, Nicaragua, and San Diego.

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Suit Challenges LA County Eviction Moratorium

Continued from Page 1

The joint lawsuit hinges upon the county’s permitted self-certification practice, which allows renters to merely declare they have been adversely affected by COVID-19 without offering any kind of proof or being required to provide a declaration of COVID-19 impact under penalty of perjury to their landlord. According to the lawsuit, the U.S. Supreme Court, in a recent ruling, has declared self-certification “schemes” like that of Los Angeles County unconstitutional.

Jeffrey Faller, president of AOA, stated: “For nearly two years, more than 700 days, some renters have taken advantage of the situation created by the county’s ordinance and been able to forgo rent payments by alleging they have been impacted by COVID-19 without any burden of proof. The unsubstantiated ‘financial impacts’ of any tenant’s self-certification are woefully vague.

“Tenants are merely allowed to unilaterally decide to not pay rent based on the facts and circumstances they determine. Eviction bans such as the county’s merely encourage unscrupulous renters to skip paying rent, with past-due rental debts continually piling up that in most instances will never be repaid.

“How could this create a situation that is good for renters, let alone housing providers? Moratoria on evictions are unfair for those residents who have worked hard and sacrificed to pay their rent. Many of our property-owning members have been forced to sit idly by as their renters have forgone making rent payments for months, and in some cases years, while at the same time making major purchases of luxury automobiles or expensive vacations owners view on Facebook.

“From the very beginning, the ‘solution’ should have consisted of rental relief provided by our government, not a ‘free-pass’ on rent,” Faller said.

After Cool-Down, U.S. Rent Growth on Upward Trajectory

RENTAL HOUSING JOURNAL

After a few months of cool-down, national rents are now back on an upward trend, according to the March report from Apartment List.

The rent-growth gain of 0.6 percent in February month-over-month in national rents reversed the slowing rents over the past few months, in which total rent growth was just 0.7 percent.

Plus, the most recent month’s rent growth was still faster than the pre-pandemic norm for this time of year.

“Even though month-over-month rent growth has moved back into positive territory, it remains substantially cooler than last summer, when rents grew by more than 2 percent per month for four straight months,” the report says. “As we enter the spring and summer months, it’s likely that rent growth will speed up amid increased moving activity. Even if prices don’t rise as rapidly as they did in 2021, we’re already seeing signs that 2022 will be another year of above-average growth.”

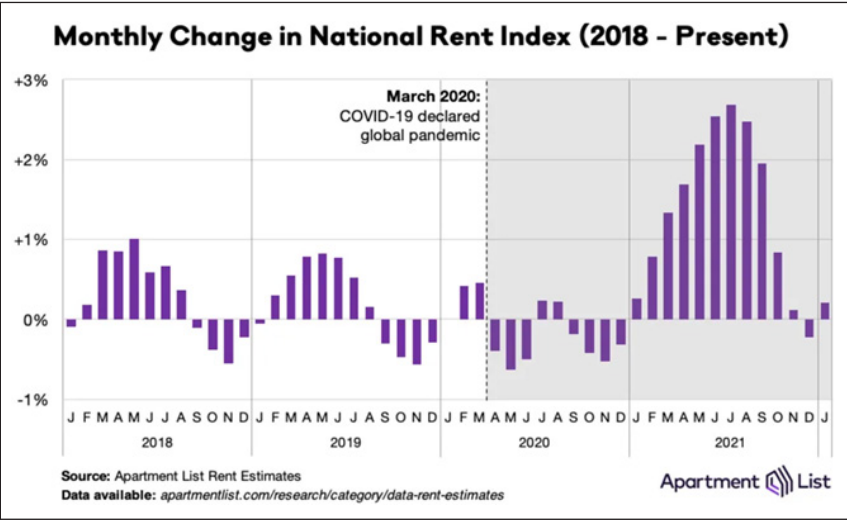
The report says the vacancy rate has continued to climb but that increase “has been modest and gradual.”

Vacancy still remains historically tight. “Over the past six months, our vacancy index has been increasing by an average of 0.1 percent per month. If that pace continues, we won’t hit a vacancy rate of 6 percent – the pre-pandemic norm – until next summer. Nonetheless, the gradual increase in vacancies in recent months has likely been contributing to the slowdown in rent growth.”

Apartment List reports that while rent growth has

cooled from last summer’s peak, “it continues to exceed pre-pandemic trends. While the apartment market has shown some signs of easing, our vacancy index still sits at 4.5 percent.

“As we enter the spring and summer months, rental activity is likely to pick up, and rent growth is likely to accelerate ... Many American renters are likely to remain burdened throughout 2022 by historically high housing costs.”



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Are you having trouble choosing the right tenant for your property? The average eviction cost is \$3500 and picking the right tenant increases rent revenue.

It's a common issue and it's challenging to know which tenant to go with. Some factors to keep in mind are a tenant's credit and their criminal history. These factors are important as it can affect paying the mortgage on time and avoiding other potential issues.

Luckily, there are many tenant screening services available that can help. One tenant screening service allows the applicant to grant you access to the tenant screening reports, but this can take hours or even days as applicants don't finish things in an urgent manner. This slows down the process of filling your vacancy and you end up losing time and money. This has frustrated thousands of people which is why SimplifyEm Property Management Software allows you to generate tenant screening reports in minutes without having to wait for the tenant. SimplifyEm has changed businesses for the better and gives confidence in choosing the right tenants.

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offers rental advertising where you can publish a vacant listing to 20+ sites, online applications so a prospective tenant can apply to the property or unit and online leases to e-sign the lease agreement. Once the lease agreement is signed, you can also provide a tenant portal for smooth tenant onboarding and a professional experience. The tenant portal includes online payments, renter's insurance, documents, and the ability to submit maintenance requests. No more dealing with paper documents or paper checks. Everything is done and saved online.

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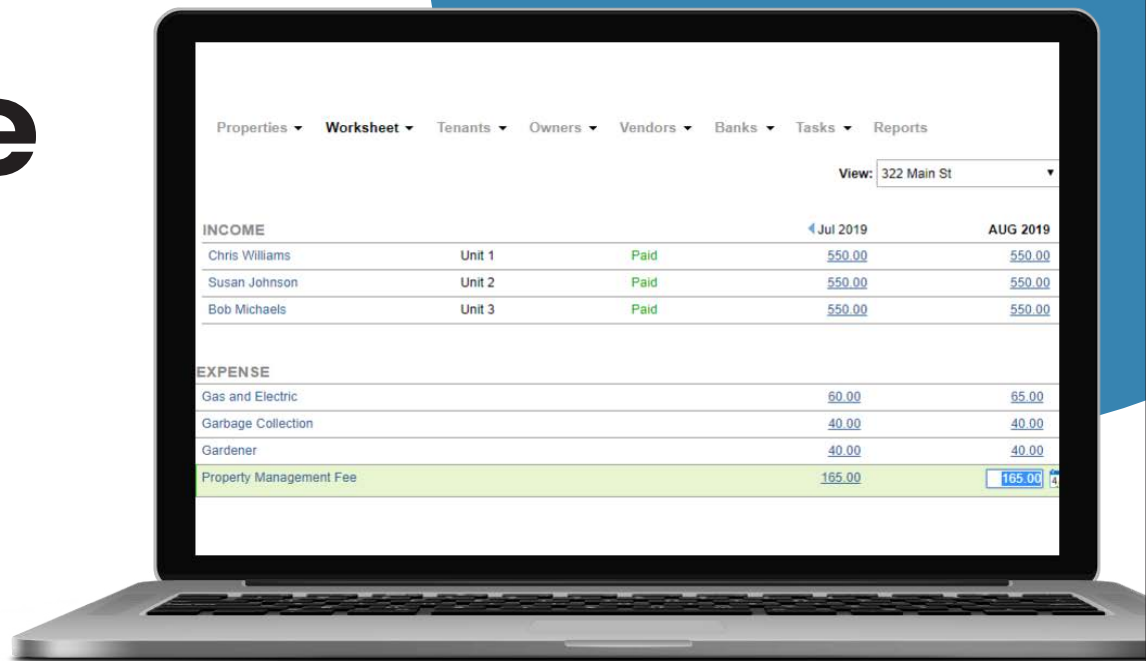
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FCC Cracks Down on Revenue-Sharing Deals in Apartment Communities

RENTAL HOUSING JOURNAL

The Federal Communications Commission (FCC) in a ruling criticized by many multifamily housing operators says it is prohibiting revenue-sharing agreements between broadband companies and apartment-building owners, according to a release.

“The Federal Communications Commission has long banned internet service providers from entering into sweetheart deals with landlords that guarantee they are the only provider in the building.

“But the record in this proceeding has made it clear that our existing rules are not doing enough and that we can do more to pry open the door for providers who want to offer competitive service in apartment buildings,” said FCC Chairwoman Jessica Rosenworcel in a release.

“One third of this country live in multi-tenant buildings where there often is only one choice for a broadband provider, and no ability to shop for a better deal,” Rosenworcel said. “The rules we adopt will crack down on practices that prevent competition and effectively block a consumer’s ability to get lower prices or higher quality services.”

Multifamily buildings are denser than

single-family housing, “which should make them less costly to serve. For this reason, the multifamily market should be at the leading edge of competition, but too often, that’s just not the case.

“One reason why is that there is a complex web of agreements between incumbent service providers and landlords that keep out competitors and undermine choice,” Rosenworcel said.

THE FCC ORDER CONTAINS THREE MAIN REQUIREMENTS

1. Prohibits broadband providers from entering into certain revenue-sharing agreements with a building owner who keeps competitive providers out of buildings.
2. Requires providers to inform tenants about the existence of exclusive marketing arrangements in simple, easy-to-understand language that is readily accessible.
3. Clarifies existing FCC rules regarding cable inside wiring to prohibit so-called sale-and-leaseback arrangements that block competitive access to alternative providers. The FCC said companies have



circumvented rules by selling the wiring to the building and leasing it back on an exclusive basis.

CRITICISM OF THE FCC BROADBAND ORDER FOR MULTIFAMILY

The National Multifamily Housing Council (NMHC) and National Apartment Association (NAA) criticized the move by the FCC.

“The FCC claims its actions will increase competition, lower costs, and promote broadband in apartment buildings,” the NMHC and NAA said in a statement.

“Yet, by nullifying existing, legal agreements between broadband providers and property owners, the order may very well discourage investment and

harm deployment and maintenance of broadband networks, particularly in already underserved properties most in need of broadband deployment and modernization. Unfortunately, the order does nothing to help Americans living in these communities that lack adequate broadband service, including lower-income, affordable and smaller rental properties.

“The multifamily industry cares deeply about equitable access and providing the highest quality of broadband to our residents. Industry data shows competition and superior broadband service already exists, with 80 percent of apartments surveyed having two or more providers on site,” the NMHC and NAA said in the release.



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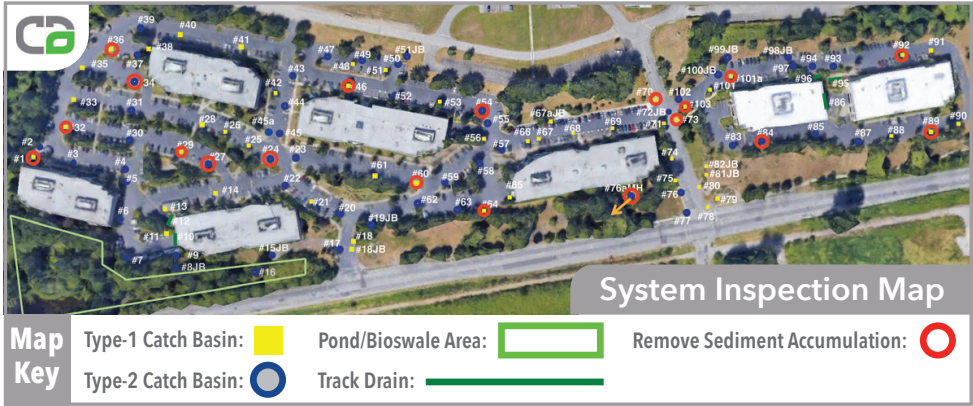
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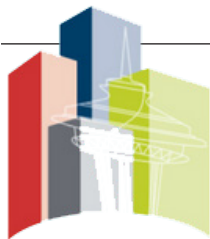
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Genesis Credit Systems
Great Floors
Guided Fitness
HandyTrac Systems
HUB International
Luminous
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Waste Recovery Systems
Waste Experts
Weblisters
Xfinity Communities
Yardi Systems
Zumper



REGISTRATION, BREAKFAST, TRADE SHOW AND NETWORKING: 8:00 am – 8:30 am

SPECIAL CONFERENCE KICK-OFF: 8:30 AM - 9:00 AM

Center Hall Stage
Topic: “LEARN. CONNECT. GROW.”
Hear from a key industry executive how you can LEARN new skills, network and CONNECT with peers, and GROW your career! Start the conference off right with a lively introduction to the day.
Be there at 8:30 am and have a chance to win \$500 cash!

CLASS SESSION ONE: 9:00 AM - 10:00 AM

- Choose from these great classes and more!
- Appliances: GE Washers/Dryers
 - Exterior Preventative Maintenance
 - Surviving the Great Recession
 - George Jetson Walks into a Leasing Office...

TRADESHOW AND NETWORKING: 10:00 AM – 10:30 AM

Explore the EdCon trade show and learn about some of today's leading edge products and services that can help you achieve your business goals!

CLASS SESSION TWO: 10:30 AM – 11:30 AM

- Appliances: Range/Dishwashers
- Post-COVID Maintenance: What Keeps You up at Night?
- Critical Skills: Succeed by Design
- It's all about Conflict
- Selling Sunsets When it's Grey

LUNCH, TRADESHOW, AND NETWORKING: 11:30 AM – 1:00 PM

MAINTENANCE MANIA COMPETITION: 11:30 AM –1:00 PM

Let's get ready to rumble!
The Maintenance Mania event consists of several skill-based table games based on common maintenance activities along with a race car competition with cars made from maintenance parts and materials.
Participants build their race cars prior to the event, aiming to have the fastest and most creative car built out of common maintenance supplies.
All games are timed to determine the fastest competitor in each game and overall. Cash prizes are awarded!



CLASS SESSION THREE: 1:00 PM - 2:00 PM

- Maintenance by the Numbers
- Who is Interviewing Whom?
- Digital Tools that Residents Love

TRADESHOW AND NETWORKING: 2:00 PM – 2:30 PM

CLASS SESSION FOUR: 2:30 PM - 3:30 PM

- Top 10 Plumbing Issues
- Maintenance for the Win!
- Executive Leadership Panel: Learn, Connect, Grow
- The University of Life!
- ESG and Sustainability

MAINTENANCE MANIA RACE CAR COMPETITION AND PRIZES/ AWARDS – 3:30 PM – 4:30 PM

Join the Maintenance Mania competition, with an opportunity to qualify for the national Maintenance Mania competition in San Diego at National Apartment Association's (NAA) Apartmentalize Conference. Racing against the clock, you will compete against each other to see who is the fastest in six maintenance-focused challenges. The finale of the event concludes with a race car competition, where the competitors build a model car using at least one maintenance product or part and race it down a pinewood derby-style track. Cash prizes are offered for top times, including a \$500 cash prize for the best overall time.
“Maintenance professionals are essential to the success and viability of the multifamily housing industry,” says former NAA President Doug Culkin, CAE. “NAA is extremely proud to be able to shine a light on such an outstanding group of individuals through the Maintenance Mania® program.”

2022 MAINTENANCE MANIA EVENTS

- There are seven events in the Maintenance Mania® competition. Each event is open to every Maintenance Mania® participant. To be eligible to compete at the national competition in San Diego and win an all-expense paid trip, you must compete in all seven events and meet eligibility rules.
- AO Smith Water Heater Installation
 - Frigidaire Ice Maker Installation
 - Halstead Click Lock Plank Installation
 - Pfister Faucet Installation
 - Kidde Fire & Carbon Monoxide Safety Installation
 - Kwikset Key Control Deadbolt Test
 - Home Depot Pro Xtra Race Car Competition

EDCON AFTER-PARTY: 4:00 PM – 5:00 PM

Stay and enjoy good food and drink, and great company!
Network with peers – catch up on old times, and meet new people.

THIS IS WHAT PEOPLE HAVE SAID ABOUT EDCON!

“It is so much fun, we have so many amazing and brilliant people in our industry. I enjoyed it.”
—A.S., HNN Communities

“Thanks for the great event! We had a lot of fun!”
—Kiril Urekeanu, Allied Residential

“I enjoyed the conference very much. The classes were amazing and the speakers well prepared.”
—Cindy Lien-Kessner, CAM - ConAm Management

Congrats, 2022 Emerald Award recipients!



ASSISTANT COMMUNITY MANAGER
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LEOTTI**

PIKE MOTORWORKS
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HUDSON**

AFB FLOORS



NEW DEVELOPMENT
OF THE YEAR - AFFORDABLE

**WATERMARK
APARTMENTS**

HNN COMMUNITIES



COMMUNITY MANAGER
OF THE YEAR 1-150 UNITS

**LINDY
MICHLIG**

PROMENADE AT THE PARK
EPIC ASSET MANAGEMENT



ASSISTANT COMMUNITY MANAGER
OF THE YEAR 301+ UNITS

**VAUGHN
HOLLENSHED**

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CURB APPEAL GARDEN STYLE
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FARM**

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WMFHA
OUTSTANDING VOLUNTEER AWARD

**HEATHER
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NEW DEVELOPMENT
OF THE YEAR 1-150 UNITS

MADISON25

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OF THE YEAR 151-300 UNITS

**MARIO
MANRIQUEZ**

ALTO
THRIVE COMMUNITIES



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**GOODMAN
REAL ESTATE**



CURB APPEAL
MID OR HIGH RISE

888

GREYSTAR



LIFETIME ACHIEVEMENT
AWARD

**STEVE
HUSON**



NEW DEVELOPMENT
OF THE YEAR 151+ UNITS

THE VERGE

PILLAR PROPERTIES



COMMUNITY MANAGER
OF THE YEAR 301+ UNITS

**JAMIE-PAUL
RIZZO**

ATLAS
AVENUES RESIDENTIAL



LEASING CONSULTANT
OF THE YEAR 1-300 UNITS

**AMANDA
LACKEY**

TERRACE STATION
THRIVE COMMUNITIES



MAINTENANCE TECHNICIAN
OF THE YEAR 1-300 UNITS

**CHRISTY
ROLFE**

LIBERTY RIDGE
THRIVE COMMUNITIES



ROOKIE OF THE YEAR
OFFICE

**ABBY
GIMENEZ**

ALAIRE
THRIVE COMMUNITIES



MAINTENANCE SUPERVISOR
OF THE YEAR 1-150 UNITS

**HABIB
AHMADZAI**

ELARA AT THE MARKET
GREYSTAR



COMMUNITY
OF THE YEAR - AFFORDABLE

**WOODLANDS
AT FORBES LAKE**

FAIRFIELD RESIDENTIAL



LEASING CONSULTANT
OF THE YEAR 301+ UNITS

**TYLER
DAVIS**

HYDE SQUARE
GREYSTAR



MAINTENANCE TECHNICIAN
OF THE YEAR 301+ UNITS

**DOMINICK
BUENROSTRO**

ATLAS
AVENUES RESIDENTIAL



PORTFOLIO MANAGER
OF THE YEAR

**RUCHELLE
ERWIN**

THRIVE COMMUNITIES



MAINTENANCE SUPERVISOR
OF THE YEAR 151-300 UNITS

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LORISCH**

PARK88 RESIDENCES
PACIFIC CREST REAL ESTATE



COMMUNITY
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ROOKIE OF THE YEAR
MAINTENANCE

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KELLY**

WOODIN CREEK VILLAGE
WEIDNER APARTMENT HOMES



COMMUNITY
OF THE YEAR 151+ UNITS

BELL OVERLAKE

BELL PARTNERS INC



REGIONAL MAINTENANCE DIRECTOR
OF THE YEAR

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MCDANIEL**

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OF THE YEAR AFFORDABLE

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Congrats, Eastern Washington Emerald Award recipients!



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WEIDNER APARTMENT HOMES



CURB APPEAL

PARK VILLAS
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PRODIGY PROPERTY MANAGEMENT



ASSISTANT COMMUNITY MANAGER
OF THE YEAR

ANNIE
HURST

600 RIVERSIDE
WEIDNER APARTMENT HOMES



NEW DEVELOPMENT
OF THE YEAR

CITY VIEW

GREYSTAR



PORTFOLIO MANAGER
OF THE YEAR

TAYLOR
BRUZAS

GREYSTAR



MAINTENANCE SUPERVISOR
OF THE YEAR

ANTHONY
EASLEY

THE NORTHERN AT COEUR D'ALENE PLACE
GREYSTAR



MAINTENANCE TECHNICIAN
OF THE YEAR

FAVIAN
VILLA

CLEARWATER BAY APARTMENTS/720 APARTMENTS
PRODIGY PROPERTY MANAGEMENT



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OF THE YEAR 1-150 UNITS

AMANDA
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INDUSTRY PARTNER
OF THE YEAR

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THOMPSON, PLLC



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OF THE YEAR 151+ UNITS

KATIE
CROTHERS

WINDSOR CROSSING
ROCKWOOD PROPERTY MANAGEMENT



COMMUNITY
OF THE YEAR 1-150

CENTRAL PARK VILLAS

PRODIGY PROPERTY MANAGEMENT



COMMUNITY
OF THE YEAR 151+

HIGHLINE at
KENDALL YARDS

ROCKWOOD PROPERTY MANAGEMENT



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The Value of Education and Employee Development

A trusted resource and the leading association serving the rental housing community, Washington Multi-Family Housing Association (WMFHA) is proud to support the industry through recruitment, training, and career development.

By investing in your employees’ training and success, your company can increase property performance, resident service, and improve employee satisfaction. WMFHA is here to partner with you on valuable training opportunities that enrich skill levels and company loyalty.

As we are getting back to normal, we need to evaluate and identify priorities for our industry. One of those priorities is to re-focus on our talent. Our front-line office and maintenance teams have experienced an enormous amount of stress and challenges in the last few years.

Rewarding them with a renewed commitment to their careers, their needs, their sense of pride in their work, and their professional development will show them how much we appreciate and care about their sacrifices during these turbulent times.

We need to attract new and diverse talent to this industry. In doing so, we need to focus on their development and the need to augment our employees’ skill levels with opportunities for growth, education, and learning.

When developing professionals feel supported and encouraged in their trajectory, they are more apt to stay in the industry, and maybe even introduce their friends, family, and acquaintances to the industry.

ADAPTING TO CONDITIONS

The association was forced to pivot our member services in 2020 and 2021. We developed virtual training opportunities to ensure our members were connected and engaged with one another. We delivered webinars, seminars, classes, and credential programs in online, hybrid, and in-person formats.

WMFHA is committed to serving our membership’s educational needs with a dedication to educating, equipping, and motivating our members to grow their careers and industry experience.

WMFHA’s efforts to serve our members with online education during the onset of the pandemic contributed to WMFHA achieving the coveted Affiliate of the Year Excellence Award from the National Apartment Association in 2021.

The impressive accomplishments of WMFHA’s educational programs in 2021 included more than 60 classes with more than 3,600 student attendees.

As we look forward to bringing in-person classes and educational events back to our robust calendar, we are excited to start a new chapter in our devotion to you.

With the enhanced, state-of-the-art training facilities of our new office space, WMFHA is now able to accommodate hybrid training and flexibility in delivering successful credential programs. The intent is to provide the exceptional value of classroom learning with the option to participate virtually when practical.

One of this association’s many passions is diversity, equity, inclusion, and accessibility (DEIA). We look forward to continuing to support our member companies’ own DEIA efforts.

WMFHA is also passionate about providing learning opportunities for our members. We

do so by creating access for all with our Education Scholarship Fund. These funds are awarded through a rigorous application process. In 2021 alone, \$38,000 was awarded to 28 students so they may participate in National Apartment Association Education Institute’s (NAAEI) credential programs. Classroom training includes Certified Apartment Manager (CAM), Certified Apartment Portfolio Supervisor (CAPS), Certificate for Apartment Maintenance Technicians (CAMT), Certified Apartment Leasing Professional (CALP), and Certified Apartment Supplier (CAS) courses.

NAAEI also offers an assortment of online courses and recorded webinars that can be taken 24 hours a day on their online learning platform, Visto (check out www.gowithvisto.org). Most of these courses count for continuing education credits (CECs) needed for credential renewals.

RECRUITING FROM OUTSIDE THE INDUSTRY

As our industry grows, attracting new people into rental housing employment becomes an important company strategy for all property management firms. We need to look outside our industry to find talented people of varied backgrounds with applicable skills.

Companies are more focused than ever on key human resource processes such as recruiting, interviewing, hiring, onboarding, training, promoting from within, and retention. So too are they developing a company culture that prioritizes and values the contributions of a diverse team.

Support, supervision, and employee empowerment are keys to leveraging the skills and abilities of your employees. This is true not only in office management positions but also — and more importantly — for onsite maintenance service team members.

Having the right maintenance team and grooming a positive, cooperative, respectful relationship between the back-office and front-office will promote those valuable synergies, resulting in outstanding customer service.

Given the phenomenon of the “Great Resignation,” understanding wage and compensation trends is also important in rewarding and keeping talented employees. Companies must develop a culture of retention by showing appreciation for employees, celebrating successes and rewarding performers, being team-focused, and adopting ways to promote from within.

WMFHA serves on the Advisory Board of North Seattle College, which has developed the West Coast’s first Property Management Bachelor of Applied Science (BAS) degree program.

Also, you can check out our Career Center on our website at www.wmfha.org to post jobs or search for job openings.

DON’T MISS EdCon

WMFHA will hold EdCon, our annual education conference and exposition, on April 20th. With pent-up demand for peer-to-peer engagement and networking opportunities not available the past two years, attendance is expected to be high, and excitement should be through the roof.

EdCon offers something for everyone in the multifamily industry. It’s a great opportunity to learn from industry leaders, check out the newest products and services, network with peers, and enjoy a fun and lively maintenance competition.

The day will include 24 separate training sessions with outstanding subject matter experts as facilitators. They will provide relevant content on subjects related to customer service, leadership, leasing and marketing, legal updates, and operational best practices.

EdCon will also have several educational tracks for maintenance service personnel, such as appliance repair, preventive maintenance, budgeting, and maintenance tips and tricks to save properties money.

Explore the EdCon trade show and learn about some of today’s leading-edge products and services that can help you achieve your business goals! Industry supplier partner companies exhibiting the most updated products and services will participate in the expansive trade show, meeting with attendees to offer advice and help solve daily problems.

WMFHA has the best vendor members in the industry and the promotion of a Members Using Members (MUM) philosophy ensures mutual support.

The highlight of the day will be the Maintenance Mania! competition, a maintenance Olympics of sorts. It consists of seven challenging timed games built from maintenance materials and representing repairs or installations done at apartment communities, followed by a race car competition with cars made from

maintenance parts.

Awards and prizes will be rewarded to the lowest times of the competition, with a chance to go to the national Maintenance Mania! event hosted by the National Apartment Association at the upcoming Apartmentalize conference in San Diego this June.


BETTER TOGETHER

In these challenging times, we look to work together to uplift the industry as we serve our residents and our communities. Our employees are our greatest asset but will require dedicated focus and investment.

We can all do our part to grow ourselves, grow the industry, and get back to the work we all love. The best is yet to come.

Let WMFHA meet all your employee training and development needs!






WMFHA supports the rental housing industry by providing quality educational opportunities, coordinating networking events for personal growth, and by advocating for legislation equitable to our industry and the broader community. To learn more about membership in this passionate organization, simply call us at 425-656-9077 or visit our website at www.wmfha.org. Follow us on Facebook and our other social channels for up-to-date information on association activities.




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Making Indoor Air Safer for Everyone

By RACHEL BOWERS

Poor indoor air quality is ranked as the fourth biggest environmental threat in the United States, according to the EPA. Buildings are built to be efficient, and not “breathe,” creating a space that is two to five times higher with pollutants. But how many of us think about this?

Where we lay our heads at night is our sanctuary, our safe place from the dangers of the outside world. We don’t consider a threat that is unable to be seen is already saturating our homes.

But it’s not just a threat to the people who live behind the tightly wrapped walls and double-paned windows, it’s a threat to the buildings themselves.

“After years of addressing mildew and sweating windows with reactive solutions, we have found our answer with Panasonic’s Whisper Fan line of products,” says Doug Frelin of Epic Asset Management.

Doug uses Panasonic’s fans to increase the air flow within apartment units, making the air safer for humans and removing the moisture that causes damage to the units. For Doug it’s the perfect solution: “With moisture and motion sensors built into the design, we can take that responsibility off our residents and place it on the equipment that has never once forgotten to ‘get the fan.’ The adjustable CFMs allow us to appropriately control the air flow for each individual room size, and the noise is almost nonexistent.”

Doug and the Epic Asset Management team have installed the Whisper Fans into nearly 1,400 units and don’t plan to slow down. This win-win solution is great for Epic and those who enjoy living in their properties. “To increase the standard of living for our residents and the overall protection of our assets, Whisper Fan was an easy choice!”

To make the switchover as “thoughtless” as the fans themselves, Doug partnered with Pacific Lamp & Supply Co. which has been helping light the Pacific Northwest for 110 years. Doug claims: “A portfolio-wide issue calls for a portfolio-wide solution, and the team at Pacific Lamp and Supply Company has been able to exceed all expectations in our partnership. From the price point to the extensive order tracking and even staying ahead of the industry



backorders, the Pacific Lamp team has tailored a program that really has streamlined the entire process.”

Sometimes the best things you can do for your residents are the things that go unnoticed. It’s not flashy. It’s not necessarily something to brag about. But it most definitely the right thing to do, since people spend about 90 percent of their time indoors.

So start with the air. Take a thoughtful approach to “Thoughtless Ventilation.”

Rachel Bowers is designated Outside Sales Representative at Pacific Lamp & Supply Co. and has been a vendor in the multifamily industry for nearly seven years. She is passionate about helping property management teams find the best solutions in the industry for their unique individual property needs. Her role at Pacific Lamp allows her to procure many types of products, from light fixtures, replacement parts and lamps, to fans, smoke alarms, batteries and much more in between. If you are interested in product specs and quotes, a free LED upgrade audit or install/design assistance, please contact her at Rachel@pacificlamp.com.



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Need further help improving recycling and compost? Email AskEvelyn@Seattle.gov or leave a message at (206) 684-8717 requesting a visit from a solid waste specialist.

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Innovations for the Northwest's Property Management Segment



Rodda Paint, the largest family-owned paint manufacturer in the Northwest, has recently entered the property management segment! Rodda is beginning its second year as a member of both MultifamilyNW and the Washington Multifamily Housing Association (WMFHA)!

Rodda's products have been manufactured in Portland since 1932 and are distributed through 56 company stores in Oregon, Washington, Idaho, Montana and Alaska. Rodda, a service-oriented company, believes in building lasting relationships with customers.

In 2021, Dawn Hirschfelt, an 18-year multifamily paint sales veteran, joined the company and developed a paint program specific to the needs of property management. Her goal is to provide high-quality products that are easy to use and maintain at an affordable price.

Rodda has added 3.5-gallon buckets to their maintenance line, something that has become increasingly popular in multifamily. The 3.5-gallon buckets weigh less than 40 pounds compared to an average of 65 pounds for a 5-gallon container. This weight difference helps reduce back-injuries and lessens leftover paint from gathering in paint shops. These products also have enhanced mold and mildew resistance, a feature very helpful in the apartment environment.

Last year was a challenging one for many suppliers, especially paint companies. "We had many customers come on board after realizing being tied into a national account was not meeting their needs. The supply shortage brought home the importance of buying local. We were fortunate not to be shipping our products across the country and instead added a second shift to our manufacturing facility to increase production," Hirschfelt said.

Rodda continues to build inventory in anticipation of a busy summer; expecting some raw materials could continue to be a challenge, but core interior and exterior paint should be in good supply.

Plan now for exterior paint projects! Many painters are already booked-out for months. Rodda's exterior program consists of a project inspection, written scope-of-work and painting recommendation, bid-procurement and help with color selection and placement. Written warranties are often available, depending on the project and condition of the property.

"Rodda has some amazing products," Hirschfelt explains. "Repaints are expensive and the great majority of this cost is labor. Asset managers are realizing that spending a little bit more upfront using a better-quality paint can extend the repaint cycle by a few years. That really adds up on buy-and-hold investments, especially in this inflationary environment."

Rodda's exterior products are all 100% acrylic formulations and have "cross-linking" resins for superior performance and fade resistance. They are moisture-tolerant and can be applied even if rain is expected within two hours. "Our national competitors charge a huge premium for this type of performance, but as a Northwest regional company, we build-in this feature automatically into our exterior formulas. Our paint is made in the Northwest for the Northwest!"

If you would like assistance on an upcoming repaint or want to set up an interior paint program for your company, contact Dawn Hirschfelt at dhirschfelt@roddapaint.com, 503-319-2716.



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Can One Bad Applicant Spoil the Whole Bunch?

Continued from Page 1

true. Proper screening, including criminal, civil and credit checks, is critical if you want to protect your investment. Let’s consider that you have three individuals who are friends apply to rent your property. They each complete an application and upon review, you find that one of them has a history of evictions, has credit below the standard you normally require for this property, and is currently unemployed.

What do you do? You have a few options and things to consider.

- How are the credit and eviction histories of the other applicants?
- How long ago was the eviction for the affected applicant?
- Was it affected by COVID or other outside circumstances?
- What kind of history does the applicant have with the other applicants who have good credit?

In essence, you have to rely on your criteria and your calculated trust in the other applicants on the lease to pull through with payments, even when or if the poorly qualified tenant can’t fulfill his portion of the lease payment.

This by far is the easiest of the three questions to answer because the additional tenants can always help carry the payments if needed. The next question is much more difficult as it deals with the complexities of personality and behavior.

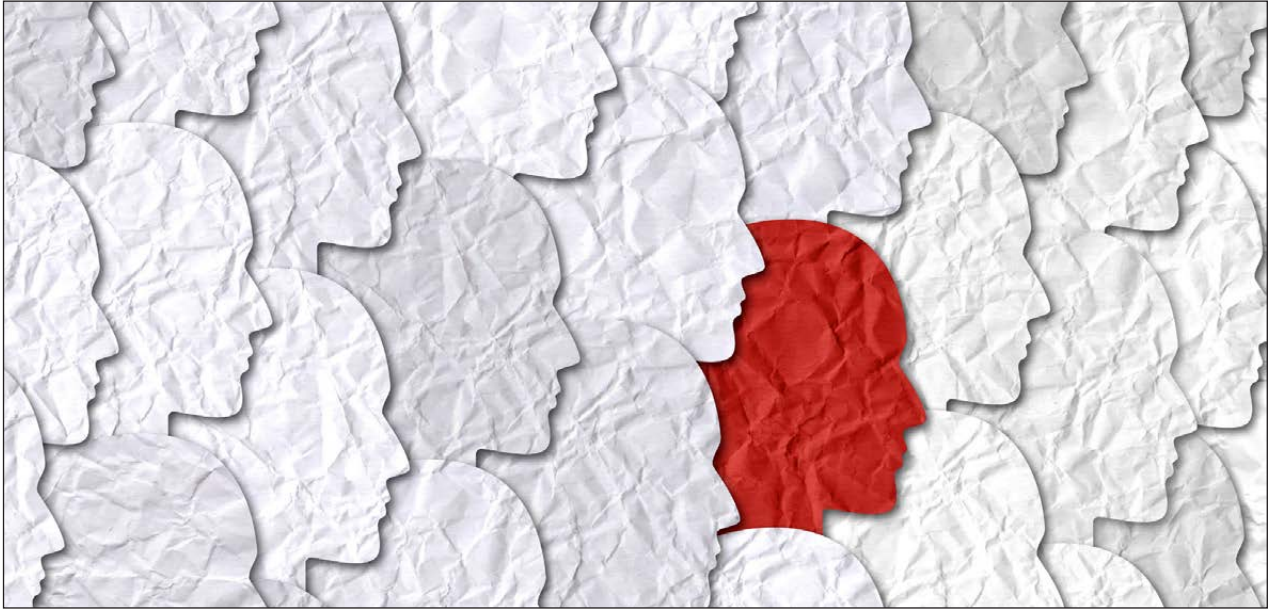
QUESTION 2: WILL MY PROPERTY BE TAKEN CARE OF?

This question is where a careful review and analysis of each applicant’s criminal history is critical in ensuring the value of your property.

It’s been said that we become the sum of the five people we spend the most time with. If one or more of your applicants has a criminal history, the likelihood of them having friends and associates with similar history grows exponentially.

Let’s say you have an applicant with a history of drug-related arrests. While it’s not a guarantee, the odds of that applicant having friends with similar histories are high.

Any seasoned landlord will testify that the criminal crowd



has a history of destroying property, either through their own negligence or the negligence of the people they invite over. So while you may have two tenants who are law-abiding and take great care of your property, you have to be on the lookout for the one that can bring destruction.

Again, having and applying a strict criteria on each applicant can help save you and your property.

QUESTION 3: IS MY (AND THE NEIGHBORS’) SAFETY COMPROMISED?

This may seem like an outrageous question, but my experience says that it’s much less far-fetched than you might believe. The last thing a landlord wants is to compromise their safety and the safety of the surrounding neighbors.

We’ve all heard the news stories where the neighbor can’t believe that their neighbor was involved in (fill in the blank) and that they seemed like such “a nice guy.” It’s only when the reporter unveils the laundry list of criminal offenses and past disturbances that the neighbors and the general public see what the offender was really like.

Having a criteria and using the background check results to measure against it for each and every applicant is paramount

in keeping all involved in a safer situation. If I have to go to the home to collect unpaid rent, I’d rather go in knowing my safety wasn’t in question when I knock on the door.

Let me reiterate, you need to look at each applicant individually. Then take that individual analysis, add it all together, and make your rental decision.

I always invite you to reach out with questions you have regarding applicants. While we don’t offer legal advice, we can provide you with practical solutions that we have discovered over the last 30 years in managing properties and performing applicant background checks.

Our goal is to help ensure you get paid and that your property is taken care of, all while keeping you safe.

David Pickron is president of Rent Perfect and a fellow landlord who manages several short- and long-term rentals. He is a private investigator and teaches organizations across the country the importance of proper screening. His platform, Rent Perfect, was built to help the small landlord find success. You can reach David at david@rentperfect.com.



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Allergies and Requests for Accommodation

Best Practices For Addressing Reasonable Requests From Tenants

By The Fair Housing Institute

There has been a noticeable upsurge of residents requesting reasonable accommodations due to allergies. This is likely due to an increase in people suffering from both chemical and environmental sensitivities.

A resident requesting accommodation due to allergies can create a challenging situation for the housing provider. This raises two questions:

1. Are properties required to offer reasonable accommodations for allergies?
2. If yes, what are some best practices to follow?

WHAT CRITERIA DO ALLERGIES NEED TO MEET?

In order to determine if an allergy meets the criteria for a reasonable accommodation, we must first determine if the allergy qualifies as a disability.

The Fair Housing Act defines a disability as a mental or physical impairment that substantially limits one or more major life activities.

For most of us with allergies, while the reactions may be uncomfortable, it is probably reasonable to state that those reactions do not “substantially limit one or more major life activity,” thereby rising to the level of a disability.

To help you determine whether the allergies meet the criteria, you need to have reasonable-accommodation request



and verification forms that can be filled out by a third-party verifier. It is okay for your reasonable-accommodation forms to highlight the difference between a disability and an impairment.

Your forms can also include a section for the verifier to provide pertinent information regarding allergy testing to determine what the tenant is allergic to. It is important to note that only a third-party verifier can make the determination if the allergy is in fact a disability and what accommodations need to be met.

If the allergy is not a disability, then management is not legally required to

accommodate the resident.

On the other hand, if the allergy results in the resident’s throat closing and hives, these symptoms would probably be considered a fairly substantial limitation to major life activities and would meet the criteria for a reasonable accommodation. Now you are faced with how, and to what extent, modifications can be offered. This can be especially difficult in a multifamily setting.

CREATING A REASONABLE ACCOMMODATION PLAN

Once a reasonable-accommodation request has been verified, it is time to create

a plan that addresses the needs of the resident. The housing provider wants to provide reasonable accommodations, while also not limiting the use of chemicals and products by other residents and staff, particularly those that are critical to building maintenance. This is where open communication to discuss alternatives is critical between the resident, the property owner or manager, and the verifier. HUD and the courts now view the “interactive process” as an essential step by housing providers during the reasonable-accommodation process, whether the property plans to deny or offer the resident an alternative accommodation. Documenting the plan is also a critical best practice and ensures that everyone clearly understands the plan.

FAIR HOUSING TRAINING Is A MUST

Dealing with reasonable-accommodation requests can be quite dynamic. Regular Fair Housing training is a must for property-management professionals. Property-management professionals are best served when regularly trained to identify the issues and then discuss them as a team. If you are not clear on the legal requirements, reach out to a qualified fair housing attorney. The more you know, the better you will be when dealing with complex reasonable accommodation requests.

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.

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Area Rents Bounce Back Up

Continued from Page 1

- Seattle proper has seen the fastest rent growth in the metro with its 21.5 percent year-over-year increase.
- Bellevue has the most expensive rents of the largest cities in the Seattle metro, with a two-bedroom median of \$2,517; rents grew 1.9 percent over the past month and 20.3 percent over the past year.

TACOMA RENTS DECLINE SHARPLY OVER THE PAST MONTH

Tacoma rents have declined 0.8 percent over the past month. However, year-over-year rents in Tacoma are up 12.1 percent.

Median rent in Tacoma is \$1,224 for a one-bedroom apartment and \$1,606 for a two-bedroom.

This is the fourth straight month that the city has seen rent decreases after an increase in October of last year.



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How to Handle Noise Complaints the Right Way

By James Durr

If you are the landlord of a property that is home to multiple tenants, or if the building you own is located close to other properties, it is possible that you will receive noise complaints. These complaints may be from members of the local community about your tenants or vice versa, or from different tenants about one another.

Let’s explore how to resolve these complaints and ensure that tenants and local residents are able to enjoy a peaceful and relaxing experience in and around your property.

Preventing Noise Complaints

Ideally, you should already have taken steps to prevent major sound bleed between and from your rental properties. If possible, when renovating a property, extensive soundproofing should be included in the budget. You should consider installing acoustic insulation in walls, floors and ceilings, and selecting soundproof doors and windows.

It is also highly advisable to include a noise clause in any tenancy agreement you produce. This means that, upon signing the document, a tenant agrees that if they are to make excessive noise – particularly during any specified hours – they will be in breach of their contract.

What to Do if You Receive a Noise Complaint: 7 Steps

1. Accept the Complaint Graciously and Act Immediately

It’s important that your building is able to maintain a good reputation, and that the tenants who live there – and the residents of the local area – are able to enjoy a positive relationship.



“To this end, if someone comes to you with a noise complaint, show that you are sympathetic to their problem. You should also let them know that you will take steps to resolve the issue straight away,” comments auctioneer and fast home buyer James Durr of Property Solvers.

It may be that the individual making the complaint has already spoken to the “perpetrator.” It’s a good idea to check whether this is the case before doing so yourself. After all, this will give you a clearer idea of how they are likely to respond to you.

2. Check with Other Neighbors and Tenants

It’s best to corroborate any claims of excessive noise with others who may be affected before taking action.

If you receive a complaint, you may consider checking with other residents nearby to see if they too have been disturbed by the same incidents.

Of course, different people are affected by noise in different ways – and sound travels differently from space to space – so some individuals may be less troubled by the situation than others.

3. Look into the Cause of the Noise

If there is a specific type of sound that is causing problems, there may be a way to resolve the matter in a manner that suits all parties. Some loud sounds, such as a baby crying or a dog barking, can be difficult to prevent. However, if it appears that the repeated noise is the result of neglect or abuse, this must be reported to the relevant authorities immediately.

In many cases of animal abuse, the owner may be prevented from keeping pets for a number of years in the future. This means that not only will the current animal be spared any further cruelty, but also that the tenant will not be permitted to replace it.

Of course, it’s extremely important that you do not make baseless claims of neglect or abuse just to resolve a noise complaint. Look into the issue as much as you can yourself before deciding to take action of this kind.

4. Ask the “Noisy” Party to Make Changes

This step is easier to take if you have already included a noise clause in your tenancy agreement, as you can remind the problem tenant of this fact and reiterate that they are currently in breach of their contract.

Explain to them that, if this continues to be the case, you would be within your right to ask them to remove the source of the noise from the property. Be sure to speak politely and allow them the opportunity to explain themselves; after all, there may be another side to the story.

5. Get in Touch with a Mediator

If the individual in question refuses to make any changes or to discuss the matter with you in a civil manner, you may need to contact a professional tenancy mediator in order to resolve the problem. Be sure you select an established and experienced specialist, and go to the meeting with an

open mind.

6. Report to Your Local Authority

By getting in touch with your local Environmental Health Department, you may be able to make a formal complaint and get a noise-abatement notice issued. This course of action may be particularly helpful if you have neglected to include a noise clause in your tenancy agreement, but it is also applicable if your own tenants have made noise complaints about other residents of the local area.

7. Eviction

If the tenant in question is the repeated subject of noise complaints, you may be within your right to evict them. This may only be the case, however, if you have included a noise clause in the tenancy agreement, and if you have evidence of repeated breaches of that clause.

It is worth remembering that landlords themselves are not responsible for the noise made by their tenants, so no action can be taken against you unless you are the source of the disturbance. However, in order to ensure that your property is a pleasant place to live and to build positive relationships with other local residents, it is always worth doing what you can to resolve problems of this kind.

By carefully vetting tenants, including a noise clause in your tenancy agreement and soundproofing your building, you may be able to avoid any noise complaints whatsoever.

James Durr has been a property buyer and developer for almost two decades. As one of the co-founders of a leading United Kingdom homebuying firm, he knows how to speak effectively and empathetically with property owners and business owners to find genuine win-win solutions.

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Common Plumbing Emergencies and What to Do

By Phil Schaller

Plumbing issues can range from a rapidly flooding basement to a small leak. All these issues should be addressed as a landlord, some more quickly than others. Be cognizant of your local landlord/tenant laws as water issues are typically a high priority and require a landlord to initiate a fix immediately.

Before we dive into the list of common plumbing emergencies and what to do, there are a few items you should be familiar with at your property. The most important is the location of the main water supply. This is critical to know if there’s ever a plumbing emergency (and helpful for other plumbing issues as well).

We always advise landlords to inform their tenants of the location of the main water supply (one of the first steps we take with customers is to make sure tenants, owners, and property specialists know where this is).

It’s also important to know the basics of your water heater: how to turn it on and off, how to increase the water temperature, where the pilot light is — basic troubleshooting.

BURST PIPES

A pipe can burst when too much water pressure builds up at a weakened joint. Pipes also burst in the winter when leftover water expands when frozen, hence the importance of insulating exterior pipes and interior pipes that are exposed to the cold. More likely than not you will know when a pipe has burst — it can make a loud popping noise — otherwise, there will be significant leaking.

Burst pipes need to be addressed immediately. Turn the main water line off to stop the leak and call a plumber as soon as possible. After the water has

been shut off it’s best to drain all the faucets and do your best to clean up the water. Let in as much warm air as possible to dry out the area around the leak.

No Hot Water

A lack of hot water is a little trickier to diagnose - many things can cause this. Here are a few items to look at:

- What is your water temperature set to? If it’s below 120 degrees F you may want to turn up the heat - temps below that 120-degrees F mark can also cause bacterial growth in your tank. Don’t go above 140 degrees F for the risk of burning.
- Check the pilot light. If you have a gas water heater, it will have a pilot light — if it’s out, it will need to be re-lit. New heaters will have an ignition switch, older models may require you to light manually. Reference the user manual when relighting the pilot.
- Flush the water heater. Over time, sediment and other buildups can cause your water heater to not be effective. Again, take a look at the user manual on directions for flushing your tank — this may or not be a job a landlord is up to.
- Water pooling around the heater. If you can see a leak or determine that the pooled water is coming from your heater, this should be fixed. We recommend calling a plumber — the leak will get worse and worse with time.

BROKEN WATER LINE

A busted water line is a major headache for a landlord. These are not easy fixes and are typically quite expensive. Here are some indicators that your

water line needs repair:

- Poor water pressure. If your tenants notice the water pressure is lower than normal, it could be because there’s a leak. If there are no other signs of water damage or a leak on the property, it may be the water line. Bringing out a pro to scope your line is the next step to take.
- Increasing water bills. If you or your tenants notice the water bill going up, it’s because water may be leaking into the ground. Hopefully, the city can alert you/your tenants of any significant changes but, again, bring out a plumber to look at your water line.
- Soggy ground. If the tenants notice soft spots or water build-up in the front lawn, for example, the water line may be broken. Water can be one of the most damaging elements on any property. Make sure to keep a close eye on your plumbing systems and check for signs of malfunction often.

Phil Schaller is an experienced landlord and the founder/CEO of RentalRiff, an alternative service to traditional property management that provides ongoing oversight and upkeep of rental properties, while serving as the main point of contact for tenants. Maintenance and repair costs are included and property specialists are licensed/insured. Phil is a Pacific Northwest native, father of two, and fly-fishing addict. If you are interested in learning more about RentalRiff’s rental property maintenance service, give us a call at 541-600-3200.



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