



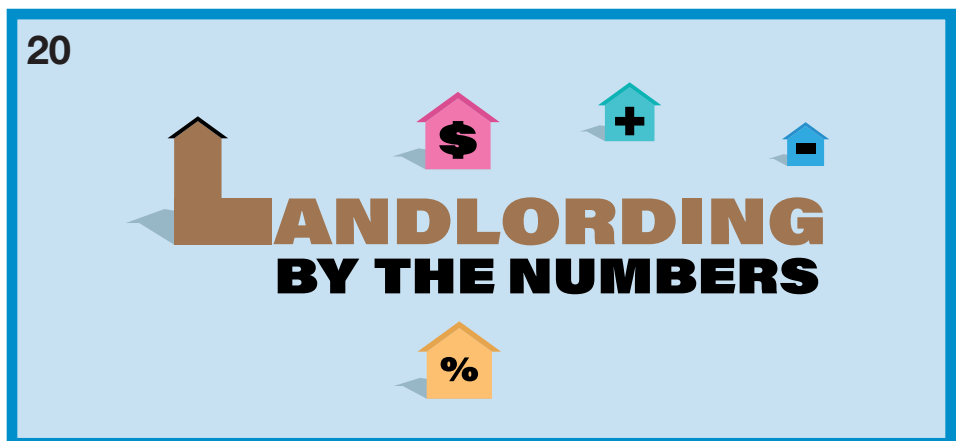
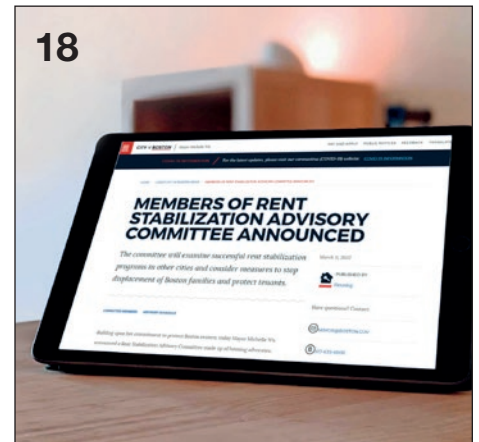
A Landlord's Guide to Rental Management and Hiring a Business Manager

**Boston Stalls on Rent Stabilization Advisory Committee (RSAC)
Public Records Request**

Gentle Density Increases Nearby Property Values, Evidence Shows, Contrary to Popular Belief

Contents

- 3 Interviews, The State Seal and Coat of Arms
- 4 Gentle Density Increases Nearby Property Values, Evidence Shows, Contrary to Popular Belief
- 8 A Landlord's Guide to Rental Management and Hiring a Business Manager
- 14 A Landlord's Guide to Record Keeping and Handling Tenant Information
- 18 Boston Stalls on Rent Stabilization Advisory Committee (RSAC) Public Records Request
- 20 Infographic
- 21 REGIONAL





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LETTER FROM THE EXECUTIVE DIRECTOR

Interviews, The State Seal and Coat of Arms

Our Letter from the Executive Director for May 2022 recaps April's housing journalism and education, new educational events, and tough buyer's market.



In April, we supported journalism and policy research. We also ran never-before-seen event topics and looked at a very tough buyer's market for investors.

We gave two big interviews in April. GBH asked us for input on [housing prices](#). And later in the month, GBH asked for background on the discovery of unlawful flight attendant [crash pads](#) in Boston.

We also gave a 70+ attendee presentation at the [National Fair Housing and Civil Rights Conference](#) on the causes of eviction filings and move-outs. MassLandlords has compiled a [database of over 71,000 eviction records](#). In a nutshell, the likeliest outcome of being filed against in Housing Court has been rental assistance, not forced move-out.

In April, we further developed our rent control histories. We are collecting all evidence from the rent control years in digital format. We obtained a high-speed book scanner to facilitate this work.

We've learned that our [rental assistance public records lawsuit](#) has been scheduled for its first hearing. The Department of Housing and Community Development's motion to dismiss will be heard June 15 at 3 p.m.

April was our last month to [oppose rent control](#) and right of first refusal in committee, unless these bills are extended past their current May 9 deadline.

Last on the policy docket for April, we learned that the [commission to change the Massachusetts seal and motto](#) is moving forward. Here's a story:

The state coat of arms depicts the sword of Myles Standish brandished above a Native American man, possibly Pecksuot. Standish [murdered Pecksuot and others by knife, in cold blood at a dinner party Standish arranged in 1623](#) in what is now Weymouth. That this event should be commemorated in the seal was wrong even by the standards of Standish's day. This is why history prior to recent research claimed Pecksuot died in battle a year later, in 1624. This seems to have been a cover-up.

Even if Pecksuot had died in battle, how does the commemoration of indigenous death live up to today's standards of non-violence and non-discrimination based on race and ancestry? The seal and motto, "through the sword we seek peace," must be changed. (If the seal had a musket and a Redcoat, would it be any better?)

The legislature's inability to solve important but non-urgent problems like the seal is emblematic of its inability to tackle urgent problems like the housing crisis. Housing choice looks [more and more a failure](#), with continued constrained supply. [Rent levels](#) are at record highs. Home prices are at record highs. What's an investor to do?

Well, while we wait for our leaders to act, we can at least do our jobs as well as possible. In April, we gave instruction on our pet addendum, top 10 tips for new investors and zero emissions retrofits. There's work to be done even if it's very hard to add units.

MassLandlords will keep advocating for you to create better rental housing for all, particularly in support of equal housing opportunity and land use reform. Please [join as a member](#), become a [property rights supporter](#) or increase your level of support.

Sincerely,

Douglas Quattrochi

Executive Director, MassLandlords, Inc.

Point your camera app here to read more online.



Gentle Density Increases Nearby Property Values, Evidence Shows, Contrary to Popular Belief

By Eric Weld, MassLandlords, Inc.



According to dozens of studies, mixed-use neighborhoods such as this one, that combine retail, commercial and residential land use, bolster nearby property values.

Against persistent and widespread belief that housing density harms property values, numerous studies show the opposite effect.

Resultant lowered property values are one of the main reasons given by opponents of zoning reform, which could introduce increased housing density. The cultural meme of more diversity and more people in a given neighborhood dragging down the value of properties there – especially single-family homes – is widely repeated and accepted among buyers and sellers.

But it's wrong, according to numerous studies. And worse, for many U.S. cities it's standing in the way of expanding housing stock, especially affordable housing.

In fact, in most cases, bringing "gentle" housing density into a residential neighborhood has been shown to increase

property values if done wisely. This property value boost with increased density is partly due to lifestyle enhancements like added cultural opportunities, close retail outlets, lower infrastructure costs and shorter commutes, among other factors.

The phrase "gentle" density is gaining repetition in media. In contrast to high density, which includes mid- and high-rise residential buildings, gentle density refers to development of duplexes, triplexes, accessory dwelling units (ADUs), stacked townhouses, semi-detached homes and small-scale apartment and condominium buildings within and among single-family zoned neighborhoods. Gentle density promotes mixed-use development, with single-family homes alongside small multi-family homes, businesses and commercial buildings. Gentle density aims to retain neighborhoods' residential identity and feel while alleviating housing crises.

PROPERTY VALUES SHOWN TO INCREASE WITH GENTLE DENSITY

Studies abound with conclusive evidence that gently increased housing density provides at least a slight boost to property values. Not a single U.S. study has found that introducing gentle density negatively impacts values of proximate single-family homes or rental properties.

A 2012 study, "The Economic Value of Walkable Neighborhoods," published in Urban Design International, concluded that the value of both single-family residential properties and multi-family rental properties increased with density of development. Part of that property increase was due to added amenities like sidewalks, shorter blocks, and a mix of retail, commercial and residential surroundings, the study said.

The study went further. Not only did cited properties increase in value, but the quality of neighborhoods – defined



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as access to parks and other land uses – increased, too.

The Ken C. Gardner Policy Institute at the University of Utah studied single-family home prices in suburbs around Salt Lake County between 2010 and 2018. “This study found apartments built between 2010 and 2018 have not reduced single-family home values in suburban Salt Lake County,” the study sums. “Single-family homes located within ½ mile of a newly constructed apartment building experienced higher overall price appreciation than those homes farther away.”

In addition to increased property values, higher density development yields several other benefits, according to MetroTex, an association of realtors analyzing housing density in the Dallas-Fort Worth metro region. Among them: lower infrastructure costs due to smaller, more compacted service areas; less traffic because residents in higher density neighborhoods tend to need or own fewer cars than their counterparts in lower density, single-family communities; lower

taxes since higher density areas are more likely to spread tax assessments among mixed-use properties including retail and commercial; more efficient and cost-effective schools; and attractive circumstances for new employers.

Finally, but not exhaustively, an in-depth study, conducted in 2005 by the Urban Land Institute, examined several myths surrounding housing density. The study states: “Ample evidence... suggests that well-designed higher-density development, properly integrated into an existing community, can become a significant community asset that adds to the quality of life and property values for existing residents while addressing the needs of a growing and changing population.”

Yet, the study acknowledges, attitudes toward increased density persistently skew negative. Still, when people who object to the general concept of increased housing density are shown images of gentle density versus lower density, they prefer the benefits of gentle density communities and change their negative reactions to it. Amenities

such as restaurants, schools, shopping, libraries and public transportation within walking distance are preferred to longer commutes and larger home lots with fewer opportunities for walking.

The Urban Land Institute study also reiterates that several studies have examined correlations between multi-family development and impact on property values of nearby single-family homes. “These studies have shown either no impact or even a slightly positive impact on appreciation rates,” the study concludes.

The study goes on to cite several other studies detailing percentage increase comparisons between properties near higher density development and those in low-density areas. Every study concludes that well-designed higher density increases overall values of nearby single-family homes.

IMPACT OF GENTLE DENSITY ON RENT RATES

In addition to increasing property values, loosening housing density controls has

the secondary benefit of reducing rental rates, according to [this 2021 study](#) conducted in Boston.

“We find that relaxing density restrictions (minimum lot size and maximum dwelling units), either alone or combined with relaxing height restrictions or allowing for multi-family housing, are the most fruitful policy reforms to increase supply and reduce multi-family rents and single-family prices,” state the authors – Nick Chiumenti of the Federal Reserve Bank of Boston, Amrita Kulka of the University of Warwick and Aradhya Sood of the University of Toronto – of the study, “How to Reduce Housing Costs? Understanding Local Deterrents to Building Multi-Family Housing.”

This trend aligns with conventional economic supply-and-demand theory. When the supply of a desirable product (housing in this case) is restricted, both perceived value and price logically increase.

A 2021 study by the U.S. Department of Housing and Urban Development corroborates the Boston findings, and goes

further in concluding that the opposite is also true: tighter housing density controls and resultant low-density regions spur rising rents.

Where this standard economic model veers off course is in the above-described case of single-family property values, which increase with the development of gentle density – or more housing availability. However, studies point out that home prices and rents do not always correlate strictly around density, and are significantly influenced by other factors, as stated above.

WHY OBJECTION TO DENSITY PERSISTS

It’s somewhat of a mystery why incorrect attitudes persist regarding higher density housing’s negative effects on property values.

It’s well-known that zoning originated as an exclusionary tool, to keep non-white, foreign and lower-income people from moving into certain neighborhoods. Exclusionary zoning persisted long into the 20th century – and is still with

us – largely on the premise that allowing non-white and poorer populations into neighborhoods would harm property values. While some communities work to move beyond these prejudices, it’s likely some of that belief and attitude remain today.

Still, no modern study has investigated the persistent, but errant, collective attitude that gentle density negatively impacts property values. In fact, property values are shown to be based more on practical considerations and life-enhancing opportunities than on density and diversity. Proximity to amenities, specific architecture and good building maintenance, and the availability of quality infrastructure and services are the high-ranking qualifiers determining property values.

Stubborn myths about the negative effects of housing density may also be largely due to leftover memories of high-density, high-rise urban housing projects of the 1960s and 1970s. Housing projects in New York City, Chicago and other cities were broadly



Reforming local zoning policies and loosening density controls could usher in more gentle density developments like this one.

deemed failures as models of denser housing. The failure label was certainly unfair, as those projects were doomed with high concentrations of poverty, poorly funded and performing schools and low opportunity for employment, not to mention a dearth of life-enhancing amenities like green spaces. As a result, many of these developments became riddled with relatively high crime, though that was not a direct corollary with high density. Systemic racism also played a heavy hand in the failure of high-density housing projects.

Today’s mixed-use, gentle density developments are a stark contrast to those high-density projects with emphases on multi-family architecture, green space, mixed-use zoning and low car traffic.

Nonetheless, the perception of high density as a failed housing policy may be partly souring the public attitude toward low and medium density.

At least equally as important are individual prejudices against dense housing – i.e., the NIMBY effect – which continue to be prevalent across demographic categories. “Across every demographic subgroup analyzed, respondents preferred single-family home developments by a wide margin,” writes Jessica Trounstine in a December 2021 article for Urban Affairs Review. “Relative to single family homes, apartments are

viewed as decreasing property values, increasing crime rates, lowering school quality, increasing traffic, and decreasing desirability.”

Yet none of those beliefs are true, according to dozens of studies.

NATIONAL ATTITUDE CHANGE NEEDED


Cities across the United States consistently have a housing shortage. On that fact there is broad agreement. Some 83% of the U.S. population now lives in urban areas, according to the University of Michigan’s Center for Sustainable Systems, up from 64% in 1950. More people are moving to cities than current housing development can accommodate.

There is also broad consensus around the need for more housing in urban areas. Yet, in most U.S. cities, most of the available land is zoned for single-family homes only. In the greater Boston region, 27% of communities have between 81% and 90% of available land zoned for single-family use only – not an atypical statistic across the country’s urban areas – according to the Fair Housing Center of Greater Boston.

One contributor to the intractability of the national housing shortage and cities’ inability to reform obstructive zoning laws is the overriding belief

that denser housing damages property values – not to mention other undesirable effects like neighborhood “quality,” safety and others – despite all evidence to the contrary.

Some cities and states, like Minneapolis, Portland, Oregon, and California, have begun to break through the wall of erroneous obstruction and pass meaningful zoning reform. Still, their reforms are not enough to keep up with the influx of people needing housing.


Efforts in other states, including Massachusetts, are in various stages of progress to enact reforms that can usher new and affordable housing development. But absent a coinciding educational campaign to counter the false belief that gentle housing density harms single-family housing, it will remain difficult to move policies forward fast enough. 

Point your camera app here to read more online.



ARTICLE YOU MAY HAVE MISSED

State: No More Federally Funded Rental Assistance Program Applications on or Around April 15

Massachusetts housing payment assistance programs that have been funded by federal emergency assistance dollars will stop accepting new applications “on or around” April 15, 2022, according to a March 15 announcement from the Baker-Polito administration. 

The full article can be found at: MassLandlords.net/blog

A Landlord's Guide to Rental Management and Hiring a Business Manager

By Kimberly Rau, MassLandlords



The management company may be on the "For Rent" sign, but your name is still the one on the lease. Make sure whoever you choose to manage your rental properties is a good representative of what you want to be as a landlord. Derived 123rf CC by SA 4.0_MassLandlords Inc

How to research, vet and hire a rental manager or property management company

Some landlords do it all when it comes to rental management. They collect the rent, make sure their properties are kept up and communicate with their tenants when issues arise. They handle repairs, disputes and evictions.

Other landlords delegate these jobs to a property manager or management company.

In this article, we'll discuss whether you should consider hiring a professional to manage your rentals, and, if so, what to look for in a rental manager.

SHOULD YOU HIRE A PROPERTY MANAGER OR RENTAL MANAGEMENT COMPANY?

Rental property management is a big job. Depending on your resources, it may be too much for you to handle on your own. This is especially true in Massachusetts, where landlord-tenant laws are particularly strict. So, when

might it make sense for you to outsource your management duties?

If you have many units, or another job besides being a landlord, hiring a property manager may make it easier for you to conduct business. It may also be beneficial if you live far away from your rental units, even if you only have a couple of apartments. Do you really want to have to travel across the state during rush hour because one of your tenants has an emergency? Even a simple weekend maintenance trip can eat up your entire day if you must drive

LANDLORD INCENTIVE PROGRAM

The City has launched a program to support landlords who rent to Boston households moving out of homelessness.

The program provides landlords with **signing bonuses, holding fees, and other incentives**. It also offers access to prospective tenants – with rental subsidies and a dedicated housing support provider – who are ready to sign leases.

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a considerable amount of time to get to the rental.

Rental managers that are well-versed in property marketing can also help you fill vacant units faster if that's something you struggle with. They also can be beneficial if you are new to the rental business (if you aren't confident in your landlord-ing skills, start with our Level One™ certification and build your knowledge base from there).

If you've decided hiring a rental manager is the right step for your business, then choosing the right manager is very important. Property managers don't come cheaply. All Property Management estimates that typical rental management companies will charge between 8% and 12% of a unit's monthly rent, though some companies may charge a flat rate. Which is better for your situation? That's one of the things you'll need to figure out when hiring someone to manage your rentals. Read on to determine how to find the best fit for you.

RENTAL PROPERTY MANAGERS DO IT THEIR WAY, NOT YOUR WAY

When you hire a third party to manage your rental properties, you are hiring them because of their ability to lawfully and competently take care of your rentals in your stead. When you hire a property manager, you are legally authorizing them to act in your name, which means if something unlawful happens on their watch, you will still be the person to answer for it. Massachusetts does not require property managers to hold

any special licenses, so it's important to vet the companies or individuals you are interviewing.

Beyond that, you want to make sure that the person or company you choose manages things in a way you can live with. You may have distinct ideas about how you want your rentals handled, but property managers will have their own methods of dealing with things. Get to know the way each manager or management company operates, and choose someone you feel you can work with. You are paying good money for that discretion and experience.

KNOW WHAT YOU ARE PAYING FOR: TURNOVER, OR INCOME?

Not all property rental management companies are created equal, but all are going to have some sort of fee structure. You need to determine whether these fees reward the management company for keeping tenants or for encouraging turnover. Fees based on turnover will result in more turnover. Fees based on monthly income (collected rent) will get you more monthly income.

"A good management company views the management fee, not the leasing fee as the primary profit center," notes Manage My Property. Leasing fees are the fees landlords pay the manager as compensation for the time and cost that come with finding new tenants. These fees are common, but some companies will blend them into the monthly management fee for clients who opt for full management services. Landlords who just want a rental management company

to find them tenants, and are not contracted for a management plan, will often pay a much higher fee (possibly up to a full month's rent).

Red flags to watch out for include vacancy fees that are excessively high. If a management company can earn more money from your rental unit sitting empty than it can with a tenant in place, that is going to result in less income to you. Therefore, it's important to read and understand all the verbiage in a contract before you sign it. Some companies will have a nominal fee for vacant units, and may prorate that fee once the property is rented. Others will expect their full monthly fee even if the unit is empty.

Watch for language indicating whether management fees will come from "collected rent" (or some variation thereof, such as "rent collected"). This means that you will only pay management fees when your tenants pay rent. If the contract's wording says management fees will come from "rent due" or "scheduled rent," you may wind up paying full fees even if the rental unit is vacant.

INTERVIEW YOUR RENTAL PROPERTY MANAGERS

A good landlord interviews their prospective tenants, and a good landlord looking to outsource this job (along with other rental management duties) will interview their prospective management company. Don't just rely on a slick website or a few talking points; ask in-depth questions. Here are some examples.



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WHAT IS YOUR FEE SCHEDULE?

We already talked about leasing fees, vacancy fees and monthly fees (typically between 8% and 12% of the monthly rent). But there are other fees that may not be baked into that monthly management fee.

For instance, does the company charge extra for collecting the rent? What about maintenance? If they outsource maintenance or repairs, does the company have a markup on whatever their chosen subcontractors charge? Who are their chosen subcontractors? Are there additional fees for larger properties or more bedrooms? What about for existing tenants who wish to renew their lease, is there a cost associated with re-signing? Some management companies have set-up fees for establishing new accounts. These are often nominal amounts, but if their fee is per property, it can add up quickly. Make sure you know what you are paying for.

It's not that these fees are bad or unethical, but the last thing you need or want is to be surprised with a bill for snow removal when you thought that was part of your standard monthly fee.

HOW DO YOU HANDLE NONPAYMENT OF RENT?

Massachusetts has very specific laws about how to handle evicting a tenant for nonpayment of rent. Your property management company will be familiar with these laws, but there's more to eviction than simply sticking to the letter of the law. Will they attempt to contact the tenant and work out a payment plan before serving a notice to quit? Will they entertain mediation over heading straight into court? Find out what their process is. A good management company will have a written procedure for nonpayment of rent.

HOW QUICKLY ARE TENANT REQUESTS FOR MAINTENANCE ADDRESSED?

Perhaps the rental management company you're leaning toward answers landlord requests for maintenance promptly, but sends their tenants' calls to voicemail. Maybe they respond to the initial report or request quickly, but then let weeks pass before actually addressing the issue. This is not a good look for you, and could lead to higher tenant turnover.

Therefore, it's important to find out how, and how quickly, the company responds to these requests. Ideally, they will have software in place that catalogs and tracks tenants' maintenance requests. Find out if they have an in-house maintenance crew (and if they do, whether that crew is appropriately insured and licensed) and how after-hours maintenance issues are handled. If the shower breaks on Saturday, will your

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tenants have to wait until Monday to even get a call back?

WHAT ARE YOUR PROFESSIONAL CERTIFICATIONS?

There are no specific licenses that property managers or rental management companies must hold in Massachusetts, but that doesn't mean you shouldn't look for a person or company who is certified. Professional licensures and certifications don't guarantee you'll have a flawless experience, but they do provide some reassurance that the company you are considering has a set of standards they adhere to.

We suggest looking for a Certified Massachusetts Landlord™, or looking for a company with a national certification. The Institute of Real Estate Management (IREM) offers certifications for property managers, including an Accredited Residential Manager (ARM) certification. The National Association of Realtors offers a Certified Property Manager designation.

HOW MUCH DOES A REPAIR NEED TO COST BEFORE YOU CONTACT ME FOR APPROVAL, AND HOW ARE THOSE REPAIR COSTS CALCULATED?

There may be something in your agreement with the rental management company that authorizes them to perform maintenance or repairs under a certain dollar amount. This makes sense. They don't have to bother you with every small issue, and you aren't surprised by a giant bill because the management company had the entire rental unit rewired without running it by you first.

Beyond finding out what that threshold is, you should ask how repair costs are calculated. Are they taking the cost of the whole job into account, or breaking it down into smaller jobs that fall under that dollar amount? Say your limit is \$1,000 before they must contact you, and upgrading one of your rental's bathrooms will cost \$1,800. The

management company should contact you...unless they bill you three times: \$200 for a medicine cabinet, \$900 for resurfacing the tub and \$700 for a new laminate floor.

HOW DO YOU CHOOSE CONTRACTORS FOR REPAIRS? DO YOU SOLICIT BIDS?

Will the management company solicit bids for big jobs or repairs, or will they go with a family member, or the first person to answer the phone? Do they have a "favored" company, or are you allowed to suggest someone else? And are these contractors licensed and bonded?

Again, substandard work is going to ultimately fall on your shoulders. A property management company should be making choices that make the best business sense for everyone, not just their bottom line.

WHAT ARE THE TERMS OF OUR CONTRACT?

We advise anyone entering into a contract with any company or person to have that contract reviewed by their attorney before signing. However, you also want to find out under what circumstances your contract can be terminated, either by you or by the company. You should also know how your contract will be affected if the company merges with another company or is sold. Are your terms grandfathered in, or are you immediately subject to a new contract? What kind of notice will you receive? After all the effort you've put in to finding a rental management company, you want assurance that your contract will be in good hands (or that you will at least get enough advance notice that you can smoothly transition your properties to another group).

REMEMBER: A RENTAL MANAGEMENT COMPANY IS ACTING AS YOUR AGENT

When you authorize a property management company to handle your rentals, you are allowing them to act


as your agent, that is, a representative of you. You are still legally responsible for your rental properties. This means that if your property manager makes a discriminatory statement or fails to provide appropriate accommodations for a tenant, you and the manager could both end up in court, and forced to pay separate, five-figure fines.

This is one reason why looking for professional certifications is important. It doesn't guarantee a perfect experience, but it acts as some reassurance that the property manager is aware of the laws governing rentals.

One exception: a rental manager acting as your agent can issue a tenant a notice to quit, but cannot sign a summons and complaint. If it is necessary for someone to do so, you or your attorney will be the ones to sign. Rental Property Management Services v. Hatcher determined that the manager in question should be sanctioned for unauthorized practice of law for filing a summary process summons and complaint when he was not the owner or lessor.

CONCLUSION: BE AWARE OF WHAT YOUR MANAGER IS DOING

At the end of the day, no matter who you hire to take care of your rental properties, it's still your building. Keep an eye on what's going on with your rentals, and bring up concerns or issues before they become major problems. Keep the lines of communication open, and enjoy letting someone else take care of the minutiae of property ownership.

What questions do you ask your property managers? Let us know at hello@masslandlords.net. 

Point your camera app here to read more online.



A Landlord's Guide to Record Keeping and Handling Tenant Information

By Kimberly Rau, MassLandlords

How to understand Massachusetts laws surrounding personal information, and how to keep tenant records securely

It is vital that landlords understand safe and comprehensive recordkeeping procedures. When applying to rent an apartment, potential tenants entrust landlords with a lot of personal information. They provide a social security number. They authorize you to perform a credit check and a background check. They offer proof of income in the form of paystubs, bank statements or benefits letters. It's your job to ensure those records are handled properly, and stored or destroyed safely.

The state of Massachusetts agrees. State code 201 CMR 17, Standards for the Protection of Personal Information of Residents of the Commonwealth, details exactly how paper and electronic records containing personal information must be handled. These are "minimum standards," and you may wish to do more.

These laws apply to anyone who handles a Massachusetts resident's personal information. Even if your applicant is from out of state, once they rent your unit, they're Massachusetts residents, so follow the law for all applicants.

WHAT IS PERSONAL INFORMATION?

According to 201 CMR 17, personal information is a Massachusetts resident's

first and last name (or first initial and last name) in conjunction with any of the following pieces of data:

- Social Security number;
- driver's license or state-issued identification card number; or
- a financial account or credit/debit card number, regardless of whether you have passwords or personal identification numbers (PINs) to access the account.

Personal information does not include anything you can legally obtain from publicly available information, including any federal, state or government records that are legally publicly available.

As a landlord, you will likely have all that information about your tenant, and then some.



Your records may mostly be electronic these days, but you still need to keep safe, comprehensive records for all of your rental units. Image License: Derived from 123rf.

A modern multi-story apartment building at night. The building has a mix of glass and solid wall sections. Many windows and balconies are lit from within, showing interior furniture and decor. A large banner is attached to the side of the building. The sky is dark blue, and there are some light flares from streetlights or building lights.

AVAILABLE
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These programs are funded by the energy-efficiency charge on all customers' gas and electric bills, in New York and Massachusetts per state regulatory guidance.

WHAT DOES SAFE AND COMPREHENSIVE RECORDKEEPING MEAN FOR LANDLORDS?

Keeping tenant-related records secure is important, of course, but so is making sure that you have all the information you're supposed to. In Massachusetts, you are required to keep the following records:

- rental agreement/lease;
- applicant qualifier for all applications (including rejected applications);
- rent roll (document that allows you to see what rents are due and what rents have been collected);
- prior statements reflecting security deposit withholdings;
- all correspondence, including date and times of phone calls and records of texts and emails; and
- your written information security plan (see below).

This information is important to have for all tenants, even prospective ones.

For instance, a potential renter is entitled to see the statement of withholding from the previous tenant's security deposit upon request, so it's important to have that on hand.

HOW LONG SHOULD I STORE INFORMATION?

A common question is, how long do I need to keep tenant (and potential tenant) information? Some may say five or seven years. But the truth is, you need to hang onto those records for an indefinite period of time.

You never know when a potential, current or former tenant could come back to you with a dispute. For example, the statute of limitations for a tenant to bring a lawsuit against a landlord under the Consumer Protection Act is four years.

Then there are tax audits to consider. The IRS states they don't "usually" go back more than six years if they audit you. You can see how quickly all that information can add up over the years,

especially if you have many rental units. It's a best practice to electronically store records indefinitely. Scan and electronically back up any paper records you may have and store them securely and indefinitely as well.

HOW DO I KEEP TENANT INFORMATION SECURE?

For the information you must retain, 201 CMR 17 requires you develop and follow a written information security plan (WISP). This plan should detail exactly how you will be safekeeping your tenants' records. We have an example of one of these WISP forms as part of our membership content; you may download it and tailor it to your needs.

WHAT SHOULD MY INFORMATION SECURITY PLAN INCLUDE?

Some things to consider: who has access to these records? Paper records should be kept in locked cabinets in a secure location. However, you may



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find that very few of your records are physical anymore. Most of your data may be electronic.

Electronic records should not simply be stored on a laptop, which could be lost or stolen, compromising your tenants' privacy. Instead, electronic data should be encrypted. Encryption essentially "codes" this information in such a way that it cannot be interpreted without the correct security protocols being applied.

Your security plan should also detail how you are keeping on top of changes in technology and recordkeeping laws; our form proposes one hour of review or training annually for you and anyone else who may be working with your landlord records. If you are storing records on a computer with internet access (almost a foregone conclusion these days), make sure you have firewall protection and that your security settings are current (don't ignore system updates).

Finally, your computer that holds others' personal information should always be password protected (and don't write your password down and keep it by the computer).

If your properties are handled by a rental property manager or management company, make sure they have their own measures in place for keeping personal data secure.

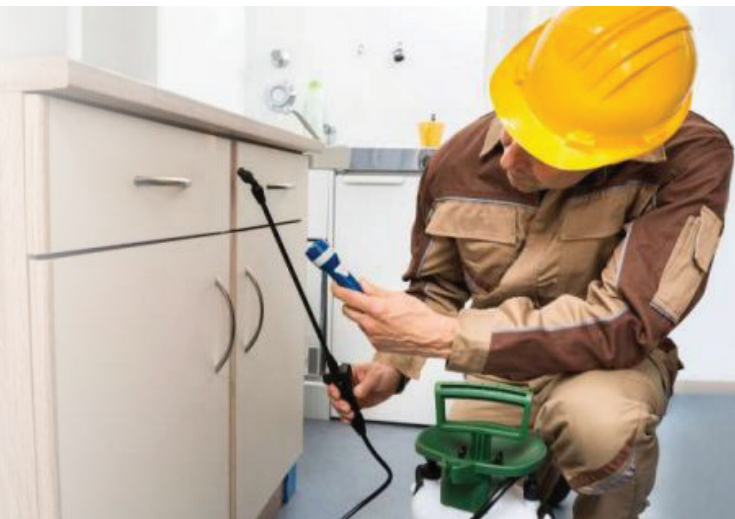
CONCLUSION

Secure recordkeeping is serious business. Every year, companies are sued for preventable data breaches. In March, a Mansfield company that offers background checks had four class action lawsuits filed against it for alleged negligence surrounding private information. In 2011, someone stole an unencrypted laptop issued by the property management company Maloney Properties. The laptop, which had been left overnight in an employee's car, contained personal information for hundreds of

Massachusetts residents. Attorney General Martha Coakley fined Maloney Properties Inc. \$15,000, even though the company said it had no evidence that the information was accessed or used. And, in 2017, Massachusetts was the first state to sue Equifax after a hacking incident exposed millions of people's personal information.

These are just a few examples, all illustrating how seriously the Commonwealth takes data protection. Make sure your tenant's records are secure at all times. **ML**

Point your camera app here to read more online.



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Boston Stalls on Rent Stabilization Advisory Committee (RSAC) Public Records Request

By Peter Vickery, Legislative Affairs Counsel

MassLandlords filed a public records request March 28, 2022, to demonstrate how the Rent Stabilization Advisory Committee (RSAC) was formed. The request was neither extended nor fulfilled.

RSAC PUBLIC RECORDS REQUEST FILED AND NOT ANSWERED

On March 28, 2022, on behalf of MassLandlords, Inc., I submitted a public records request through the city of Boston's portal regarding the recently formed Rent Stabilization Advisory Committee (RSAC). I received an automatic acknowledgement of receipt. Here is what I asked for:

1. The decision to establish the Mayor's Rent Stabilization Advisory Committee (RSAC);
2. Solicitation of suggestions for potential members of the RSAC, including but not limited to, the content of all press releases, op-eds, letters to the editor, advertisements, emails, text messages, chat messages and robocalls;
3. Selection of the members of the RSAC, including a sample authorization to complete background checks, lists of materials required, and scoring sheets or rubrics to evaluate candidates;
4. All invitations to join the RSAC, including the manner (email, letter, phone call, text messages, app messages or other) and the content of each and every invitation;
5. For the period March 11, 2021, through March 15, 2022, all emails to, from or cc'ing city email systems in

connection with each of the following, either de-duplicated or not, whichever way requires less work... (then I listed the email addresses of all the committee members).

The Public Records Law requires that agencies must respond to public records requests within 10 business days. The agency must produce the records or provide a "reasonable timeframe," not to exceed 15 business days.

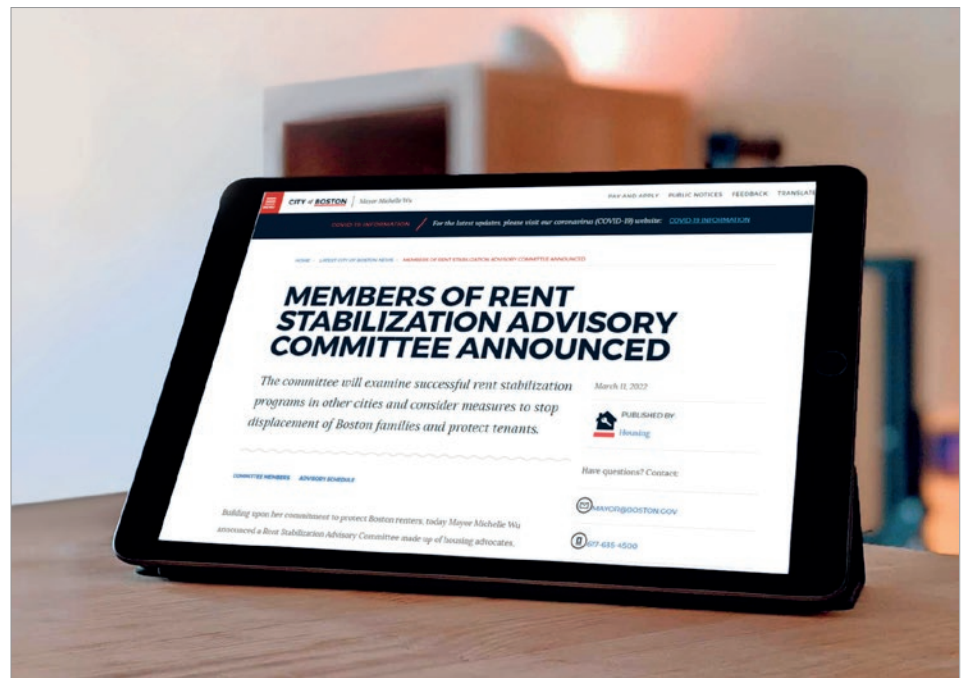
Exactly 10 business days after I submitted the request, on April 11, 2022, I received an email from the city stating that "the City will review your request and will provide a response once the

review of your request is complete."

The response falls far short of what the Public Records Law requires. I replied, pointing this out.

If the City had simply responded with the customary response of agencies when they receive records requests that will take a while to respond to, e.g. "we will need 15 days to turn this around," I would not have been surprised. But saying "we will provide a response once the review of your request is complete" is a little out of the ordinary.

On April 12, 2022, I submitted an appeal petition to the Supervisor of Public Records. We at MassLandlords will keep you posted on what happens next.



MassLandlords' public records request will show how the Rent Stabilization Advisory Committee came to be announced with no small landlords represented. Derivative of image licensed by Unsplash.

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EDITORIAL COMMENTS ON THE RENT STABILIZATION ADVISORY COMMITTEE

Mayor Michelle Wu’s rent stabilization committee has just one job, which is to come up with a blueprint for rent control.

On the one hand, this provides a welcome example of honesty in politics. Nobody makes any pretense that the committee will consider whether rent control is a good idea. It will not engage in an independent, deep-diving, wide-ranging policy analysis that might lead it to recommend something other than rent control. The committee will not have the task of determining whether rent control might, just possibly, once again prove to be the category-5, 10-megaton debacle that it has been every other time that anybody anywhere has tried it. No, the committee’s founding principle is an unshakeable, unquestioning faith in the efficacy of rent control, the conviction that this time will be completely different from every other time.

The committee embodies what I have come to think of as the Homer Simpson Doctrine of Public Policy. To see what I mean, [click here to watch Homer Simpson](#) up the utility pole attempting to obtain free power by repeatedly sticking a cable into the transformer sockets. Trying the red socket proves nearly fatal, so “let’s try the red one again,” says Homer, with obvious consequences.

So while we think the policy is wrong (very, very wrong), we welcome the honesty about the committee’s purpose. But on the other hand, the mayor needs to be open about how certain people ended up on the committee. Yes, elected officials are free to choose their advisors. But when a public servant gives the task of drafting important legislation to volunteers on an informal committee (one to which the Open Meeting Law does not necessarily apply), the public deserves to know about the selection process. Who received an invitation to join the committee and why? These

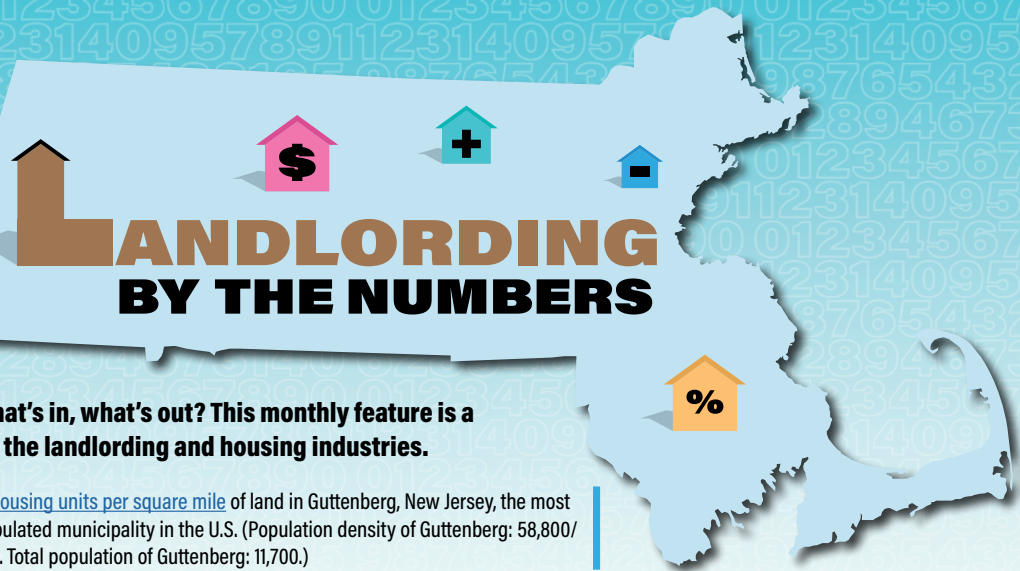
things are not supposed to happen in the shadows.

Fortunately, in Massachusetts, we have the Public Records Law, which is supposed to help let in the sunshine. We have appealed to the city of Boston to get vital information about a committee that could make choices that will negatively impact Massachusetts for generations. To allow the public to remain in the dark on the origins of RSAC would be unconscionable. [M](#)

Point your camera app here to read more online.



Infographic



What’s up, what’s down? What’s in, what’s out? This monthly feature is a brief statistical snapshot of the landlording and housing industries.

24,195	Density of housing units per square mile of land in Guttenberg, New Jersey, the most densely populated municipality in the U.S. (Population density of Guttenberg: 58,800/square mile. Total population of Guttenberg: 11,700.)
28,500	Population density of people per square mile in New York City.
373.5	Density of housing units per square mile of land in Massachusetts. (Boston-Suffolk County housing density: 6,178.8 units per square mile.)
39.2	Average U.S. housing density per square mile. (Statistics from 2021 American Community Survey census data.)

REGIONAL



2022 APRIL

Upcoming events
See details under each region

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 SWLCA 7:00pm-8:00pm	3	4 Virtual Meeting 5:00pm-7:00pm	5	6	7
8	9	10 MWPOA 7:00pm-8:00pm	11 Virtual Meeting 5:00pm-7:00pm	12 Virtual Meeting, NWCLA 5:00pm - 7:00 pm, 7:00pm-8:00pm	13	14
15	16	17 Virtual Meeting 5:00pm-7:00pm	18	19	20	21
22	23	24	25	26 Webinar 12:00pm-1:00pm	27	28
29	30	31				



2022 JUNE

Upcoming events
See details under each region

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Virtual Meeting 5:00pm-7:00pm	2	3	4
5	6 SWLCA 7:00pm-8:00pm	7	8 Virtual Meeting 5:00pm-7:00pm	9 Virtual Meeting, NWCLA 5:00pm - 7:00 pm, 7:00pm-8:00pm	10	11
12	13	14 MWPOA 7:00pm-8:00pm	15	16	17	18
19	20	21 Virtual Meeting 5:00pm-7:00pm	22	23	24 Webinar 12:00pm-1:00pm	25
26	27 Virtual Meeting 5:00pm-7:00pm	28	29	30		

STATEWIDE

Statewide Virtual Meeting: Tenant Screening and Rental Applications

WED 05/04

This presentation will focus on foundational skills in tenant screening and rental applications. We will cover:

- A refresher on the protected classes and avoiding discrimination,
- Creating your own rental application, or using MassLandlords',
- Evaluating information presented on an application,
- Checking housing history, credit reports and criminal records,
- Using the applicant qualifier to select the likeliest most successful applicant while still providing equal housing opportunity.

Attendees will leave with a clear understanding of how to use the MassLandlords rental application and applicant qualifier (or how to develop your own), how to access third party services to verify information presented, and how to rent for success.



Rental applications turn every landlord into a detective. We'll show you how.



MassLandlords Executive Director Doug Quattrochi

This presentation will be given by **Doug Quattrochi**, Executive Director, MassLandlords, Inc. Doug was a founding member of MassLandlords in 2013. He became the association's first Executive Director under new bylaws in 2014. Since then, he has scaled the organization from a core of 160 members in Worcester to approximately 2,500 dues paying businesses from Pittsfield to the Cape, and from an all-volunteer team to approximately 20 full and part-time staff plus 50 volunteers. Doug has been instrumental in advancing democratic governance mechanisms, including score voting for policy priorities and a staggered and democratically elected Board of Directors. Doug also oversees the RentHelper spin-off, which is expanding access to electronic banking for those of us who are unbanked or underbanked. Prior to MassLandlords, Doug held leadership roles in various Massachusetts startups, two of which are still operating. Doug holds a Master of Science in Aerospace Engineering from the Massachusetts Institute of Technology.

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"Doug always holds very informative classes full of substance and Very organized!" – Thomas

"Thanks to you Doug, and all who worked on this presentation, as it is obvious that a lot went into it, as you said. It was much to digest, but your presentation of the information, and

especially your opinions throughout, aided the translation. Also, your answers to member's questions afterward, regarding recommendations, were most helpful. Always a pleasure." – Liz



Patrick Sullivan of Obtainable Sobriety, also a MassLandlords Director, will moderate networking time. You can volunteer for a future event.

Networking time will be moderated by **Patrick Sullivan**. Patrick has been an avid landlord since 2007 primarily focusing on multi families in the greater Worcester area. Having worked in high level IT his whole life he looks at things from a different perspective which he applies to real estate. He became a Real Estate agent in 2015 and now primarily focuses on Sober living facilities for people recently out of drug and alcohol treatment centers. Patrick sits on the statewide MassLandlords Board of Directors.

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MassLandlords offers attendees of directly managed events a "No Sales Pitch" guarantee. If a guest speaker offers services, their presentation will not discuss pricing, promotions, or reasons why you should hire them. We do not permit speakers to pay for or sponsor events. Guest speakers are chosen for their expertise and willingness to present helpful educational content. Your purchase of an event ticket sustains our nonprofit model.

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RENTAL FORMS

Download a complete set of up-to-date rental forms (applications, leases, notices to quit, and more).



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Watch past events, learn about the laws, and access spreadsheets you can build on like our heat pump vs furnace calculator.



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EVENTS

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WEDNESDAY, MAY 4TH**VIRTUAL MEETING AGENDA**

5:00pm Sign-in and virtual networking:
you can chit chat with others
as people log in
5:40pm Business Update
6:00pm Tenant screening
7:00pm Virtual meeting ends

Participation is Easy

We have two formats of online events:

- **Virtual meetings** include optional audience participation via video, phone, and screenshare and are not recorded.
- **Webinars** have limited participation options (typed questions only) and are recorded.

Our **virtual registration desk** is open for all events one hour starting 30 minutes prior to the event start time. Call 774-314-1896 or email hello@masslandlords.net for live, real-time help signing in and using your technology.

If joining a virtual meeting, please use the zoom "test audio" feature. You will be allowed to talk to others if your microphone is good and there is no background noise. We reserve the right to mute anyone for any reason. Attendees without a microphone or who don't want to be heard can type questions.

VIRTUAL MEETING DETAILS (HOSTED BY ZOOM)

We will share our video, audio, and computer screen and slides.

- Optional: You can share your video with everyone, talk to everyone, and type chat with everyone. Video sharing is not required. Talking is not required.

Password will be emailed and viewable [online](#).

Topic: Tenant Screening and Rental Applications Virtual Meeting May 4, 2022

Time: May 4, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/82621228572>

Meeting ID: 826 2122 8572

Passcode: Will be emailed and viewable [online](#)

Dial by your location
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Passcode: Will be emailed and viewable [online](#)

Find your local number:
<https://us02web.zoom.us/j/kFYK3iaKu>

PRICING

Open to the public. Membership is not required!

- Public: \$21
- Members: \$7

This event will not be recorded.

Slides and handouts if any will be uploaded to [Tenant Screening](#).

[Click here to purchase tickets for this event](#)

This virtual meeting counts for continuing education credit for Certified Massachusetts Landlord Level Three. [Beep in. Leave feedback/beep out.](#)

This event is operated by MassLandlords staff.

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This is part of the [Virtual rental real estate networking and training series](#).

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Statewide Virtual Meeting: Certification Overview and the Certified Massachusetts Landlord™ Level Two Test™

THU
05/12

This presentation will show you how to be listed on MassLandlords.net as a Certified Massachusetts Landlord™ and pass our test. This new professional designation is available to current, new and prospective owners and managers of Massachusetts residential real estate. We will explain:

- Why certification matters to:
 - State politics, and
 - Your bottom line.
- Three levels of certification.
- In-depth review of the Level One commitments.
- Live demo of the test.
- Recommended reading and/or course work.
- A few sample questions.
- How to use our certification imagery.
- Enforcement.
- Advertising.

Attendees will leave having enrolled as cML Level One™ (or knowing how to) and knowing how to prepare for the test.



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- ✓ Termination of tenancies and eviction
- ✓ Rent increases
- ✓ Angry neighbors
- ✓ Municipal fines or assessments,
- ✓ Building disasters
- ✓ Sleepless nights

Schedule a consult: **774-314-1896** or **hello@masslandlords.net**

Details and Prepayment:

<https://masslandlords.net/membership-confirmation-helpline/>



MassLandlords Executive Director Doug Quattrochi



Images like this are available to use by Certified Massachusetts Landlords in business ads, websites, etc.

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"Thanks to you Doug, and all who worked on this presentation, as it is obvious that a lot went into it, as you said. It was much to digest, but your presentation of the information, and especially your opinions throughout, aided the translation. Also, your answers to member's questions afterward, regarding recommendations, were most helpful. Always a pleasure." – Liz



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not discuss pricing, promotions, or reasons why you should hire them. We do not permit speakers to pay for or sponsor events. Guest speakers are chosen for their expertise and willingness to present helpful educational content. Your purchase of an event ticket sustains our nonprofit model.

THURSDAY, MAY 12TH

VIRTUAL MEETING AGENDA

- 5:00pm Sign-in and virtual networking:
you can chit chat with others as people log in
- 5:40pm Business Update
- 6:00pm Certification
- 7:00pm Virtual meeting ends

Participation is Easy

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- **Webinars** have limited participation options (typed questions only) and are recorded.

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- Optional: You can share your video with everyone, talk to everyone, and type chat with everyone. Video sharing is not required. Talking is not required.

Password will be emailed and viewable [online](#).

Topic: Certification Virtual Meeting May 12, 2022

Time: May 12, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/84904141190>

Meeting ID: 849 0414 1190

Passcode: Will be emailed and viewable [online](#)

Dial by your location
 +1 312 626 6799 US (Chicago)
 +1 646 876 9923 US (New York)
 +1 301 715 8592 US (Washington DC)
 +1 408 638 0968 US (San Jose)
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 +1 346 248 7799 US (Houston)

Meeting ID: 849 0414 1190

Passcode: Will be emailed and viewable [online](#)

Find your local number:
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PRICING

Open to the public. Membership is not required!

- Public: \$21
- Members: \$7

This event will not be recorded.

Slides and handouts if any will be uploaded to [The Certified Massachusetts Landlord™](#).

[Click here to purchase tickets for this event](#)

This virtual meeting counts for continuing education credit for Certified Massachusetts Landlord Level Three. [Beep in.](#) [Leave feedback/beep out.](#)

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\$20.25 to \$49 557 Union Avenue Realty Trust. Yan Alperin. Phil Arsenault. Beacon Hill Property Management. David Branagan. Broggi R.E. & Property Mgmt Inc. Linda Caterino. CHELSEACORPLLC. Michael Donahue. Dorel Realty LLC. Bob Finch. Lucille Fink. First Chair Entertainment. Dana Fogg. Barbara Frost. Royce Fuller. GMC Property Management LLC. Haverhill Multi-Family, LLC. Janice E Sawyer Family Trust. JCCarrig Real Property. Karen Jarosiewicz. Matthew Maddaleni. Kristina Midura-Rodriguez. Vincent Monaco. Jill Monahan. Darlene Musto. Liz O'Connor. Olson Apartments. Glenn Phillips. Cheryl Popiak. Ted Poppitz. Real Property Management Associates. Chris Rodwill. Saltman Realty. South Shore Apartments, Wembley LLC. The Claremont Living LLC. Webber and Grinnell Insurance. Lorenzo Whitter.

WORKING TOGETHER CIRCLE

Up to \$10 AAMD MGT. AFL Properties. A-Z Properties Inc. Bernard Welch Realty Inc. Chris Adler. Lori Amara. Ascorp Inc, Rob Barrientos. Ray Boylan. Broggi R.E. & Property Mgmt Inc. CC&L Properties, LLC. Corofin Properties. Scott Cossette. Demers Enterprises. Liz Dichiara. Dietschler Properties. Eastfield Family Trust. Dario Echeverria. Energywise homes, Inc. Ann Eurkus. Margaret Forde. Forge Property Management. Barbara Frost. Charles Gendron. Erik Govoni. Christine Greene. Ross W. Hackerson. Hancock Holdings LLC. Mike Hempstead. JD Powers Property Management LLC. JMG Realty & Investments. Gayle Joseph. Catherine Jurczyk. Kee 55, Inc. Agency Account C/O Ercolini. Kubera Properties. John Kubilis. Altagracia Lama. Jo Landers. Geri Ledoux. Brandon Lee. MassBay Group. Shane McGlone. Anthony Membrino. Alex Narinsky. Pavel Novikov. Mary Palazzo. PJM Property Management. Alvan Pope. Tara Pottebaum. Property Realty Group LLC. Douglas Quattrochi. Real Property Management Associates. Kathryn Rivet. Lisa Rizza. Cary- Amy Rose. Schoolcraft Realty, LLC. Michael Siciliano. Jonathan Siegel. John Siri. Joann Strub. Summit Rentals LLC. Timshel Properties. TJB Properties. Tomaltach O'Seanachain Realty Trust. Topaz Realty Trust. Vadim Tulchinsky. Snaedis Valsdottir. Mark Waitkevich. Stuart Warner. Westmass Apartments LLC. Kim Wu. Alexa Zaccagnino.

One-time and bespoke donations sincerely appreciated, too numerous to list here.

To join, complete a pink sheet at any MassLandlords event or sign up online at MassLandlords.net/property.

Statewide Virtual Meeting: (not so) Summary Process: the Changing Landscape of Landlord Tenant disputes in MA

TUE
05/17

This event will review the options for dealing with landlord-tenant disputes in Massachusetts. We will cover:

- Private “cash for keys” relocation agreements
- Community mediation
- Eviction

The eviction process in Massachusetts is called “summary process.” Historically, the name was meant to recognize that “time is of the essence.” But we’re seeing average court duration of 83 days. Worst case can be much longer. What are the legal alternatives to going through court?



Attorney Jordana Greenman

Part of this presentation will be given by **Attorney Jordana Roubicek Greenman**, a real estate lawyer and recipient of the Super Lawyers Rising Star award 2012-2020. Attorney Greenman has a solo practice with a main office in Watertown and additional office in Downtown Boston. Her practice consists of a broad range of real estate-related legal matters, including commercial and residential landlord/tenant disputes, condominium association representation, general real estate litigation and commercial

and residential real estate closings. Attorney Greenman has a well-respected reputation for aggressively advocating for her clients’ goals and ensuring beneficial outcomes at a reasonable cost. She was among the first attorneys to take legal action in response to the unfunded eviction moratorium and has been working as co-counsel on a pro bono basis with the recent Boston Eviction Moratorium.



Dana Fogg will moderate networking time. You can volunteer for a future event.

Networking time will be moderated by **Dana Fogg**. Dana started his rental business in 1994 with his first Multifamily in Watertown. Since then, Dana and his wife have purchased and sold rental properties around the Metro West area. They now have 9 Units in Watertown and Marlborough. Dana is the Vice President of the Metro West Property Owners Association.

Purchase your ticket in just a few clicks!

“No Sales Pitch” Guarantee
MassLandlords offers attendees of directly managed events a “No Sales Pitch” guarantee. If a guest speaker offers services, their presentation will not discuss pricing, promotions, or reasons why you should hire them. We do not permit speakers to pay for or sponsor events. Guest speakers are chosen for their expertise and willingness to present helpful educational content. Your purchase of an event ticket sustains our nonprofit model.

TUESDAY, MAY 17TH

VIRTUAL MEETING AGENDA

5:00pm Sign-in and virtual networking: you can chit chat with others as people log in
5:40pm Business Update
6:00pm (not so) Summary Process
7:00pm Virtual meeting ends

Participation is Easy

We have two formats of online events:

- **Virtual meetings** include optional audience participation via video, phone, and screenshare and are not recorded.
- **Webinars** have limited participation options (typed questions only) and are recorded.

Our virtual registration desk is open for all events one hour starting 30 minutes prior to the event start time. Call 774-314-1896 or email hello@masslandlords.net for live, real-time help signing in and using your technology.

If joining a virtual meeting, please use the zoom “test audio” feature. You will be allowed to talk to others if your microphone is good and there is no background noise. We reserve the right to mute anyone for any reason. Attendees without a microphone or who don’t want to be heard can type questions.

VIRTUAL MEETING DETAILS (HOSTED BY ZOOM)

We will share our video, audio, and computer screen and slides.

- Optional: You can share your video with everyone, talk to everyone, and type chat with everyone. Video sharing is not required. Talking is not required.

Password will be emailed and viewable [online](#).

Topic: Not So Summary Process Virtual Meeting May 17, 2022

Time: May 17, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/81413278609>

Meeting ID: 814 1327 8609

Passcode: Will be emailed and viewable [online](#)

Dial by your location

- +1 646 876 9923 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 312 626 6799 US (Chicago)
- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 408 638 0968 US (San Jose)

Meeting ID: 814 1327 8609

Passcode: Will be emailed and viewable [online](#)

Find your local number:
<https://us02web.zoom.us/j/ksowHVY1c>

PRICING

Open to the public. Membership is not required!

- Public: \$21
- Members: \$7

This event will not be recorded.

Slides and handouts if any will be uploaded to [Eviction Process in Massachusetts](#).

[Click here to purchase tickets for this event](#)

This virtual meeting counts for continuing education credit for Certified Massachusetts Landlord Level Three. [Beep in.](#) [Leave feedback/beep out.](#)

This event is operated by MassLandlords staff.

Want to speak at a MassLandlords meeting? [Submit a speaker request.](#)

This is part of the [Virtual rental real estate networking and training series](#).

Google calendar users: [add our event calendar to your own.](#)

Google calendar users: [add this event only to your calendar.](#)

iPhone & iPad users: [add our event calendar to iCal.](#)

Outlook users: [add our event calendar to Outlook.](#)

**BERKSHIRE COUNTY
 BOSTON, CAMBRIDGE, SOMERVILLE
 CENTRAL WORCESTER COUNTY**

Wanted for Guarantee: Worcester Studios and One Bedrooms

The City of Worcester has signed an agreement to pilot a landlord-tenant guarantee fund, under which you may be eligible to receive \$10,000 of coverage for unpaid rent, property damage, and attorney's fees if you rent to one of our renters instead of a market renter.

The guarantees are being issued to Worcester landlords who choose to rent to residents currently experiencing homelessness in the city. All of our residents have been awarded permanent subsidies (MRVP, VASH, or Section 8) so they can pay the rent. All of our residents also receive supportive services, so they get help with whatever caused them to experience homelessness in the first place. These residents are all individuals, so we are looking for studios or one-bedrooms near bus routes.

You will still be able to screen your renter as normal. You will have to waive screening criteria that would adversely affect an applicant with non-violent criminal history, bad credit, and/or an eviction record. All other screens can be conducted as normal (ability to pay rent, move-in monies, smoking, pets, etc.).

You will get unlimited helpline access if you participate. We can issue these guarantees because we know in over 80% of cases, you won't lose a dime, and we won't have to pay the guarantee.

For no-obligation information, call the helpline at 774-314-1896 or email hello@masslandlords.net.

**CHARLES RIVER (GREATER WALTHAM)
 GREATER SPRINGFIELD
 LAWRENCE
 METROWEST**

Marlborough: How Constables work with Landlords – Insights from 30,000+ Evictions

TUE
05/10

Join us for our May MWPOA event where our speaker will be Mr. Kevin Rice, owner of Rice Constable Service.

This will be both an in-person and Zoom meeting at the same time. Please let us know if you'll attend either in-person or by Zoom. Remember that all in-person attendees should be either fully vaccinated or have had a negative test within 72 hours of the meeting. Please bring your vaccination card or test results.

For all who are members of the MWPOA (Metrowest Property Owners Association) there will be no charge. For members of other Masslandlords Groups there will be a \$7 charge for a Zoom pass.

TUESDAY, MAY 10TH

METROWEST PROPERTY OWNERS ASSOCIATION MEETING AGENDA

- 5:30pm Networking Starts
- 6:20pm Business Update
- 6:35pm Meeting Starts
- 8:00pm Meeting Ends

LOCATION

Participation is Easy

As a result of the COVID-19 (coronavirus) pandemic, our events have been replaced by webinars or virtual meetings held during the traditional event time for each former location:

- **Virtual meetings** include optional audience participation via video, phone, and screenshare and are not recorded.

- **Webinars** have limited participation options (typed questions only) and are recorded.

Marlborough Fish and Game

1 Muddy Ln
Marlborough, MA 01752

FOOD

- Dinner will be provided

PRICING & RSVP

Open to the public! Membership is not required. ***MWPOA Members ONLY*** **RSVP by emailing your full name to Laurel** newlakeview@yahoo.com. If you are a member of other MassLandlords groups please register online at <https://masslandlords.net/events> (do not email).

- MassLandlords.net/MWPOA Members pay \$100 annual MWPOA dues and each meeting is free, just RSVP!
- Zoom ticket – Public and Members other than MWPOA: \$7

If you purchase the Zoom ticket or are an active MWPOA member the Zoom meeting information will be sent by email on the day of the event. You can also find the details online at <https://masslandlords.net/events/password> a few days before the event.

[Click here to purchase tickets for this event](#)

This event is operated by volunteers.

NORTH SHORE NORTHERN WORCESTER COUNTY

Fitchburg Thu May 12: Worcester Housing Court

THU
05/12

Join us for our monthly meeting, this month we will be hosting representatives from Worcester Housing Court in an open discussion forum.

Please email any questions in advance to info@belaire.co with “Housing Court Questions” as your subject line where Brian Lucier, NWCLA President, will be your moderator for the evening. Please do not use actual court cases or dockets for your questions. All questions should

be prefaced as “hypothetical scenarios”, or your questions will be disqualified.

Meetings are open to the public! In-person tickets are \$20. It is to be determined whether this event will be available via Zoom. Become a member and the annual dues pay for all 10 meetings a year!

THURSDAY, MAY 12TH

NWCLA MEETING AGENDA

Visit nwcla.com for any last-minute updates or changes.

- 7:00pm Dinner, Networking & Presentations
 - o Networking draws from 25 towns including Fitchburg, Gardner, Leominster, Athol, Holden, Ayer, Orange, Ashburnham, Spencer, Ashby, Lunenburg, Townsend, Westminster, Princeton, Sterling, Lancaster, Shirley, Groton, Pepperell, Winchedon, Templeton, and Hubbardston.

IN PERSON LOCATION (NO ZOOM OPTION AS OF NOW)

British American Club
1 Simonds Road
Fitchburg, MA 01420

FOOD

- Dinner will be provided.

PRICING

NWCLA Membership not required! Open to the public.

- In person ticket – Public and Members other than NWCLA: \$20
- MassLandlords.net/NWCLA members: pay annual NWCLA dues, then free

This event will not be recorded.

This event is operated by volunteers.

SOUTHERN WORCESTER COUNTY

Southbridge Mon May 2: Forms and Procedures

MON
05/02

Our May presenter will be Attorney Mark Burrell. Attorney Mark Burrell specializes in landlord/tenant law and has been representing landlords in the housing

and district courts for more than 30 years. He is well known to Judges, mediators and court personnel. Always willing to share insights into the best ways to handle uncooperative (and even cooperative) tenants both in and out of the courts, he does so with illustrative examples and stories to make the message stick.

Attorney Burrell will speak about correct forms and procedures. We see many contracts that are inadequate or forgotten that create problems for landlords. This is what we wish to avoid and make sure our landlords are up to date and protected.

Once again, we will be trying to have a hybrid meeting, that is, both in person and Zoom. If you attend in person, wearing a mask will be up to individual discretion.

In an effort to get back to “normal”, pizza and soft drinks will be available during our social hour.

All members whose dues are up to date will be sent a Zoom link to the meeting via email. From that email, click the link and it will bring you to the meeting.

Whether or not you choose to attend in person, please be safe.

MONDAY, MAY 2ND

SWCLA MEETING AGENDA

7:00pm Meeting Start
8:00pm Meeting wrap-up

IN PERSON LOCATION

Southbridge Community Center (aka Casaubon Senior Center)
153 Chestnut St.
Southbridge, MA 01550

ZOOM DETAILS

Zoom meeting information will be emailed to SWCLA members on the day of the event and viewable **online** for SWCLA Members Only.

PRICING

Open to SWCLA Members only. Pay annual SWCLA dues then free. All SWCLA members whose dues are up to date will be sent a link to the meeting via email.

This event is operated by volunteers.

SPEAK AT ONE OF OUR EVENTS



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