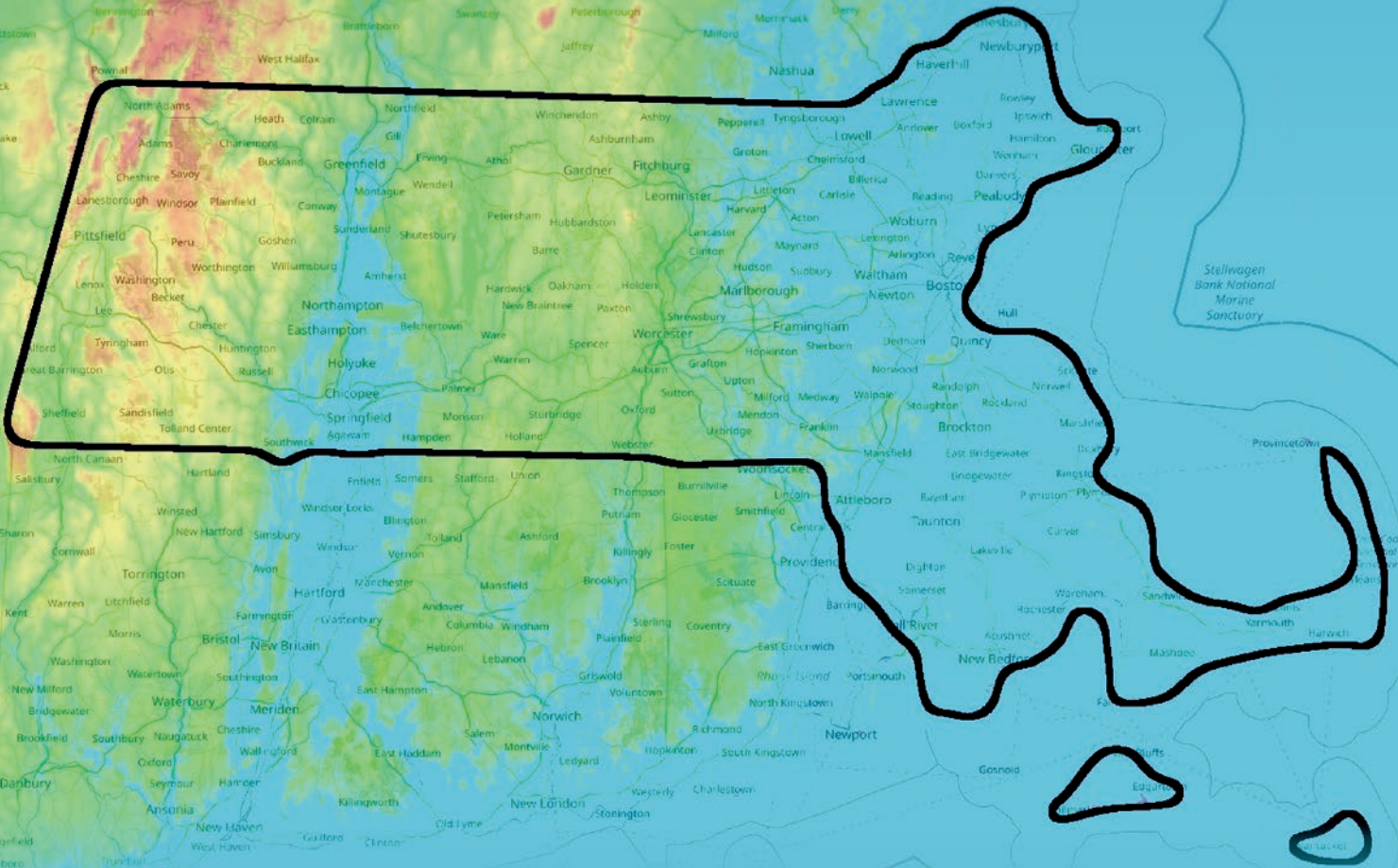




**NOVEMBER 2022**



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**Should I Use Rock Salt or  
Calcium Chloride?  
An Overview of Ice Removal**

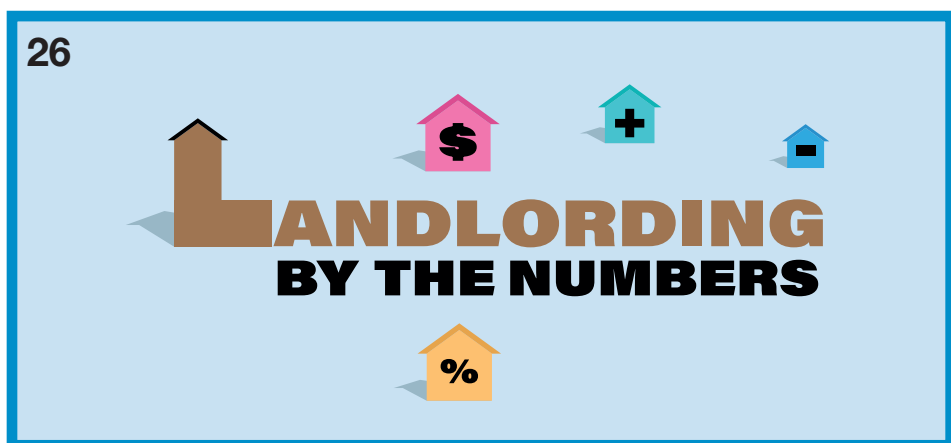
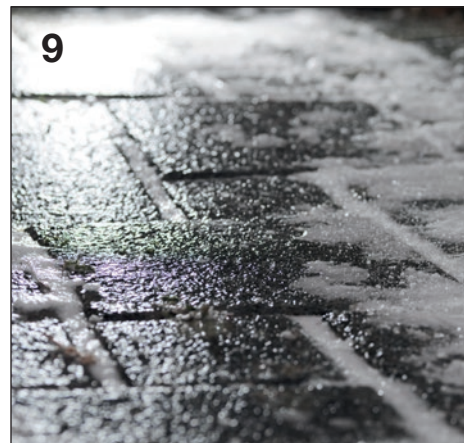
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**How to Avoid Discrimination  
on the Basis of Disability**

**MassLandlords to  
File Bill to Create  
a Team for the  
Study of a Climate  
Resilient Capital**

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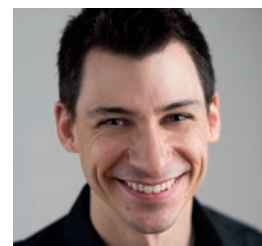
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## LETTER FROM THE EXECUTIVE DIRECTOR

# Preparing for 193

## Our Letter from the Executive Director for November 2022 looks back at October accomplishments and forward to the 193rd legislative session.



In October we drafted and redrafted bills, engaged attorneys and prepared for the upcoming 193rd legislative session, which begins in January. Normal educational operations gained steam, as well.

In terms of educational events, we've been making regular improvements to our process for event planning. It may be starting to pay off. At time of writing we showed eight events listed as far as seven weeks in advance. We will continue to invest in our process infrastructure so we can all plan ahead to meet our learning objectives in our businesses.

Annual elections for MassLandlords will take place in December (video). At time of writing we had four nominees. We will introduce these folks in time for members to decide who will become the next of our five directors.

We filed our motion to reconsider in our lawsuit against the Department of Housing and Community Development. This will be integrated with our appeal. In it, affidavits from a landlord, two renters and one researcher provide new information the court did not have when it considered our motion to dismiss.

Meanwhile, Boston drew our attention when Mayor Wu appointed new members to 10 of the 14 zoning board of appeals seats, including the chair. Our small experience with Boston ZBA was most recently when they denied an application for a licensed rooming house from one of our members, despite support from MassLandlords, abutters and two city councilors. The mayor is aware of the need for more housing, and we're glad she found the old ZBA to be coming up short.

Boston has been an ongoing focus for us since they failed to comply with our public records request about the Rent Stabilization Advisory Committee. We have engaged an attorney and will present a suit to the board for voting in November.

On Oct. 12, the state sanitary code changed. Our video walk-through gives the highlights.

Lastly, we are dusting off and preparing to refile bills from previous sessions. We have one on civil asset forfeiture that passed the senate. Another would free LLCs to be represented by officers. A third would subject the legislature to the public records law. We have also drafted new legislation to require housing laws (and all laws) show their proposed changes plainly for all to see. And most importantly, we want to do something about the short-term near certainty of flooding in Back Bay condos and other housing in coastal Massachusetts.

The Climate Resilient Capital Task Force may be years ahead of its time, but unless we pass it now, it will end up being one hurricane too late.

MassLandlords' work benefits owners, managers and service providers of rental housing across the industry. Please join as a member, become a property rights supporter or increase your level of support.

Sincerely,

Douglas Quattrochi

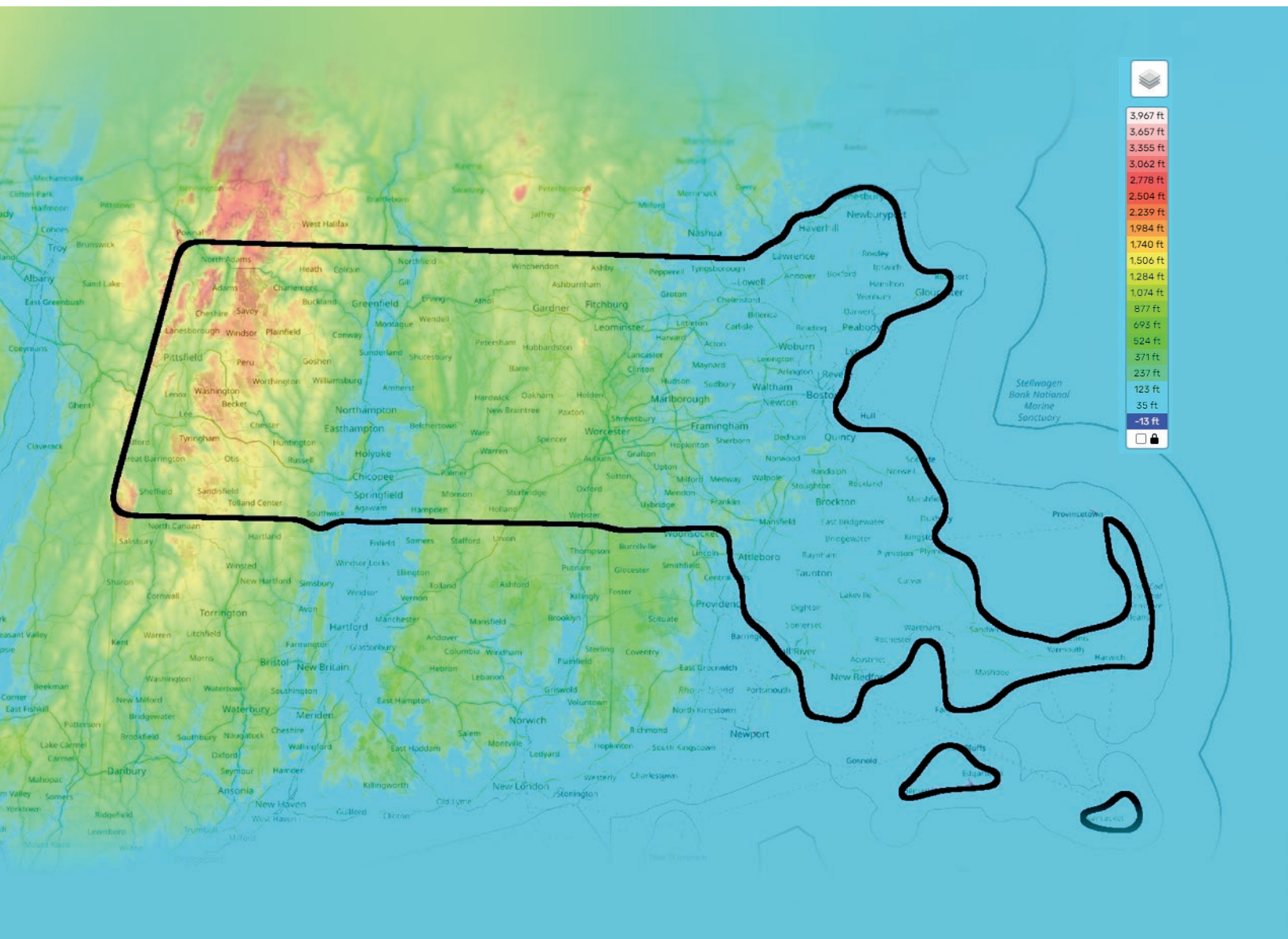
Executive Director, MassLandlords, Inc.

Point your camera app here to read more online.



# MassLandlords to File Bill to Create a Team for the Study of a Climate Resilient Capital

By Eric Weld, MassLandlords, Inc.



Although perhaps unthinkable to many, if all the ice melts, the world will be very different. It's not too late to stop some of this. But a large amount of sea level rise is already "committed" in the sense that it is irreversible. How much of Massachusetts real estate gets lost during storm surge depends very much on the actions we take this next legislative session. Licensed TessaDEM and OpenStreetMap under ODbL.

## With Boston facing increasing flood vulnerability, MassLandlords will propose legislation forming a task force to protect government continuity.

MassLandlords plans to file a bill with the 193rd state legislature that would appoint a working group to study the increasingly urgent issue of high flood risk in the capital and how a plausible flood event could negatively impact state governance – not to mention destroy acres of high-priced real estate.

The proposed legislation is titled an Act Establishing the Climate Resilient Capital Task Force. It calls for the establishment of a high-profile team to determine workable plans for ensuring the continuance of civil government in the event of a catastrophic weather event in downtown Boston, the location of the state capital.

The task force would be charged with developing plans for either bolstering defense of state capital buildings from extreme flooding or relocating state government buildings and facilities to an area or areas less vulnerable to flooding and disruption from extreme weather.

Owners of property in the downtown region would benefit enormously from information and data compiled by the task force. For one thing, an in-depth report on future flooding would provide insight that would inform real estate investment and assist in buying and selling decisions and market parameters.

For owners of coastal property along the north and south shore, the work may also eventually lead to “managed retreat” in Massachusetts. Managed retreat is a new policy framework in which at-risk owners would sell their buildings to the state or its agencies. These public buyers would then decommission and remove the materials to rebuild elsewhere above the flood zone.

## DOWNTOWN BOSTON VULNERABLE TO FLOODING

Flooding of Massachusetts state government buildings, along with proximate homes and businesses, becomes more plausible – even likely – with each passing year. The capitol building, the Supreme Judicial Court and many buildings that house governmental offices and agencies sit in the downtown Boston region. This area is a peninsula sandwiched between the Atlantic Ocean waterfront and the Charles River.

There are two components to coastal flooding: catastrophic storm surge and gradual sea level rise. The two effects will add up and worsen over time.

As global temperatures rise, catastrophic flooding in downtown Boston has gained high probability. Flood Factor, an online flood assessment tool, predicts a 95% probability of at least one foot of water in Back Bay basement condos within the next five years. The risk declines only slowly as you climb uphill.

According to the most recent report from the Intergovernmental Panel on Climate Change (IPCC), it is very likely that sea levels will continue to rise globally over the remainder of the 21st century. Due to such sea level rise, extreme events that used to occur once a century, such as catastrophic flooding, will occur annually for many locations near oceans.

That includes downtown Boston, a low-lying and vulnerable area that could spend much of the year under water in the near future.

The National Oceanic and Atmospheric Administration (NOAA) predicted Boston would have up to 18 days of high-tide flooding (HTF) between May 2022 and April 2023, in which tides rise between 1.75 and two feet above the daily average. The same report predicts 45-90 days of flooding in Boston by 2050.

## THE PROTECTION OF GOVERNMENT INFRASTRUCTURE

Boston Mayor Michelle Wu and Governor Charlie Baker have both introduced plans addressing climate resiliency in recent years.

Governor Baker’s Climate Change Strategy Executive Order, signed in 2016, works to reduce carbon emissions in the state and take steps to protect both built and natural environments.

Mayor Wu’s Resilient Boston Harbor plan puts in place measures to create open spaces, waterfront parks and other protective buffers to absorb the impact of flooding from sea level rise and shield buildings and residents from flood damage and harm.

But importantly, neither of those plans specifically addresses the continuance of civil governance in the event that our state’s government facilities become unusable or severely damaged due to flooding.

The Commonwealth of Massachusetts Comprehensive Emergency Management Plan (CEMP) does address the continuance of government, but only to direct that government functions and personnel, both state and local, are informed of and trained in emergency response procedures. Again, no mention is made of contingencies in case of the destruction of facilities and offices that house government functions.

## RELOCATION OR PROTECTION OF STATE GOVERNMENT?

Among other directives, the bill would charge the task force with considering the relocation of state government facilities as one way to avoid governance interruption in case Boston is hit with a catastrophic weather event. Relocated facilities would include the executive branch offices, the offices of the agencies, the halls, chambers and offices of the General Court, and the Supreme Judicial Court.





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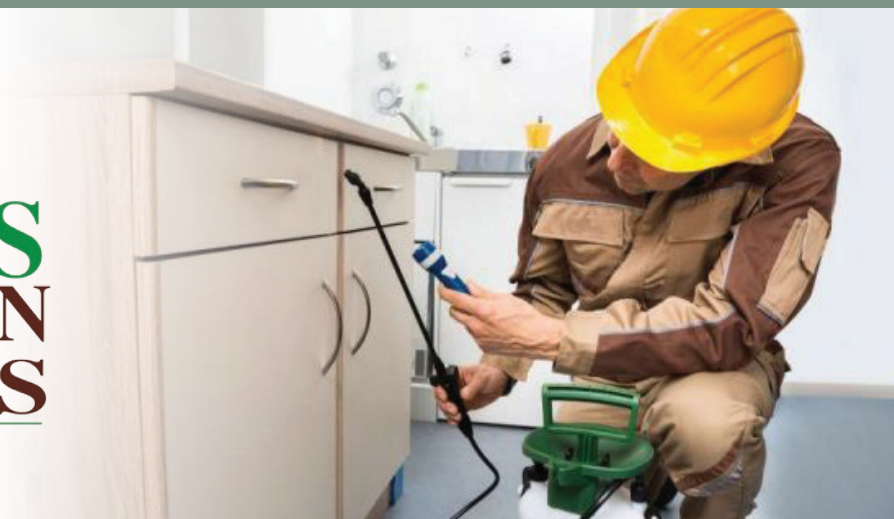
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Relocation would either consist of constructing a new capital “near the geographic center of the Commonwealth,” or distributing government offices throughout the state in specially declared “capital districts.”

Potential locations would include areas above the inundation elevation “assuming all ice melts across the globe.” According to the U.S. Geological Survey, if all glaciers and ice caps on earth were to melt, global sea level would rise approximately 70 meters, or 230 feet. Every coastal city on the planet would be flooded in such a scenario. Several inland locations across the state are also below that flood level, including parts of the Pioneer Valley. Imagine downtown Springfield wholly submersed under what may someday be called the Bay of Hartford or the Connecticut River Delta.

If the task force determined that protection of existing offices were the more prudent action, it would detail infrastructure requirements to meet such protection, including road, rail, airport, seaport and communications. Protective measures would likely include water levees, seawalls or other defenses against potential seawater rise.

## FLOOD IMPACTS ON PROPERTY OWNERS AND RENTERS

Of course, government offices aren’t the only buildings that will be impacted as sea levels rise and water flows inland. Thousands of commercial and residential buildings – rentals, condos and homes – would be rendered uninhabitable or severely damaged with only a single large flood, let alone the predicted succession.

It’s difficult to imagine the chaos that would ensue if one mega-storm caused a large surge of the Atlantic off the Boston coast, swamping the entire peninsula, wantonly wiping out properties and instantly creating a swath of homelessness.

New York has already experienced this in 2012 with Hurricane Sandy, where storm surge peaked at 14 feet.

Devising a plan now to either protect or relocate government infrastructure in Boston could also potentially avoid such residential displacement, as other buildings would be included in flood mitigation systems.

Or, if relocation to “capital districts” is determined to be the solution, these new centers could be areas of opportunity for industry, real estate investment and employment. Housing, schools and

businesses could comprise smaller cities complete with government operation – minus the constant threat of catastrophic flooding – in place of the overcrowded, over-leveraged, governmental hub that is now downtown Boston.

Without the choking limit on land that now defines Boston, such smaller governmental zones could attract new populations on the lookout for more affordable houses and lives.

## 18-MONTH TIMELINE

The MassLandlords proposed legislation underscores the importance of establishing a team “for the purpose of identifying, considering, and recommending options for the uninterrupted continuity of Commonwealth civil government under worst-case climate scenarios either by the defense of the existing state capital or the relocation and distribution of state offices to more naturally advantageous sites.”

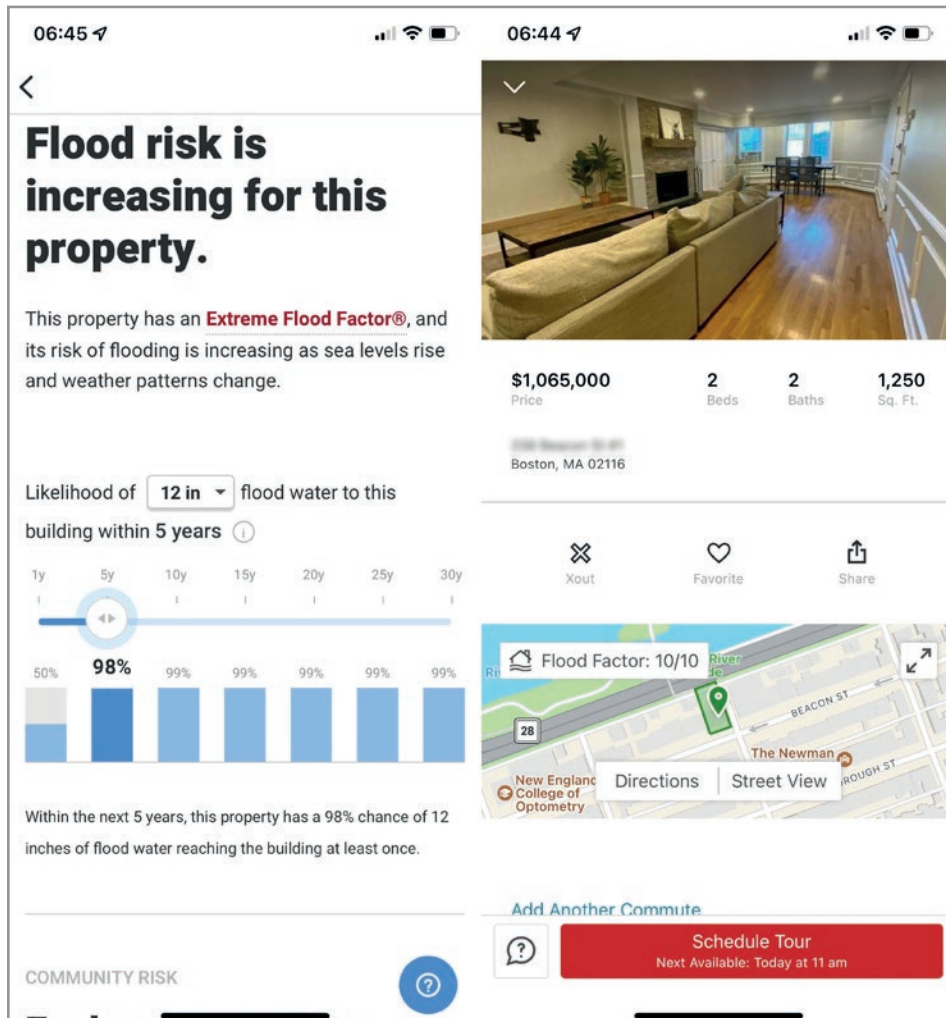
The proposal calls for task force members to be appointed by Aug. 15, 2023, and to begin convening no later than Sept. 15, 2023. The team would consist of at least a dozen members, to be appointed by various individuals in state government and industry, including one



The official National Oceanic and Atmospheric Administration “Sea Level Rise Viewer” falls four feet short of actual storm surge from Hurricane Sandy, which was 14 feet when it hit New York in 2012. Even at ten feet of storm surge, Boston’s infrastructure and access to the capital are swamped.

Public Domain <https://coast.noaa.gov/slr/#/layer/slr/10/-7910282.712677894/5215253.588984675/15/satellite/none/0.8/2050/interHigh/midAccretion>





This April 2022 condo listing for Back Bay, Boston shows a 98% risk of 12 inches of water in the next five years. Editorial use of RedFin and First Street Foundation FloodFactor.

by the governor and one by the lieutenant governor.

The appointed team would estimate the economic impacts of proposed relocations. Expenses incurred by the task force would be funded by the Massachusetts Office of Emergency Management, which would also provide administrative support as requested.

The proposal calls for the task force to produce a resilience plan within 18 months of its first meeting, including recommendations. The plan would be submitted to the governor, clerk of the Senate, clerk of the House

of Representatives and the clerk of the Supreme Judicial Court. Within 18 months of the submission of the resilience plan, the task force would be required to produce a governance continuity or relocation plan.

### THE NEED FOR A PLAN

Boston, downtown Boston and the state's government facilities are increasingly vulnerable to destruction from flooding. While conceptual plans exist for continuing civil governance, and while appointed individuals are trained in contingent government operations in

case of disaster, no plan exists to protect the physical structures and offices that accommodate such continued operations. And no current plan will protect access points including Storrow Drive, I-90, I-93 and South Station.

The Climate Resilient Capital Task Force would create a plan that would provide stability and assurance of the continuation of governance in the case of high-impact weather scenarios. It would also provide valuable information to owners of property in the downtown Boston region.

The task force could help prepare for the inevitable rise in sea levels that may soon submerge Boston and other Massachusetts towns and cities. Without such a plan, the potential for disruption of government leadership, and residential displacement, could exacerbate the already disastrous effects of coastal flooding.

We have an opportunity now to form a viable plan in advance of a disastrous event that would negatively impact government operation and the lives of thousands of landlords and renters. Alternatively, we could do nothing and react haphazardly to events as they happen, at a much higher cost in both lives and dollars. [ML](#)

Point your camera app here to read more online.





# Should I Use Rock Salt or Calcium Chloride?

## An Overview of Ice Removal

By Kimberly Rau, MassLandlords, Inc.

**Rock Salt v Calcium Chloride: which deicing option is cheaper and safer for your property. This ice removal overview will keep your business from slipping.**

Winter is coming and landlords of the north should be thinking about stocking up on salt before prices rise. But should we buy rock salt or calcium chloride? Are there other ways to prevent ice build-up?

### WHY DO WE NEED TO REMOVE SNOW AND ICE?

In some parts of the world, like certain Swiss villages, streets are allowed to pile up with white snow, sometimes four feet thick. It's compacted hard so you can walk or ski over it. Anyone with a vehicle uses chains on their tires. Wheelchairs can be equipped with wide tires (not ideal, but it works). The ground is always clean looking and passable.

Unfortunately for us in New England, snow and freezing temperatures are not consistent enough to allow a uniform layer of snow pack to develop. We get a series of freeze-thaw cycles that eventually result in a crust of lethal ice on every surface. Our climate requires more or less constant attention.

### WHAT IS ROCK SALT?

Rock Salt is known to chemists as sodium chloride. Sodium and chlorine are both elements in the periodic table, and they can stick together. Ordinary people call this stuff "table salt" and eat at least a little every day. Some people call it "halite" or "common salt".

Rock salt is produced by either digging in mines or evaporating sea water. In 2010 the world produced 270 million tons of it.

When combined with water, rock salt solution has a freezing point of 14 °F, much lower than water without salt. Roads can be sprayed with a briny salt solution before snowfall to keep the snow from sticking, or they can be salted after snow removal to keep ice from forming in the next freeze-thaw cycle.

### WHAT ARE THE PROS AND CONS OF ROCK SALT?

Pros: Rock salt is cheap. You can buy just a little 25 lb bag of it for 28 cents a pound, and larger quantities for even less.

Cons: Rock salt doesn't work when temperatures drop below 14 °F. Rock salt also eats away at surfaces like wood and concrete. The way it does this is different for each surface. It pulls moisture out of the wood and facilitates cracking. It reacts chemically with Portland cement to leach out certain compounds needed for strength.

According to legend, rock salt was the way Rome finally destroyed Carthage. They sprinkled enough rock salt on the ground to make sure Carthage would never have agriculture again. (Note that there is no archaeological evidence for this.) But mind your lawns and landscaping! Don't shovel salted snow on places you want plants to grow. You may not



Black ice on footway CC BY-SA 3.0 Simon Eugster - Wikimedia Commons

destroy Carthage, but if you concentrate an entire driveway's worth, you can injure or kill a bush or a tree.

### WHAT IS CALCIUM CHLORIDE?

Calcium chloride has no common name other than what the chemists call it: calcium chloride. Sometimes it's sold as "ice melt" (always read the label). It does not occur in large quantities on its own, but can be produced from a chemistry process combining brine water and limestone.

Worldwide production is under 5 million tons.

When combined with water, calcium chloride can keep solutions from freezing as low as -62 °F. Also, when solid "prills" or pellets come in contact with water, they release heat.

If you have a dirt road or driveway, spraying it with a solution of calcium chloride can keep it from eroding.

### WHAT ARE THE PROS AND CONS OF CALCIUM CHLORIDE?

Pros: Calcium chloride works down to extremely low temperatures and isn't nearly as bad for plants as rock salt.

Cons: In 25 lb quantities, calcium chloride is more than twice as expensive as rock salt. It still eats away at wood and concrete by leaching out moisture and certain necessary chemicals.

### WHAT ABOUT MAGNESIUM CHLORIDE?

Magnesium chloride is another derivative of sea water, but like calcium chloride,

does not exist on its own without chemical processing.

Magnesium chloride works down to -15 F.

### WHAT ARE THE PROS AND CONS OF MAGNESIUM CHLORIDE?

Pros: In the lab, magnesium chloride leaches concrete at half the rate of calcium chloride. Be careful! Lab tests are only models of the real world, and Peters Chemical has a great article debunking Magnesium Chloride in every possible way compared to Calcium Chloride, including concrete leaching in cold temperatures.

Cons: Magnesium chloride is no longer widely available. If you search for it online, you will probably be redirected to "ice melt" (calcium chloride). Magnesium chloride is also much more toxic to plants and landscaping than calcium chloride. (If you know a reason to use this stuff, let us know, we think there isn't one.)

### WHY CAN'T I SPRAY MY PROPERTIES WITH DE-ICING FLUID FROM THE AIRPORT?

Airplane de-icing fluid is known to chemists as either propylene glycol or ethylene glycol. It works immediately and, in large quantities, completely removes ice down to temperatures below -67 °F.

Unfortunately, glycol solutions can be eaten by bacteria and algae, leading to intense blooms of microorganisms that use up all the oxygen and kill all other aquatic life. Use of de-icing fluids is therefore heavily regulated and requires permits. Also, ethylene glycol in particular is both sweet-tasting and fatally toxic.

This makes it very dangerous to have puddles of it anywhere small people or any animal will be playing.

So that's why we don't de-ice our houses like jets.

### WHEN IT COMES TO ICE REMOVAL, AN OUNCE OF PREVENTION IS WORTH A POUND OF CURE

These salt products can be used on top of existing ice. Combined with chippers and scrapers, you can soon have your sidewalks and walkways passable. But did you know you can lay down salt before a storm? This can prevent ice from adhering to rough surfaces and greatly reduce the work needed later.

The best approach is to remember that melting snow leads to ice build-up. Try to prevent snow melting onto walkways! Be mindful of where you throw snow into piles, as these areas will be constant sources of new ice. Install gutters, or if you have persistent drips, place a wide-mouth trash barrel under the drip to catch water and redirect it away from walkways. (If you set out a trash barrel, make sure it's high enough and weighted down to prevent children from getting into it, and empty it regularly). [M](#)

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## ARTICLE YOU MAY HAVE MISSED

## Pending Civil Asset Forfeiture Reform Bill is Essential to Landlords' Property Protection

Civil asset forfeiture is a controversial policy that empowers law enforcement officers and representatives to seize personal property – cash, cars, homes, boats, jewelry, clothing – from anyone, even if the property owner is not suspected to be involved in criminal activity.

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# Landlord Held Responsible for Treble Damages and \$17,000 in Attorneys' Fees After Botched Security Deposit Handling

By Kimberly Rau, MassLandlords Inc.

## The case, Slater v. Traynor Management Company, won in court, with defendants losing their appeal in September 2022.

A misstep with two roommates' shared security deposit in 2020 has left one landlord on the hook for thousands of dollars in damages and attorneys' fees, some of the largest we've seen awarded for a security deposit case.

The worst part: most, if not all, of this could have been avoided.

### BACKGROUND ON THE CASE

According to court documents, in 2018, Jacob Slater and Nicholas Alessi began renting a unit in Boston managed by Traynor Management Company. In

2019, they renewed the lease. It then expired on Aug. 31, 2020. The security deposit was \$2,425.

After moving out, Slater contacted his landlord, Wendy Traynor, inquiring about the return of the security deposit. Traynor sent a text message back stating that the facilities manager for the apartment had to confirm there was no damage, but that she wasn't concerned. She asked for forwarding addresses for the two men, which Slater said he would email to her. Traynor states that the apartment was reviewed on Sept. 15, 2020, and had no damage.

What happened next is disputed between Slater and Traynor. Traynor said she called Slater and said he could meet her at the management office to get his check, even though the office was closed at that point due to Covid-19.

Slater denies receiving any such call. He later sent a text message to Traynor on Sept. 23 asking about the deposit. He said he had sent her an email with both his and Alessi's addresses, but hadn't heard back. Slater then sent the information again, providing his address in New York, as well as Alessi's, elsewhere in Massachusetts. Traynor replied, "End of Sept."

On Sept. 30, Slater had not received the deposit. He sent another text asking about it, which went unanswered. He retained an attorney on Oct. 28, 2020.

### LEGAL PROCEEDINGS

Slater's attorney sent a demand letter to Traynor. The letter sought the security deposit, trebled, along with \$363.75 in interest and \$1,250 in attorneys' fees,

21-P-1055

Appeals Court

JACOB SLATER & another<sup>1</sup> vs. TRAYNOR MANAGEMENT, INC.,  
& another.<sup>2</sup>

No. 21-P-1055.

Suffolk. June 7, 2022. – September 16, 2022.

Present: Neyman, Sacks, & D'Angelo, JJ.

Landlord and Tenant, Security deposit. Practice, Civil, Summary judgment, Discovery, Waiver, Attorney's fees. Tender.

Traynor Management lost its initial case against Jacob Slater and his roommate, and also lost its appeal. This security deposit mishandling case ended up costing them tens of thousands of dollars in damages and attorney's fees. [Image License: Public Domain]



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an amount totaling \$8,888.75. The landlord's attorney sent separate checks, one for Slater and one for Alessi. Each was for half of the original deposit and some interest. There was no payment of treble damages or attorneys' fees. Court documents state additional negotiations failed, and the case ended up in housing court.

Once in housing court, counsel for the landlord attempted to have the complaint dismissed, counterclaimed abuse of process, and "conducted considerable discovery." The discovery motion sought to investigate all surrounding statements made in the original demand letter.

To see a landlord requesting a discovery motion in a housing court case is somewhat unusual. Typically, a motion for discovery is made by a tenant who wants to extend or delay proceedings, or get more information on possible landlord wrongdoing. In this case, the tenants' attorney requested summary judgment after conducting minimal discovery on their own.

The judge, Justice Irene Bagdoian, denied the landlord's discovery motion, determining that allowing the motion would not produce "any relevant material evidence." She ruled that the landlord violated the security deposit law by not returning the deposit within 30 days of the termination of tenancy. She awarded the tenants treble damages (\$7,275), plus interest, costs and attorneys' fees, which at that point were at \$17,780.

## THE LANDLORD'S APPEAL

The landlord moved for reconsideration, arguing that she had called Slater on Sept. 20 to tell him he could come to the office to pick up the deposit. The judge stated that was irrelevant. The law gives landlords 30 days to return the deposit, not attempt to return it. Traynor appealed, but the decision was upheld.

"The law is clear that where, as here, there are no permissible deductions from the security deposit, the entire deposit plus interest must be returned within thirty days after the end of the tenancy, and the failure to do so entitles the tenant to treble damages and attorney's fees," the appeals document stated.

The appeals document also noted that, as Slater was living in New York at the time, requesting he return to Boston to pick up a check would be quite an inconvenience. (This was also during the height of Covid-19, when many were avoiding interstate travel.)

In the decision, the court cited *Goes v. Feldman* (1979), which discussed what it means to return money in Massachusetts. "[T]o constitute a valid tender the money must be actually produced and offered to the person who is entitled to receive it... A mere offer to pay or a statement that the party has the money and is ready and willing to pay, without actual production of it, is not sufficient to constitute a valid tender."

What if a renter refuses? The court addressed that as well, citing *Henry v. Bozzuto Mgt. Co.* (2020). Money can be validly tendered even if the renter refuses to accept it. The key is the money must be held out for the taking, mailed or otherwise put at the renter's disposal.

The attorneys' fees were reviewed during the appeals process, and, while unusually high, were determined to be valid. They were mostly due to the demands the landlord's attorney had placed.

"[The tenants' counsel] claims that he devoted 59.40 hours of time to this matter, which – on its face – seems extraordinarily high for a security deposit case," Bagdoian wrote.

"Nonetheless, after examining the time records of the [tenants'] attorney and noting the extraordinary amount of work which he was obliged to do on account of the demands of the [landlord's] defense strategy, the court finds that the time spent was reasonable."

## COMMENTARY

We had three attorneys bring this case to our attention, and all agreed that things could have been handled better by the landlord.

"I think this was a bad move on the part of the landlord," wrote attorney Jordana Roubicek Greenman. "As a landlord advocate, I often require that a security deposit be returned prior to being engaged if there is any question at all on proper handling. This landlord's

refusal to acknowledge the error has now resulted in additional adverse case law. I believe the attorneys' fees are unfortunate but the statute is clear."

Attorney Adam Sherwin agreed. He stated the importance of good communication, getting forwarding addresses early, and following the law closely.

"Don't take risks," he said. Sherwin added that the law isn't clear if checks must be received within 30 days, or simply mailed within that timeframe, to be in compliance. "Get checks in the mail as quickly as possible."

Attorney Peter Vickery noted that this case highlights the dangers of taking such risks with security deposits. Even if you win, it's going to be expensive.

"The case shows the enormous risks involved in taking – and litigating over – a security deposit," Vickery said. "If the landlord loses, the tenant's legal fees together with interest will be much bigger than the security deposit. Even if the landlord prevails, the landlord's own legal fees will be bigger than the security deposit, making it a Pyrrhic victory."

## CONCLUSION

Massachusetts takes security deposit violations seriously. In this case, the attorneys' fees are particularly hefty. They could have been avoided had the management company not tried to argue immaterial facts in court.

We recommend all landlords read our articles about how to properly handle security deposits. If you are unsure how to proceed, we recommend you consult with your attorney before things go past the 30-day deadline and get out of hand. It could save you a lot of time and money. [ML](#)

Point your camera app here to read more online.





# Notice of Annual Meeting 2022: MassLandlords Annual Elections Dec. 7 through Dec. 14

## Members in good standing must vote online at [MassLandlords.net/vote](https://MassLandlords.net/vote) in this year's annual election.

At the end of each year we elect a member to the Board of Directors, and we also recognize someone with the MassLandlords Good Neighbor award. MassLandlords is a 501(c)6 nonprofit trade association. Members like you set our direction.

Our annual meeting this year will be conducted electronically only. The four event locations that would normally host in-person voting are closed. Electronic voting will take place at [MassLandlords.net/vote](https://MassLandlords.net/vote) starting Dec. 7, 2022 and running through Dec. 14, 2022.

The Record Date is Sunday, Nov. 27, which means you must be a member in good standing on that day to vote. Quorum will be 25% of members as of the record date.

Members must pay dues to MassLandlords or a directly managed chapter (service contract chapters have their own elections).

## THE GOOD NEIGHBOR AWARD

The Good Neighbor Award is intended to recognize efforts to advance property rights or to improve the quality of rental housing in Massachusetts. All nominees are sent a letter of thanks. The nominee chosen by the membership will receive a commemorative plaque.

The deadline for nominees to appear on the ballot is the Record Date, see above. Members can submit nominees through the Record Date.


## THE BOARD OF DIRECTORS

The Board of Directors are volunteers who oversee the operations of the association. Our legal mission is to create better rental housing in Massachusetts by helping current, new, and prospective owners run profitable, compliant, and quality businesses. To this end, MassLandlords organizes opportunities for landlord education and networking and advocates appropriate changes to the laws.

At time of writing, four members had been both nominated, and we were in the process of confirming their nominations.

Directors serve a five-year term. The Board of Directors has no operational responsibility, rather, their job is to oversee. In particular, they must hire or fire the person currently in the Executive Director's role, if necessary. They must also review financial reports and verify that association business aligns with our mission.

Members can submit nominees through the Record Date. Write-in's on the voting day will be allowed.

Log in at [MassLandlords.net/vote](https://MassLandlords.net/vote) between Dec. 7, 2022 and Dec. 14, 2022 to view final ballots and biographies, and to vote electronically. The voting page will not be complete before that date, so mark your calendar. 

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# How to Avoid Discrimination on the Basis of Disability

By Kimberly Rau, MassLandlords, Inc.

**Both the Fair Housing Act and the Americans with Disabilities Act make it unlawful for housing providers to discriminate against someone based on their disability. What does that mean for landlords?**

The Fair Housing Act makes it illegal for housing providers, including landlords, to discriminate against someone based on their disability. Not all disabilities may be clearly observable or physical. Intellectual impairments

and mental illnesses may also fall under this umbrella.

The Americans with Disabilities Act also protects the disabled from housing discrimination, and is integrated into Massachusetts law. This means that landlords who treat people with disabilities (or perceived disabilities) differently than they treat renters or applicants without disabilities can find themselves in trouble with the law.

In this article, we will briefly go over some basics about disabilities, reasonable accommodations and modifications (and how those can be requested) and how to avoid

discriminating against someone based on their disability.

## **NOT ALL DISABILITIES ARE OBVIOUS**

Sometimes, it is clear that someone has a disability. Someone with a white-tipped cane or a seeing eye dog does not need to be asked if they are blind or otherwise visually impaired. Someone in a wheelchair should not be asked why they need one.

However, other times, a disability may not be apparent. These so-called “invisible disabilities” are just as valid as ones that are obvious to the casual



Which of these people have disabilities? The answer could be all of them. Not all disabilities are obvious, but all are protected under law. Lic: CC BY SA 4.0 MassLandlords Inc.

observer. They may include physical impairments that are not observable, mental illness and intellectual or cognitive impairments. All of these should be accommodated as you would a clear physical disability.

### MODIFICATIONS VS. ACCOMMODATIONS

There is a difference between a requested modification and requested accommodation. An accommodation is a change to a policy or rule that you may have in place as a landlord. For example, a renter may request a close parking space when you typically do not assign parking spaces. Or they may have a large German shepherd service dog even though your lease limits the size dog a renter can have.

A modification is a physical change to a rental unit or common area. You may be asked to create an open area below the sink where a cabinet would usually go for someone in a wheelchair.

A deaf tenant may require specialized smoke alarms.

### IF I CAN'T ASK IF SOMEONE HAS A DISABILITY, HOW WILL I KNOW IF THEY NEED A MODIFICATION?

No one expects landlords to be mind-readers, but you're not supposed to ask prying questions about someone's disability. So how do you know if they need help?

It's up to the tenant to request the accommodation they're looking for. They do not have to submit it in a specific way (even if you have a preference for how requests are made), and may have someone else request it for them. They must make it clear that they are requesting a modification.

If you are not sure if your renter will truly benefit from the modification they're asking for, you can sometimes ask for reasonable verification of their need. This should never be asked of someone with an obvious disability, and there are strict parameters surrounding

what you can ask. You are not asking for specifics about the person's medical history. You are asking for verification that the accommodation will help them.

### WHAT IS A "REASONABLE ACCOMMODATION" FOR RENTAL HOUSING PROVIDERS?

Disabled people are entitled to reasonable accommodations for their disabilities. These are changes or modifications that allow them to enjoy their living spaces the same way anyone else would. However, what that means for landlords depends a lot on what size rental operation you have. A landlord with a single double-decker rental will likely not be expected to put in an elevator. However, a landlord with thousands of units and large complexes may be compelled to install more extensive accessibility options.

Here are some common examples of reasonable accommodations or modifications a landlord may encounter:

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## CHANGES TO SMOKE ALARMS OR OTHER NOTIFICATION SYSTEMS

Smoke alarms are instrumental in saving lives in the event of a fire. Deaf or hard-of-hearing individuals may not be able to hear a smoke or fire alarm, though. Instead, they rely on alarms with strobe lights to alert them to danger. These alarms can also be connected to vibrating appliances, such as pillows or beds, that activate when an alarm goes off. This ensures the person will wake up if there is a fire.

There are also kits that can connect to a doorbell system. These set off a strobe effect when someone rings the bell.

These notification systems can also be useful for the elderly, who may find their ability to distinguish certain tones or frequencies diminishing as they age.

## GRAB BARS

Someone who has mobility issues may not be able to safely use a bathtub or combination bathtub/shower without grab bars installed on the shower wall. These provide stability when entering, standing in or leaving the tub.

Grab bars are also useful next to toilets, as well as bathroom and kitchen sinks. They serve as a safety device for people with balance or mobility concerns.

All grab bars must be connected to wall studs to be safe and effective.

## LOWERED COUNTERTOPS AND OTHER KITCHEN MODIFICATIONS

The Americans with Disabilities Act recommends that countertops for wheelchair users have a maximum height of 36 inches. This is also the standard countertop height in typical construction, but kitchen breakfast bars or islands may be as high as 42 inches. If your tenant requests that the countertops be lowered, it could be that they are having trouble accessing them in their wheelchair.

Many kitchen sinks have a cabinet below them. This can prevent a wheelchair user from being able to use the sink. Your tenant may request the cabinet be removed so they can roll up to the counter and reach the sink.

Another request may be to have a stove installed with front controls. This allows a wheelchair user to more easily reach them.

## PARKING SPACES AND GROUND-FLOOR UNITS

Someone with mobility issues may request a parking space that is closer to their unit, even if you do not typically assign parking. This is an example of an accommodation instead of a modification. Or, a tenant with a physical disability may request they move to a ground-floor unit if one becomes available. Even if you typically do not allow unit switching mid-lease, this is something you should allow if you can.

## WHEN ARE HOUSING PROVIDERS EXEMPT FROM PROVIDING ACCOMMODATIONS OR MODIFICATIONS?

A housing provider may be exempt from providing a modification if they can show that it will cause an undue hardship or fundamentally alter how their business is done.

For instance, a tenant requesting that you walk their service dog every day would be outside the expected scope of your business. At that point, before you deny the request, you should speak with your tenant and see if you can come to a compromise. You may not be able or willing to walk their dog every day. Instead, you could issue a guest parking pass to make it easier for your tenant to get a dog walker to come by the unit.

As always, we advise you to speak with your attorney before outright denying a modification or accommodation request. The word “reasonable” is one of the most highly litigated in the English language. What seems reasonable to one person may be unreasonable to another. In the end, if you wind up in court over a denial of modification, it’s going to come down to the judge’s interpretation of the situation.

On the other hand, if you do create an accessible unit, you will never have to worry about a vacancy again. Such accessible units are hard to come by, and once people move in, they’ll stay a

long time. When they’re ready to leave, you’ll have a line out the door for tours.

## WHAT CONSTITUTES DISABILITY-BASED DISCRIMINATION?

Regardless of whether your tenant is legally entitled to a reasonable accommodation in your rental situation, all people are entitled to live their lives free of discrimination based on their disability. You may not need to install that elevator, but you cannot treat your renter or potential renter unfairly because they are disabled.

It is illegal to deny someone housing or refuse to deal with them because they have a disability. You cannot ask an applicant if they are disabled, or if anyone who will be occupying the unit is disabled. Remember, if your tenant or potential tenant needs an accommodation, they will ask you for it.

If your renter or applicant has an obvious disability, it is considered discriminatory to ask for documentation of the disability, or to ask about the nature or severity of their disability.

Finally, refusing reasonable accommodations that do not cause you undue hardship, or refusing to address requests for accommodations, is discriminatory.

## REMEMBER: YOUR TENANT KNOWS THEIR DISABILITY BETTER THAN YOU DO.

If someone applies for an apartment, it is not up to you to decide if they are capable of living in it. You will not understand that person’s disability better than they do. You should only assess their ability to meet the same tenancy requirements (income, background, etc.) that you require everyone to meet.

A recent story from one of our landlords tells of a learning experience for both tenant applicant and housing provider. The apartment was a third-floor unit in a triple decker. Before coming to view the apartment, the applicant confirmed with the landlord that the unit was a walk-up (no elevator on site). She did not indicate that that would be an issue.

At the showing, the tenant struggled with the third set of stairs. She told the landlord she had a mobility impairment that would prevent her from renting the unit after all.

It's not that this landlord's stairs were steeper or more numerous than any other triple decker. But the applicant had never attempted to climb three flights of stairs before. She did fine with the first two floors, and learned that three was just too many for her.

If this happens to you, don't complain or make a big deal about it. Chalk it up to a tour that didn't go anywhere. So many end up that way anyway. In this scenario, the applicant probably won't apply for any more three-floor walkups. The landlord will go on presuming that someone who applies for a walk-up will be able to manage the stairs (or will learn at the tour that they are mistaken).

### CONCLUSION AND FURTHER READING ON ANTI-DISCRIMINATION LAWS

We have written many articles on discrimination, and the vast majority of our advice amounts to this: if it is not relevant to the task at hand (renting a unit or addressing a tenant's needs), don't bring it up, comment on it or ask about it. Don't make jokes that poke fun at protected classes. Remember, not all disabilities are obvious. Keep things on a professional level and you're going to find it much easier to avoid a discrimination charge.

Knowing what the law requires will make your job as a landlord easier. If you haven't already, make sure you read our articles on avoiding discrimination based on age, national origin, sexual orientation, ancestry and military status. And for a cautionary tale every landlord should know, read about the

Department of Housing and Urban Development ordering the Dallas housing authority to pay \$500,000 following charges of discrimination based on disability. [ML](#)

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# A Landlords' Guide to Reasonable Accommodation for Tenants with Disabilities

By Kimberly Rau, MassLandlords, Inc.

**The law requires many housing providers to make reasonable modifications to accommodate disabilities, but what does “reasonable” mean, and which landlords are exempt from the requirements?**

The state of Massachusetts guarantees that those living with a disability are entitled to reasonable housing accommodations and/or modifications under the law. However, the term “reasonable” is subjective, and what landlords are required to accommodate or modify will

vary based on the size of their rental housing operation.

In this article, we'll look at the laws pertaining to reasonable accommodation of disability in housing and the rules binding landlords of all sizes. We will also explain key terms relevant to disability and housing law in the Bay State.

## WHAT IS A “REASONABLE” ACCOMMODATION OR MODIFICATION?

Reasonable accommodations or modifications are changes that are made to assist someone with a disability. Accommodations refer to changes in policy or procedures. Modifications refer to changes to a living unit or common

space. This could include lowering countertops for a wheelchair user, installing visual smoke or fire alarms for someone who is hearing impaired or assigning a close parking spot for someone with mobility issues when you typically do not assign parking.

You are compelled to address these requests and grant them as long as they do not pose an undue burden on your operations (we'll address that shortly) or alter the essential nature of your operations. These are called “fundamental alterations.” In those cases, you should collaborate with your tenant to find a solution that will work for both of you.

An example of a fundamental alteration would be a tenant who requests that you personally bring their service dog out for walks because they are unable to do so without assistance. You do not offer these types of services, and doing so would alter how you do business. A good compromise could be an assigned spot for a dog walker to park so they can more easily visit the rental unit and collect the dog.

## HOW CAN SOMEONE REQUEST AN ACCOMMODATION?

The ADA states that a tenant or potential renter must request the modification they are seeking, especially if their disability is not readily obvious. They have to make clear they are requesting an accommodation, but they do not have to personally request it; someone can make the request on their behalf. The request does not have to be in writing, though we suggest verbal requests be followed up with an email response from you. This allows you to document that the request was made, and also establishes a timeframe for addressing the request.



**Crisis averted!** A small cooking fire can get out of control quickly. Fortunately, a specialized smoke alarm alerted your tenant to the problem. Front stove controls allowed him to turn the burner off. Image License: CC by SA 4.0 MassLandlords Inc.

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You may have a formal policy in place for modification requests, but your tenant is not obligated to use those channels to make a request. You must still respond to the request in a timely manner even if they do not use your preferred method to make it.

### DO I HAVE TO ALLOW ANIMALS IF THE LEASE SAYS NO PETS?

You may have a strict “no pets” rule for your rental units. You do not have to allow pets, but service animals and assistance animals do not count as pets under the law. You do have to allow them for tenants with disabilities, as long as the animal does not create an undue hardship (if you have no room to accommodate a miniature pony and its grazing needs, you do not have to rent it a pasture).

We have covered the differences between service animals and emotional support animals, and we suggest you read those articles to get a full understanding of how to handle each situation. We will touch on this briefly here.

Service animals are protected under the Americans with Disabilities Act (ADA) and are limited to dogs. Service dogs are trained to perform a task that assists a disabled person (a seeing eye dog, a dog that helps with mobility, etc.). Prior to 2011, service animals also included miniature horses, but these are no longer covered under Titles II and III of the ADA.

The media often shows golden retrievers or German shepherds as service animals, which are popular choices, but many other breeds make excellent service animals, depending on the person's needs. The American Kennel Club reports that people also utilize other highly intelligent breeds such as poodles for service work. Pomeranians are very good at alerting owners to diabetes and asthma symptoms, and are also excellent helpers for people with hearing disabilities. Strong dogs such as Great Danes and American Staffordshire terriers (pit bulls) are good for mobility needs, particularly for adults.

Even if your town has bylaws restricting certain breeds of dogs, you may not apply those rules to your tenant's service animal. Your insurance may have similar

restrictions around certain breeds, but that refers to keeping those breeds as pets, and will not apply to service or emotional support animals.

An assistance animal is any animal (not just a dog) that provides assistance or support to someone with a disability. This includes emotional support animals. The animal does not necessarily have to perform a task, but may be trained to perform certain tasks. These animals are not protected by the ADA, but are protected by the Fair Housing Act. This means while restaurants and airlines may deny emotional support animals, housing providers cannot. However, they can request reasonable verification of the need for such an assistance animal.

### HOW DO I KNOW MY TENANT REALLY NEEDS THE MODIFICATION THEY'RE REQUESTING?

If your tenant requests a modification, you may be able to request verification of the need if the person's disability is not readily apparent.

Not all disabilities are obvious, but some are. If you can clearly see why the person is requesting an accommodation, don't ask for additional verification. This puts an undue burden on them. If a person in a wheelchair requests you open up the area under the sink so they can better reach the faucets, it's clear why they are requesting it (and you shouldn't use documentation as a way to block a request you may not be able to grant). Likewise, if someone who is blind comes in with their seeing eye dog and says they need

a service animal, you shouldn't ask why they need their dog.

With service dogs, you may only ask if the dog is a service animal, and, if so, what service it is trained to provide. You may not ask for a demonstration or request additional verification of the need.

When the person's disability or need is not clear, you may request reasonable verification of their need for accommodation. This includes someone requesting an emotional support or other assistance animal. If someone with no obvious disability insists they need a capuchin monkey to assist them, you can ask for a doctor or other qualified person to verify that claim.

Be very careful when asking for this reasonable verification. Asking for too much personal information is unlawful. You may not ask for information not relevant to the claim, or ask about the extent of the person's disability. You can only ask for verification that the person needs the accommodation or modification they are seeking.

Remember that “invisible disabilities” can include intellectual impairments and mental illnesses. Not all accommodations or modifications will relate to a physical disability.

### WHO PAYS FOR MODIFICATIONS TO A RENTAL HOME?

Fair housing laws apply to most types of housing, including condos, privately owned rentals and public accommodations. The federal Fair Housing Amendment Act of 1988 stated that



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multifamily buildings with four or more units occupied after March 13, 1991, must be accessible to people with disabilities.

However, Massachusetts states in Ch. 151b Section 4 that multifamily buildings with three or more units first occupied after March 13, 1991, must be accessible in all public and common use spaces. In buildings with an elevator, all living units must be accessible. In buildings without an elevator, ground-floor units must be accessible.

Accessibility in this instance includes an accessible entrance on an accessible route, accessible common-use and public areas, doors that a person in a wheelchair can use, an accessible route into and throughout the dwelling unit, light switches and other controls at heights accessible to someone in a wheelchair, reinforced bathroom walls in case grab bars are required, and kitchens and bathrooms someone in a wheelchair can successfully use.

Landlords of these buildings are also expected to meet requests for reasonable accommodations or modifications.

Buildings that are two-family units and owner-occupied are exempt from reasonable accommodation laws in Massachusetts. Public housing providers must cover the cost of reasonable accommodations requested by disabled tenants, as must private housing providers with 10 or more units.

Landlords do not need to make accommodations or modifications that would cause undue financial hardship or fundamentally alter their business practices. However, “reasonable” is one of the most contentious words in the legal world. If you end up in court, it will be up to the judge to decide if you were in the right to deny the modification. Therefore, we recommend you try to find a workable solution with your renter, and speak to an attorney before denying any requests.

### **I NEED TO PAY FOR MODIFICATIONS, BUT THEY'RE VERY EXPENSIVE**

There are times when a modification request will be reasonable, and you will still be expected to provide it under the law. However, that doesn't mean the modification is cheap, or necessarily in your budget.

If you are struggling with financing a modification, the state makes low-interest loans available. Called the Home Modification Loan Program (HMLP), these loans are designed to assist those who must make modifications to the “primary, permanent residence” of elders and adults or families with children with disabilities. Landlords can access these programs and may be eligible for 3% amortizing loans.

Under the HMLP, homeowners may borrow up to \$50,000 (inclusive of all project costs) depending on household size and income limits. The minimum you may borrow is \$1,000. Mobile (manufactured) homeowners may borrow up to \$30,000. You may only get one HMLP loan per property.

### **WHAT IF I AM AN EXEMPT LANDLORD, BUT MY RENTER WANTS TO PAY FOR THEIR OWN MODIFICATION?**

If your housing is not an owner-occupied duplex, you are required to allow reasonable modifications and accommodations for disabilities. However, if you are not a public housing provider, or your property does not have 10 or more contiguous units, then you are not expected to pay for the requested modifications.

That said, tenants with disabilities are entitled to pay for modifications to their home. If you operate a three-family unit and your tenant wants grab bars installed, they may do so at their own expense.

### **WHAT IF I JUST DON'T WANT TO RENT TO DISABLED PEOPLE?**

If you do not want to rent to disabled people, this is discrimination, and you can end up in court. You may not refuse to rent to someone because they, or someone in their household, has a disability. You also cannot ignore requests for accommodations or modifications based on their disability. The Dallas Housing Authority allegedly ignored a woman's request for a ground-floor unit after she became disabled, forcing her to navigate the stairs on her hands and knees. They were ordered to pay \$500,000 by the Department of Housing and Urban Development.

### **CONCLUSION**

Making reasonable accommodations or modifications to your rental housing to help someone with a disability may be a time-consuming or expensive process. However, these changes allow someone who is disabled to enjoy their home the same way someone without an impairment can, and are protected by law. Plus, accessible units are in high demand and short supply. If you create an accessible unit, you will likely never have to worry about a unit being vacant for long. People want these units, and stay a long time when they find one. If you are unsure whether or how to provide an accommodation, make sure you check with an attorney before denying a request. [ML](#)

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**What's up, what's down? What's in, what's out?**  
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**400,000+**

Number of Massachusetts residents who live within a 100-year flood zone. ([Mass. Environmental Public Health Tracking](#))

**1 in 4**

The chance that a home owned by a Massachusetts resident in a 100-year flood zone will flood during a 30-year mortgage. ([Mass.gov](#))

**258,872**

Number of properties in Massachusetts that have more than a 26% chance of being flooded in the next 30 years. ([Flood Factor](#))

**\$32.2 billion**

Annual costs of flood damage nationally by 2051, based on flooding of nearly 4.3 million homes per year. ([First Street Foundation](#))



# REGIONAL

## MassLandlords Upcoming events

See details under each region

### 2022 NOVEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		<b>1</b>	<b>2</b> Water Submetering How-To 5:00pm - 6:40pm	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b> Virtual Crash Course Day 1 8:30am - 12:30pm	<b>7</b> SWLCA 7:00pm-8:00pm	<b>8</b> MWPOA 5:30pm - 8:00pm	<b>9</b> Rent Control / Stabilization 5:00pm - 6:40pm	<b>10</b> NWCLA 7:00pm-8:00pm	<b>11</b>	<b>12</b>
<b>13</b> Virtual Crash Course Day 2 8:30am - 12:30pm	<b>14</b>	<b>15</b> Fair Housing Program 5:00pm - 6:40pm	<b>16</b>	<b>17</b>	<b>18</b> Clean Energy and Housing Choice Voucher 12:00pm - 1:00pm	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b> The Climate Resilient Capital Task Force 5:00pm - 6:40pm	<b>29</b>	<b>30</b>			

### 2022 DECEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				<b>1</b>	<b>2</b>	<b>3</b>
<b>4</b>	<b>5</b> SWLCA 7:00pm-8:00pm	<b>6</b>	<b>7</b> Call for sponsors 5:00pm - 6:40pm	<b>8</b> Good Landlord Hygiene, NWCLA 5:00pm - 6:40pm, 7:00pm-8:00pm	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b> MWPOA 5:30pm - 8:00pm	<b>14</b> Weather Preparedness 5:00pm - 6:40pm	<b>15</b>	<b>16</b> Webinar 12:00pm - 1:00pm	<b>17</b>
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>

## STATEWIDE

## Virtual Meeting: Water Submetering How-To

WED  
11/02

This presentation will teach the basics of water submetering. Why we should, what it costs, and how to bill compliantly. In particular, we will review:

- Motivating **horror stories** of tenant water usage gone bad
- Basic cost/benefit analysis and ROI
- When to install meters
- Which types of meters are available
- Upgrading or verifying **low-flow fixtures**
- How to get the town or city to sign off
- The legal framework for metering
- The MassLandlords **invoice** which facilitates monthly or quarterly billing
- Frequently asked questions for submetering

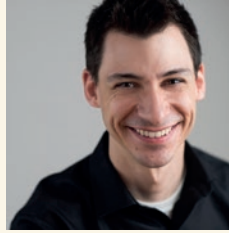
Attendees will leave knowing that water submetering is a good goal to work towards, and knowing the next steps to take when ready.

"FYI, we submetered at a property we used to own in the 1990s in Florida that had 93 units. Our water (and therefore sewer) bill went down 20%! As soon as a resident noticed a drip or toilet running, they called and demanded it be fixed!"

Attendee from a previous session



One type of water meter



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.

*"Doug's presentation was excellent. He was very clear and provided detailed explanations."* – Larry

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

*"Your answers to member's questions were most helpful."* – 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.

**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.

### WEDNESDAY, NOVEMBER 2ND

#### VIRTUAL MEETING AGENDA

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

By member survey, the business has been reimagined as a set of convenient videos viewable anytime online.

#### 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](mailto: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: Water Submetering Virtual Meeting November 2, 2022

Time: Nov 2, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting  
<https://us02web.zoom.us/j/86774469864>

Meeting ID: 867 7446 9864

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

Dial by your location  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 646 931 3860 US  
+1 301 715 8592 US (Washington DC)  
+1 253 215 8782 US (Tacoma)  
+1 346 248 7799 US (Houston)  
+1 386 347 5053 US  
+1 408 638 0968 US (San Jose)  
+1 564 217 2000 US  
+1 669 444 9171 US  
+1 669 900 6833 US (San Jose)  
+1 719 359 4580 US

Meeting ID: 867 7446 9864

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

Find your local number:  
<https://us02web.zoom.us/j/86774469864>

### 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 [Water submetering](#).

**[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](#).

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

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

## Virtual Crash Course Two Days: The MassLandlords Crash Course in Landlording

SUN  
11/06

WED  
11/13

**This comprehensive training is split over two days to reduce screen time.** Learn everything you need to succeed as an owner or manager of residential rental property in Massachusetts.



This fast-paced course is strictly limited to 16 participants to allow for detailed discussion and Q&A. Course tuition includes:

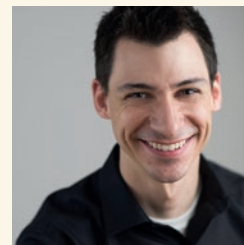
- Small group session with the Executive Director, a trained presenter and experienced landlord, and the attorney.
- A comprehensive agenda, see below.
- Your choice of two books:

- o *Every Landlord's Tax Deduction Guide* by NOLO,
- o *The Good Landlord* by Peter Shapiro,
- o *Getting to Yes* by Roger Fisher, and/or
- o *The Housing Manual* by H. John Fisher.

- A bound summary of all material presented.
- A MassLandlords ballpoint pen.
- A MassLandlords certificate of completion and permission to use "MassLandlords Crash Course graduate" on your marketing material.

You will receive a box packed with your personalized signed certificate, your choice of two books, course notes, pen, and half a dozen other pieces of literature. Materials will be mailed when the US curve flattens and we have a local team member healthy for fourteen days consecutively. Electronic course notes will be downloadable for printing at home and notetaking prior to the event.

**[Purchase your ticket in just a few clicks!](#)**



Instructor Douglas Quattrochi



Instructor Attorney Adam Sherwin

### Open to attendees statewide

You are welcome to participate in this virtual meeting no matter where you are.

### Featured Testimonial



"I simply wanted to reach out and express just how happy I am to have attended the landlording crash course. The presentation and

delivery of the information was flawless and I certainly have walked away with a greater understanding of the intricacies that govern being an above average landlord/manager.” – **Michael Murray**

**SUNDAY, NOVEMBER 6TH, 2022**

**AND**

**SUNDAY, NOVEMBER 13TH, 2022**

### **VIRTUAL COURSE AGENDA**

**SUNDAY, NOVEMBER 6TH, 2022**

8:30am – Introduction of MassLandlords and course participants

8:50am – Rental markets

- o Urban, suburban, rural

- o Luxury, college,

- professional, working, subsidized, rooming houses

9:10am – Property selection

- o Lead paint (Legal highlight)

- o Utilities

- o Bones vs surfaces

- o Amenities

- o Repairs and renovations

- o Durable vs beautiful

- o What if I'm stuck

- with what I've got?

9:50am – Sales and marketing 101 for rental property managers

- o Marketing rentals

- o Sales process

- o Staying organized

- o Branding a small business

- o Getting more or fewer calls

- o Tips and tricks

10:05am – Break for ten minutes

10:50am – Applications and screening

- o Criminal, credit, eviction

- o Discrimination

- (legal highlight)

- o Tenant Screening Workshop

11:30am – Break for five minutes

12:00pm – If time allows,

- start Rental Forms

- o Lease vs Tenancy at Will

- o iCORI

- o Eviction notices

12:15pm to 12:30pm depending –

- End Day One,

- course resumes the

- following Sunday

**SUNDAY, NOVEMBER 13TH, 2022**

8:30am – Review of Day One and

- follow-up questions

8:45am – If needed, finish Rental Forms

- o Lease vs Tenancy at Will

- o iCORI

## **MassLandlords Thanks Our Property Rights Supporters**

Property Rights Supporters make monthly contributions earmarked for policy advocacy.

### **OWNERS COOPERATIVE**

**\$100 and Up** Arrow Properties, Inc. Allison Gray. Haddad Real Estate. Hilltop Group Holdings. Rich Merlino. Premier Choice Realty. Skye High Properties, LLC. Spring Park Properties. Stony Hill Real Estate Services.

### **OWNERS CLUB**

**\$50 to \$99** Commonwealth Ave. Real Estate LP. Erin Zamarro, Real Estate Broker. Foxworth Properties, LLC. Michael Goodman. Harbor View Realty Trust. Hilltop Realty. Brian Keaney. Mary Norcross. Jim O'Brien. Park River Properties LLC. PCPA LLC. Shamrock Management. Slope Properties LLC. Bob Smith. Michael Totman. Union Realty. Urban Lights LLC. Winsser Realty Trust. Witman Properties Inc.

### **WORKING TOGETHER CLUB**

**\$20.25 to \$49** 557 Union Avenue Realty Trust. Yan Alperin. Phil Arseneault. Beacon Hill Property Management. Broggi R.E. & Property Mgmt Inc. Linda Caterino. CHELSEACORPLLC. Michael Donahue. James Duffy. Bob Finch. Lucille Fink. First Chair Entertainment. Dana Fogg. 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. Demers Enterprises. Liz Dichiara. Dietschler Properties. Eastfield Family Trust. Dario Echeverria. Energywise homes, Inc. Ann Eukus. Margaret Forde. Forge Property Management. Charles Gendron. Erik Govoni. 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. Ana Monte. 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. Alexandra Schoolcraft. Michael Siciliano. Jonathan Siegel. John Siri. Joann Strub. Summit Rentals LLC. 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](https://MassLandlords.net/property).

- o Eviction notices
- 9:15am – Legal Matters start
  - o Late fees
  - o Security deposits
  - o Eviction process
  - o Move-and-store
  - o Water and electrical submetering
  - o Housing Court vs District Court
  - o Warranty of habitability
  - o Inspections
  - o Subsidies
  - o Rent control
- 10:05am – Break for ten minutes
- 11:15am – Legal Matters finish
- 11:20am – Maintenance, hiring, and operations
  - o Keeping the rent roll and expenses
  - o Filing taxes
  - o To manage or not to manage
  - o Tenants as customers
  - o Notifying tenants
  - o Extermination
  - o Monitoring contractors
  - o Lease violations and conflict resolution
  - o Record keeping
- 11:30am – Break for five minutes
- 12:00pm – Overview of books and resources for further education
- 12:05pm – Review of unanswered questions
- 12:15pm to 12:30pm depending – End Day
- Two and End Course

Please note that end time each day may vary based on questions.

### Participation is Easy

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### 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: Virtual Crash Course Sunday November 6th & 13th

Time: Nov 6, 2022 08:30 AM Eastern Time (US and Canada) Every week on Sun, 2 occurrence(s) Nov 6, 2022 08:30 AM Nov 13, 2022 08:30 AM

Join Zoom Meeting  
<https://us02web.zoom.us/j/83811343192>

Meeting ID: 838 1134 3192

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

Dial by your location  
+1 646 876 9923 US (New York)  
+1 646 931 3860 US  
+1 301 715 8592 US (Washington DC)  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
+1 360 209 5623 US  
+1 386 347 5053 US  
+1 408 638 0968 US (San Jose)  
+1 564 217 2000 US  
+1 669 444 9171 US  
+1 669 900 6833 US (San Jose)  
+1 719 359 4580 US  
+1 253 215 8782 US (Tacoma)  
+1 346 248 7799 US (Houston)

Meeting ID: 838 1134 3192

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

Find your local number:  
<https://us02web.zoom.us/j/kecyM7KEGA>

Please note: The above Zoom information is intended for ticket holders only (1 attendee per ticket purchased). To be

admitted into the meeting your Zoom account name must correspond with the ticket purchase. If you are purchasing this ticket for someone else please email us at [hello@masslandlords.net](mailto:hello@masslandlords.net).

### FOOD

This is a virtual course. You are free to prepare food at home and eat while you listen.

This event will not be recorded.

### PRICING

Open to the public. Membership is not required, but advance registration **is** required!

- **Online:**
  - o Non-members: \$250
  - o Members: \$225 (log in before you register or you will see the non-member price)

- **Online registration required.** All ticket sales final.

Slides and handouts will be downloadable in advance at to [Event Password Page](#).

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

The training counts for continuing education credit for Certified Massachusetts Landlord Level Three. **Beep in. Leave feedback/beep out.**

This event is operated by MassLandlords staff.

### Membership.

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

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

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

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

## Virtual Meeting: Rent Control and Rent Stabilization Lived Experience

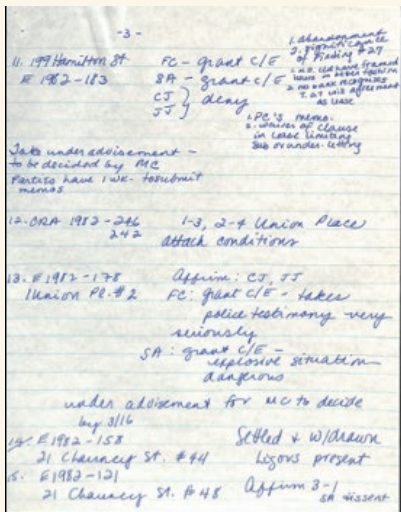
WED  
11/09

This presentation will share the lived experience of one landlord who went through the rent control years and kept detailed records of what it was like. We will learn about:



- What it was like to attend a rent control hearing,
- How rent control and its repeal changed Cambridge,
- Which lessons the public needs to remember today as "rent stabilization" threatens to return,
- And more.

Attendees will leave with additional tools to advocate against a return to rent control and rent stabilization in Massachusetts.



A scan from the 1983 rent stabilization minutes. At the time it was called rent control.



Linda Levine, Cambridge Landlord and MassLandlords Record Scanner

Part of this event will be presented by **Linda Levine**. Linda is a Cambridge landlord and has been since the rent control years. Linda's volunteering was instrumental in defeating rent control in the 1994 ballot initiative. She is now the MassLandlords Record Scanner reviewing archives held by the city.



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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#### Open to attendees statewide

You are welcome to participate in this virtual meeting no matter where you are.

#### WEDNESDAY, NOVEMBER 9TH

#### VIRTUAL MEETING AGENDA (NEW TIMES!)

- 5:00 pm Sign-in and virtual networking:  
you can chat with others as people log in
- 5:40 pm Presentation
- 6:40 pm Virtual meeting ends

By member survey, the business update has been reimagined as a set of convenient videos viewable anytime online.

#### 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.
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#### 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: Rent Control Virtual Meeting November 9, 2022

Time: Nov 9, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting  
<https://us02web.zoom.us/j/88957022719>

Meeting ID: 889 5702 2719

Passcode: Will be emailed and viewable online

Dial by your location  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 646 931 3860 US  
+1 301 715 8592 US (Washington DC)

+1 346 248 7799 US (Houston)  
 +1 386 347 5053 US  
 +1 408 638 0968 US (San Jose)  
 +1 564 217 2000 US  
 +1 669 444 9171 US  
 +1 669 900 6833 US (San Jose)  
 +1 719 359 4580 US  
 +1 253 215 8782 US (Tacoma)

Meeting ID: 889 5702 2719

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

Find your local number:

<https://us02web.zoom.us/j/kcQiIC5B2b>

### PRICING

Open to the public. Membership is not required!

- Contemporaneous participation:
  - o Public: \$14
  - o Members: \$7

This event will not be recorded.

Slides and handouts if any will be uploaded to [Rent Control](#).

**[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.](#)

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

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

## Statewide Virtual Meeting: Fair Housing and the Community Teamwork Fair Housing Program

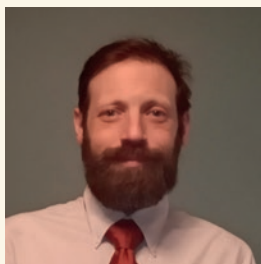
TUE  
11/15

This presentation will review common discrimination incidents and mistakes made by housing providers. Attendees will hear from a professional trainer about:

- Avoiding discrimination at every stage of tenancy.
- Categories of discriminatory conduct including retaliation.
- The protected classes.
- Reasonable accommodations and modifications.
- And more.

Although the Community Teamwork, Inc. (CTI) fair housing program promotes fair housing in Middlesex and Essex counties, the presentation will be applicable to landlords statewide, and Aaron is always available to talk fair housing with provider wherever they are from. Landlords in Middlesex and Essex counties will make a connection to CTI and local resources. The slides to be presented have been approved by the United States Department of Housing and Urban Development.

Attendees will leave knowing how experts recommend landlords provide equal housing opportunity.



**Aaron Ginsberg is Fair Housing Coordinator at Community Teamwork.**



**Equal housing opportunity is fun, rewarding and easy once you know how.**

Part of this event will be presented by **Aaron Ginsberg**, Fair Housing Coordinator at Community Teamwork, Inc. Aaron is developing Community Teamwork's fair housing program, which

includes resources for landlords, tenants and advocates to work toward equal housing opportunity in practice. Prior to his role at CTI Aaron was a staff attorney at the Disability Rights Center helping to expand access to housing and public accommodations for those of us living with disabilities.

Networking time will be moderated by **Allyson Gray**. Allyson began owning property in 1977 when she and her husband bought his brother's two family. She was the one who took care of it. When she divorced, she knew she would need a second income because librarians make a low salary. The income from that two family was the beginning. Over the years she has taken courses at Boston University Metropolitan College on the finance and management of property. She also joined the Institute of Real Estate Management and took their courses to obtain her certification as an ARM, Accredited Residential Manager. While she worked full-time she began to acquire property. her goal was to make the income from her units be her main source of income. It has taken over 40 years but she has reached her goal. Allyson is a MassLandlords member, property rights supporter, crash course graduate, regular event attendee, and Certified Massachusetts Landlord™.

**[Members register for no charge in just a few clicks!](#)**

**[Public attendees register via zoom!](#)**

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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.

### Open to attendees statewide

You are welcome to participate in this virtual meeting no matter where you are.

**TUESDAY, NOVEMBER 15TH****VIRTUAL MEETING AGENDA  
(NEW TIMES!)**

5:00 pm Sign-in and virtual networking:  
you can chit chat with others  
as people log in

5:40 pm Presentation

6:40 pm Virtual meeting ends

By member survey, the business update  
has been reimagined as a set of conve-  
nient videos viewable anytime online.

**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](mailto: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: Fair Housing Virtual Meeting  
November 15, 2022

Time: Nov 15, 2022 05:00 PM Eastern  
Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/81330955760>

Meeting ID: 813 3095 5760

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

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 646 931 3860 US

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 386 347 5053 US

+1 408 638 0968 US (San Jose)

+1 564 217 2000 US

+1 669 444 9171 US

+1 669 900 6833 US (San Jose)

+1 719 359 4580 US

Meeting ID: 813 3095 5760

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

Find your local number:

<https://us02web.zoom.us/j/81330955760>

**PRICING**

Open to the public. Membership is not required!

- Contemporaneous participation:
  - o Public: No charge.  
Registration is required.
  - o Members: No charge.  
Registration is required.

Public Registrants: Please note that by registering for this free event you will be automatically added to our mailing list. You can always unsubscribe from our mailing list, by clicking on unsubscribe link at the bottom of any email you may receive.

This event will not be recorded.

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

**[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](#).

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

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

## Short Virtual Meeting: Focus Group on Clean Energy and Housing Choice Voucher Technical Assistance

FRI  
11/18

This short virtual meeting will take landlord input for a new energy upgrade program applicable to Housing Choice Voucher (Section 8) units.

The Metropolitan Area Planning Council (MAPC), Boston Housing Authority (BHA), and Alternatives for Community and Environment (ACE) are partnering to design a new program called "Clean Energy for Vouchers." Under this program, these organizations would work with landlords to install clean energy technologies that save on energy and reduce pollution, including possibly solar panels, clean heating and cooling, and energy efficiency upgrades. In exchange for free technical assistance and support, landlords would provide affordable housing units to Section 8 voucher holders. The goal would be to both increase clean energy and expand affordable housing options in the Boston Metro area. This program would build on a proven, albeit nascent model from Minnesota called "Solar-For-Vouchers," and we hope this could work in Greater Boston too. This effort is supported with funding from the Massachusetts Clean Energy Center.

Attendees will:

- Learn about the program.
- Share your experience renting to Section 8.
- Tell us what your building needs to reach zero emissions.
- Provide valuable input to the planning process.

Attendees will leave having contributed to a new program to be announced that may benefit you, your buildings and your business.





A wall mount heat pump and air conditioner is one example of the kind of upgrade that might become cheaper or easier under this program.



Brooks Winner, Senior Clean Energy Specialist, MAPC

This focus group will be led by **Brooks Winner**, Senior Clean Energy Specialist at the Metropolitan Area Planning Council.

Also participating will be **Nicholas Kelly**, Boston Housing Authority and **Sasha Shyduroff**, Senior Clean Energy and Climate Planner, MAPC.

**Purchase your ticket in just a few clicks!**

#### "No Sales Pitch" Guarantee

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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.

#### Open to attendees statewide

You are welcome to participate in this virtual meeting no matter where you are.

#### FRIDAY, NOVEMBER 18TH

#### SHORT VIRTUAL MEETING AGENDA

12:00pm Introductions  
12:05pm Focus group  
1:00pm 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.
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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: Focus Group Clean Energy Section 8 Virtual Meeting November 18, 2022

Time: Nov 18, 2022 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting  
<https://us02web.zoom.us/j/89384711020>

Meeting ID: 893 8471 1020

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

Dial by your location  
+1 301 715 8592 US (Washington DC)  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 646 931 3860 US  
+1 564 217 2000 US  
+1 669 444 9171 US  
+1 669 900 6833 US (San Jose)  
+1 719 359 4580 US  
+1 253 215 8782 US (Tacoma)  
+1 346 248 7799 US (Houston)  
+1 386 347 5053 US  
+1 408 638 0968 US (San Jose)

Meeting ID: 893 8471 1020

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

Find your local number:  
<https://us02web.zoom.us/j/kclIQONq07>

#### PRICING

Open to the public. Membership is not required!

- Contemporaneous participation:
  - o Public: No charge. Registration is required.
  - o Members: No charge. Registration is required.



# PROXIMA

## Eviction Moving & Storage

Helping landlords with tenants who are required by law to be removed from the property

✓ Lowest Fixed Rates
✓ No Hidden Fees
✓ Licensed, Bonded, Insured

Call to schedule:

617-588-0111

Visit to learn more:

<http://evictionMovingandStorage.com>

Public Registrants: Please note that by registering for this free event you will be automatically added to our mailing list. You can always unsubscribe from our mailing list, by clicking on unsubscribe link at the bottom of any email you may receive.

This event will not be recorded.

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

**[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](#).

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

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

## Statewide Virtual Meeting: Good Landlording Hygiene: Take Your Real Estate from Stinky to Squeaky Clean

THU  
12/08

This event will be a discussion anchored to a new set of slides. The intent of this presentation will be to help you manage your rental income stream as a business at any size. This presentation is not a legal compliance review. Instead, we'll be focusing on business tools and processes. Full- and part-time landlords will find a variety of productivity tips and tricks:

- How can you guarantee new knowledge always gets put into practice?
- Where do landlords store important files like rental agreements?

- How and when should I delegate to new team members? Who can I realistically hire at my size?
- What should my mental state be when I learn someone has damaged the apartment?
- And much more.

We hope these tips will open your eyes to new ways of looking at an old business. And we hope if you have suggestions, you will share them so we can update our slides for future presentations.



**It's a great time to stop what you're doing and think about whether you could do it better.**



**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.

*"Doug's presentation was excellent. He was very clear and provided detailed explanations."* – Larry

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

*"Your answers to member's questions were most helpful."* – 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.

**[Purchase your ticket in just a few clicks!](#)**

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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, DECEMBER 8TH

### VIRTUAL MEETING AGENDA (NEW TIMES!)

5:00 pm Sign-in and virtual networking: you can chit chat with others as people log in

5:40 pm Presentation

6:40 pm Virtual meeting ends

By member survey, the business has been reimagined as a set of convenient videos viewable anytime online.

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

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### 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: Good Landlording Hygiene  
Virtual Meeting December 8, 2022

Time: Dec 8, 2022 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting  
<https://us02web.zoom.us/j/89814601556>

Meeting ID: 898 1460 1556

Passcode: Will be emailed and viewable online

Dial by your location  
+1 646 931 3860 US  
+1 301 715 8592 US (Washington DC)  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 564 217 2000 US  
+1 669 444 9171 US  
+1 669 900 6833 US (San Jose)  
+1 719 359 4580 US  
+1 253 215 8782 US (Tacoma)  
+1 346 248 7799 US (Houston)  
+1 386 347 5053 US  
+1 408 638 0968 US (San Jose)

Meeting ID: 898 1460 1556

Passcode: Will be emailed and viewable online

Find your local number:  
<https://us02web.zoom.us/j/89814601556>

### 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 Good Landlording Hygiene.

### 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.

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](mailto:hello@masslandlords.net).



**CHARLES RIVER (GREATER WALTHAM)  
GREATER SPRINGFIELD  
LAWRENCE  
METROWEST  
NORTH SHORE  
NORTHERN WORCESTER COUNTY**

## Fitchburg: Accounting & Tax Solutions for your Business

THU  
11/10

Join us for our monthly meeting, this month we will hear from Adam M. Beaudry, CPA, LLC. Learn about accounting and tax solutions that are tailored to you and your business needs.

Selecting the right CPA is important to the success of your business. At Adam M. Beaudry, CPA, LLC, their goal is to build long-term, client-focused relationships. They understand that each client has different needs, so they take the time to get to know your business. You can be confident that Adam M. Beaudry, CPA, LLC will handle all your tax and accounting needs and take the accounting burden off you so you can focus on your business.

Meetings are open to the public! In-person tickets are \$20. Zoom tickets are \$10. Zoom meeting information will be provided the day of the event. Become a member and the annual dues pay for all 10 meetings a year!

**THURSDAY, NOVEMBER 10TH**

### NWCLA MEETING AGENDA

Visit [nwcla.com](https://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

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 MassLandlords Members other than NWCLA: \$20
- Zoom ticket – Public and Members other than NWCLA: \$10
- [MassLandlords.net/NWCLA](https://masslandlords.net/NWCLA) members: pay annual NWCLA dues, then free

If you purchase the \$10 Zoom ticket or are an active NWCLA member the Zoom meeting information will be sent by email on the day of the event.

This event will be recorded and accessible for active NWCLA members only at <https://www.nwcla.com/members/meeting-recordings/>. Please note if you are not an active NWCLA but do purchase a ticket you will not be able to access the recording.

This event is operated by volunteers.

### SOUTHERN WORCESTER COUNTY

## Southbridge: Southbridge Curbside Collection Program and Recycling Educational Tools

MON  
11/07

Anna Smith, Interim Recycling Educator for the town of Southbridge will come to share with our membership updates on upcoming changes to the Southbridge curbside collection program, new state Waste Bans effective November 1, 2022 and recycling

educational tools available to landlords for their tenants.

Anna will also be happy to answer any questions that may arise regarding solid waste collection in Southbridge.

**MONDAY, NOVEMBER 7TH**

### SWCLA MEETING AGENDA

7:00pm Douglas Quattrochi, Executive Director, MassLandlords, Inc.  
o Update on MassLandlords activities

7:15pm Presentations

### IN PERSON LOCATION

PLEASE NOTE CHANGE IN MEETING LOCATION

Alexander's Golden Greek Restaurant  
6 Sanderdale Road  
Southbridge, MA 01550

(E. Main St. / Rt. 131, heading toward Connecticut, on the right-hand side, just past the Big-Y and McDonald's)

We feel like the ability to have a cocktail or soft drink, or even something to eat during the meeting might provide for a better experience. Dan from O'Connor Insurance is still planning to provide a few pizzas and soft drinks for the group as usual. However, if you wish to eat or drink something else, you are welcome to do so at your own expense.

Please come and enjoy this new experience. Plenty of parking, handicap access and air conditioned.

### 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.

# 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.

Contact **New Lease for Homeless Families** to gain access to this opportunity.



**(857) 323-6303**



**info@newleasehousing.org**

MassLandlords  
One Broadway, Floor 14  
Cambridge, MA 02142



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Perfect to share at the office. Members can add print delivery for an additional \$90 per year. Become a member and subscribe online at [masslandlords.net/join](https://masslandlords.net/join).

Support better housing policy and housing journalism in Massachusetts.