

FEBRUARY 2023

**Should You Carry Over or
Return a Security Deposit With
a Lease Renewal?**

**How Do Heat Pumps Work
and What Makes Them So
Great?**

**We Need Your Help
to Advance Over a
Dozen Pro-Housing
Causes**

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Security Deposit Receipt
For start of tenancy

TENANTS: Rita A. Renter

LANDLORD: Leslie Landlord

AGENT: Leslie Landlord (other person acting for the landlord)

PROPERTY: Second floor of triple-decker

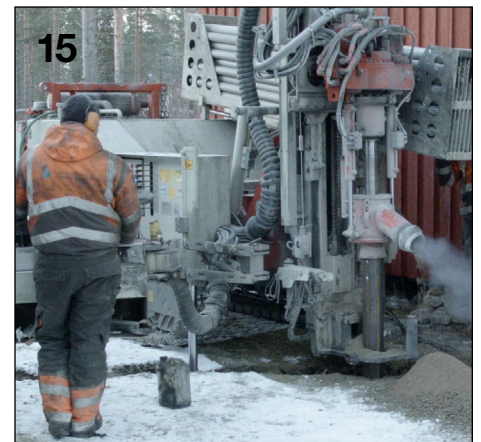
FOR: Now Security Deposit

DATE: 01/23/2022

PAY TO THE ORDER OF: Bank Bank

AMOUNT: One Thousand Eight Hundred \$ 1800.00

123 DOLLARS





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LETTER FROM THE EXECUTIVE DIRECTOR

Sponsors Needed for Deleading Credit

Our Letter from the Executive Director for February 2023 looks back at January's flurry of bill filing, Boston rent control and more.



In January, a flurry of volunteer and staff activity resulted in the filing of five pro-housing bills. We submitted our DHCD appeal brief over rental assistance records. And Boston announced rent control plans, so we cleared our schedule for a few months to litigate.

The 193rd Massachusetts "general court" (legislature) convened in January, and we were ready with 11 bills to share with members and hopefully file. To my great delight, five of these bills have been filed this session, four with sponsorship, and one with identical text in both the house and the senate.

Our bill, "An Act to Further Lead Remediation in Rental Housing by Increasing the Deleading Credit," would increase the Schedule LP deleading credit from \$1,500 per unit to \$15,000 per unit. This bill is ready for cosponsoring. Ask your representative and senator each to sponsor this deleading bill. The number for a representative is HD2630; for a Senator, SD862. An explainer video is on our site.

Our "We Need Your Help" article in this edition details the rest of the bills we are working on long-term. Some of these are also filed and ready for co-sponsorship now. At this point, though, the deleading credit has the shortest road to travel of any. It could pass into law this year or next.

We are extremely grateful to our over 60 policy volunteers who attended our 11 training Zooms in January to get these bills started.

Not all policy work is progress. Boston seems dead set on flinging us back to the '70s with a second generation rent control ordinance. Mayor Wu has proposed an absolute price cap of 10% enforced by just cause eviction. Just-cause eviction would eliminate at-will tenancies, creating estates for life unless the renter commits one of a few pre-ordained offenses.

Mike Leyba of City Life/Vida Urbana was quoted by the Boston Globe as saying, "It's not good enough. That is not why [the community] elected a progressive, pro-rent-control mayor." Well, if even renters are angry at the mayor for this, she could try listening to housing providers for a change: Zoning reform and rental assistance are the paths forward, not rent control!

We will be filing suit against Boston in connection with their denial of our public records request. (The drafting of this has been ongoing since summer 2022 and is expected to be complete by spring.)

We also continue our litigation against the Department of Housing and Community Development for losing tens of thousands of applications. Our appeal brief filed Jan. 23 was 285 pages long.

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.



Federal Lead and Healthy Homes Program Provides Funding for Deleading Rental Properties

By Kimberly Rau, MassLandlords Inc.

The Department of Housing and Urban Development will reimburse thousands for lead paint remediation through cities making use of their grant-funded Healthy Homes Program.

Several cities and towns throughout Massachusetts are making use of federal grant programs designed to help homeowners and investors remove lead and other hazards from their dwelling units. The Lead Hazard Control and Healthy Homes Program (LHCHH) offers thousands of dollars to homeowners, including landlords, and investors who want to make their homes or rental units safe from lead, radon, asbestos and other safety hazards. The program is funded by the Department of Housing and Urban Development (HUD).

The state website lists nine municipalities as of 2022 that are offering HUD funds to help qualifying owners and investors de-lead their homes and rental units. Not all of these may be utilizing the LHCHH program, but do have HUD funds available for lead remediation.

Boston, Brockton, Lawrence, Lynn, Malden, New Bedford, Springfield, Worcester and Quincy are all offering federal funds for lead abatement. Quincy's program, the South Shore Healthy Homes Program, also applies



Lead paint is dangerous and poses a real health threat. But deleading is very expensive. If your city or town offers deleading grants, see if you can ease the burden for your rental properties.
(CC BY 2.0 Flickr Bart Everson)

to homes in Weymouth. Other areas may have different programs or grants available. Check with your city or town to find out what, if any, deleading assistance is offered.

WHAT IS THE LEAD HAZARD CONTROL AND HEALTHY HOMES PROGRAM?

The HUD-funded LHCHH is a limited-time program that reimburses homeowners thousands of dollars for

lead paint remediation. The amount that homeowners and investors can receive varies by city.

For instance, a flyer sent to Worcester residents states that the city's Lead and Healthy Homes Program will reimburse qualifying homeowners 100% of their deleading costs, up to \$10,000. Malden will reimburse \$9,100 per dwelling unit and \$5,000 for other healthy homes initiatives. Brockton offers up to \$20,000 in no-interest forgivable loans for lead

remediation. The city of Lynn was most recently awarded \$9.3 million in grant money from HUD for lead abatement. However, only certain addresses in Lynn qualify for lead removal grants.

The city of New Bedford will reimburse up to 50% of the costs of deleading, with a maximum grant of \$2,500 per unit and three units, or \$7,500, per fiscal year. Lawrence utilizes HUD funding, but its grant and loan programs appear to be for owner-occupied homes only. It does not mention what, if anything, is available for landlords who own property but do not live in it. (An email seeking clarification was not answered in time for the publication of this article.) Springfield has the Healthy Homes Program, but is not currently taking new applications as it is dealing with a backlog.

Make sure you check with your city or town to find out how much you could qualify for, and what the rules are for obtaining funding.

Under the LHCHH program, you must delead your property to be eligible for reimbursement.

WHAT ARE THE REQUIREMENTS FOR THE LEAD HAZARD CONTROL AND HEALTHY HOMES PROGRAM?

Program requirements may vary by municipality. For example, in Worcester, your building must have a child under the age of 6 in the home or be under an order to correct the lead issues in the home to be eligible for LHCHH program funds. You cannot already have a current lead paint letter of compliance.

Quincy, on the other hand, states that owner-occupied buildings must have a child under 6 who lives there or visits frequently. For rental properties, a child under 6 does not need to be living there to qualify for funding, but landlords are required to give preference to families with children under age 6 in the event of future vacancy. Boston requires similar prioritization for buildings that are not owner-occupied.

Malden will prioritize grant money for homes with children under age 6, but only makes funding available for homes built prior to 1978.

Many of the programs appear to have some income level requirement.

Worcester goes off of HUD low- and moderate-income guidelines, as does Malden and Lawrence. These limits will vary by city or town, as well as household family size. You can use HUD's website to check your area's home income thresholds. Boston states that landlords applying for funding must have 50% or more of their tenants living at low- or moderate-income level. The rest of the tenants must be at or below 80% of the Community Development Block Grant "moderate" income level.

Brockton's program appears to be managed by the Brockton Redevelopment Authority. Their page (linked above) is light on details, requesting that you contact them for more information. However, their application does ask for income information for relevant parties. The site Self Help, Inc. had more detailed information about the program, and states that household income must be at 80% or below area median income to qualify.

WHY YOU SHOULD TAKE ADVANTAGE OF FEDERAL DELEADING GRANTS

In Massachusetts, you cannot rent a home with lead paint to a family with a child under 6. If you do, you could be held liable for any lead-related injury the child suffers, even if they also had lead exposure elsewhere. This is called "strict liability." Even if there's no evidence the lead poisoning came from your unit, you will be held responsible in Massachusetts. But, you cannot refuse to rent to families with young children. That's considered discrimination. So, you must delead.

But deleading isn't just the law, it's a good idea. Lead paint is dangerous, which is why it was banned in 1978. High amounts of lead can kill you. Lower amounts can lower your IQ. Lead exposure has been linked to lower earning potential, decreased decision-making abilities and a higher likelihood of committing a crime. It makes sense that lead paint is banned, but banning lead paint didn't remove its presence in older homes. You still have to make those homes safe from lead poisoning.

The problem is, deleading is notoriously expensive. The state average for

deleading a housing unit is somewhere around \$6,000 per unit, but costs can easily double or triple that, especially when windows are involved. A large home with lots of lead paint could end up costing \$30,000 to fully delead. Why wouldn't you take advantage of grants or forgivable loans that could help offset at least some of the cost?

MassLandlords executive director Douglas Quattrochi was hesitant to make use of Worcester's program, and wishes he had.

"When I renovated my three-decker in Worcester, I didn't take advantage of these programs because I was worried about the income restriction," he said. "Turns out I would have rented to exactly the same income brackets and would have found the same great renters. Just, I would have spent a lot less."

It's worth noting that the low-income limit for a family of four in Worcester is 80% of the area median family income. In 2022, this was \$88,400. In Boston and Lynn, that same family of four could have a household income of \$111,850 and still be considered low income by HUD standards. Given those numbers, how many of your tenants would qualify for a lead grant?

CONCLUSION

If deleading one or more of your rental units is on your renovation schedule for 2023, anything that can make things easier on your wallet should be welcomed with open arms. If you live in one of the cities or towns mentioned in this article, consider applying for HUD funds to delead your properties. If you live in another area, contact your city or town to find out what programs may be available to you. [M](#)

Point your camera app here to read more online



Should You Carry Over or Return a Security Deposit With a Lease Renewal?

By Kimberly Rau, MassLandlords Inc.

If your tenant is renewing their lease, when can you leave the existing security deposit in place, and when should you return it and take a new one?

When your tenant moved into their rental unit, you likely took a security deposit from them. Many, if not most, landlords collect this deposit from their renters to ensure they have funds to repair damage beyond normal wear and tear at move-out. Now, a year later, it's time to renew the lease. Do you need to take a new security deposit, or can you keep the old one in place?

YOU CAN (USUALLY) KEEP THE EXISTING SECURITY DEPOSIT IN PLACE, EVEN IF YOU RAISE THE RENT

When you renew a lease, you are signing a new tenancy agreement. Maybe everything is staying exactly the same, or perhaps you're raising the rent. Either way, you can opt to carry over the existing security deposit. The law states that the security deposit cannot exceed one month's rent, so it's okay if the security deposit is less than the new monthly payment.

If you are raising the rent and you want to take a new security deposit to reflect the increase, you must return the old security deposit in full, take a new one, and do a new statement of conditions with your tenant. Make sure you follow all of the laws governing security deposits, just as you presumably did the first time around.

Security Deposit Receipt
For start of tenancy

TENANTS: Rita A. Renter

LANDLORD: Leslie Landlord

AGENT: _____
other person acting for the landlord

PRE: One Thousand, Eight Hundred
FOR New Security Deposit

DATE: _____

BANK BANK

DATE: 01/01/2023

\$ 1,800.00

DOLLARS

123

0123456

You don't necessarily have to return and re-issue your tenant's security deposit when the lease renews, but there are times when you might want to. When in doubt, give it back.
[License: CC by SA 4.0 MassLandlords Inc.]

No matter what you choose to do, make sure you provide your tenant with their annual interest statement, and give them a check for the interest accrued on the security deposit. This is required by law.

IF YOU'RE RAISING THE AMOUNT OF THE SECURITY DEPOSIT, RETURN THE OLD ONE AND COLLECT A NEW ONE

Imagine this common scenario. Your tenants sign a lease for \$1,500 a month and give you \$1,500 for the security deposit. Now, a year later, the rent is going up to \$1,650 a month, and you want to keep the security deposit equal to the rent. What should you do?

Many landlords fall into the trap of taking the easy way out. They just ask their tenants for the additional \$150 to add to the account with the original security deposit. This may be fine in theory (\$1,650 is \$1,650, right?). But you should always act as though you'll have to show your paperwork to a judge one day. If you have a security deposit for \$1,650, you need to have a receipt that shows your tenant paid \$1,650, not \$1,500 one year and \$150 the next.

In that situation, you either have just one receipt, for the original \$1,500, or you have two receipts, one for \$1,500 and one for \$150. But MGL Ch. 186 Section 15b prohibits landlords from taking two security deposits, and two receipts on



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different dates sure looks like two security deposits. Will the judge understand your intent? Maybe. Do you really want to take that risk, when the penalty could be triple damages? Play it safe. Return the old deposit and collect a new one for the correct amount. We'll explain how to do that in a moment.

YOU MIGHT WANT TO RE-DO A SECURITY DEPOSIT IF YOU DID IT WRONG THE FIRST TIME

Massachusetts has extremely strict rules regarding security deposits. Among other rules, a security deposit cannot exceed one month's rent. It must be deposited into an interest-bearing account in the tenant's name at a Massachusetts-based bank. And annual interest statements and payments must be issued.

Messing up some aspect of the security deposit law can be a costly mistake. In one recent case, a landlord was forced to pay triple damages and \$17,000 in attorneys' fees after a judge ruled they had improperly handled returning a

security deposit. Another landlord who withheld his tenant's security deposit in error nearly ended up in court, before settling with their tenant's attorney. They "only" have to pay \$6,000, and it could have been a lot worse.

Maybe the initial security deposit you took had an unlawful pet deposit added to it. Maybe you didn't set the account up properly (is it in your tenant's name?), or you used a bank branch not based in Massachusetts. Any of these issues could land you in court for improper security deposit handling.

Whatever happened in the past, a lease renewal is a good time to return the deposit and set things right. Since you are signing a new lease, you can return the original deposit, along with the annual statement and interest accrued, and start fresh. This is all the paperwork you need, unless you are withholding something from the security deposit. Then, take a new conditions statement and collect a new security deposit, this time making sure you follow all the rules.

TIPS FOR RETURNING AND TAKING A NEW SECURITY DEPOSIT

Security deposits are usually equal or close to (but not more than) one month's rent. When you return the old security deposit to your tenant, they may not have an extra month's rent sitting around to write you a new check.

If this is the case, you can have your renter sign the back of the check you wrote to return the deposit to them, endorsing it. Then, under their signature, have them write "Pay To," followed by your name or your business' name. Now you can re-deposit the check.

Doing it this way establishes two things. It shows that you returned the initial security deposit, and also proves that your tenant gave you a new one right away. Note that if the new security deposit is not the exact same amount as the old one, you'll need to take additional steps. If you need to adjust the amount of the deposit, your tenant will need to write you a new check for the difference between the old and new security deposit.

Doing this is different from the aforementioned “lazy practice” of simply asking for the difference between old and new deposit, because you are taking an entirely new deposit. They’ve signed the original check back over to you, and are paying the difference with a new check. It’s fine for a tenant to use multiple forms of tender (cash, two checks, a money order) to pay a single security deposit. Just make sure you write them one receipt, with the date on the top, showing you collected one deposit in full, with separate forms of payment.

WHAT SHOULD I DO IF SOME OF THE PEOPLE ON THE LEASE WILL BE LEAVING?

Anyone who has rented to students knows that sometimes the people who sign the lease initially are not the same people looking to live there at renewal time. Usually, the students who are renewing their rental agreement will want to replace the departing tenants with new roommates. If this is your situation, you are no longer renewing a lease. You’re creating a new rental agreement.

You will need to craft a new lease with the old tenants’ names removed and the new tenants, if any, added. Upon termination of the existing tenancy, perform an inspection and return the old security deposit. This way, the departing roommates can take their portion with them. Then, walk through with the new tenants, issue a new conditions statement

and take a new security deposit with the people signing the new lease.

I REALIZED I MESSED UP THE SECURITY DEPOSIT, BUT IT’S NOT LEASE RENEWAL TIME. WHAT DO I DO?

Landlords sometimes ask us if they can just “let sleeping dogs lie” when it comes to security deposit mishaps that are discovered mid-tenancy. If your relationship with your tenants is good, you may be able to make things right going forward without returning and re-issuing the security deposit.

First things first: fix whatever you did wrong. Put the deposit in the correct type of account, or move it to the appropriate bank. Issue a receipt if you didn’t already. Start paying interest. If your tenant questions why they’re just now receiving a receipt or interest statement, you can truthfully say you’re improving your communication and deposit handling processes for your renters’ benefit.

If your relationship with your tenants is not good, or turns sour, you can always follow the most basic rule: when in doubt, give it back.

WHEN IN DOUBT, GIVE IT BACK

In most cases, your lease renewals will be straightforward, with no need to address the security deposit besides giving your tenant the required paperwork and interest.

However, if you are concerned about how you handled the initial security deposit, then returning and reissuing the security deposit is the best course of action. Many attorneys will cite the case of *Castenholz v. Caira* as evidence that making things right when you realize the error (as long as it’s not more than 30 days past when the tenancy ended) should help you avoid triple damages. In *Castenholz*, the landlord was found to be in the wrong because they had not returned the security deposit within 30 days of the tenancy ending. The implication there is that returning the deposit in full, with interest, before those 30 days will absolve you of wrongdoing.

In other words, when in doubt, give it back. And always start a new lease and collect a new security deposit if you are changing who is on the rental agreement.

If you have experience with returning and re-issuing security deposits and would like to share your story, please let us know at hello@masslandlords.net. 

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We Asked for Your Opinion on Our Services – You Answered

By Eric Weld, MassLandlords, Inc.

Thank you for your responses to the survey of MassLandlords services as part of our annual election.

We recently asked for your opinions on some of the services we provide to members. Thank you for your response.

More than 10% of our 2,300+ MassLandlords members responded to the survey. This survey is conducted annually as part of our election for a new director. The election was held this past fall with voting closing on Dec. 19, 2022.

Services polled in the survey were events, email newsletter, print newsletter, rental forms, message boards, savings, policy, connections and certification. The graph below illustrates the survey results in full.

HIGH SCORES FOR EVENTS

Overall, based on this year's survey, we are confident that we are building in the right direction and are aware of areas that need attention.

In particular, we received strong opinion scores for our events, with most member votes falling in the upper (4 to 5) range. We are encouraged by your approval of our slate of events as we work to return to in-person options. (MassLandlords events have been held mostly virtually since the Covid-19 pandemic in spring 2020. We have held one in-person event, and partner events are all hybrid, with online and in-person attendance options.)

MassLandlords events are a series of educational and informative forums on the business of landlordship and rental real estate. Our highly popular Crash Course on Landlordship is held several

times a year. Other recent event topics include Common Traps for the Unwary Landlord (Jan. 11, 2023); Insuring Your Investments (Jan. 12, Fitchburg); Heat Pump Maintenance Best Practices (Jan. 20); and Rent Control and Rent Stabilization Lived Experience (Jan. 27).

HIGH MARKS ALSO FOR RENTAL FORMS, POLICY

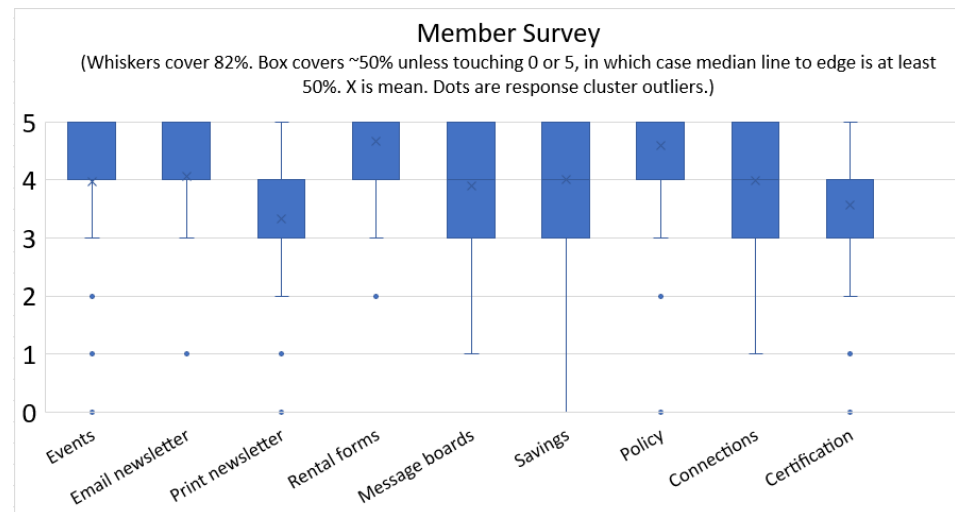
Responding members also gave approving marks for our menu of rental forms, as well as policy and our email newsletter.

We have worked hard to build a complete set of customizable rental forms, all free with membership. Our forms cover rental applications, applicant screening (including security deposits, references, background checks, payment receipts), rental agreements, rent collection, water submetering, bedbug warnings, mold, pest inspection, cleaning,

cosigners and more. We have a form for every process in the landlordship business spectrum.

We are also encouraged by your approval of our range of policy pursuits. Our policy focus is guided by your input through our policy priorities survey. This survey is open to all members throughout the year. At any time, you may weigh in on issues such as right of first refusal, eviction sealing, rent control, zoning, security deposits, just cause eviction and other matters pertinent to our business. Our Board of Directors uses your responses to determine where to prioritize resources.

The MassLandlords email newsletter is a monthly compendium that reflects our work: articles on a vast range of landlord topics, infographics on trending statistics, an ongoing schedule of elections, regional and statewide events, a letter from the executive director, and much more – all right in your email inbox.



A bar graph titled "Member Survey" showing bars, lines and dots from rankings of 0 to 5, representing survey participants' responses to services listed across the bottom, including Events, Email newsletter, Print newsletter, Rental forms, Message boards, Savings, Policy, Connections and Certification.

MIXED RESULTS

Also scoring high but with somewhat more mixed results were our regional message boards, member savings and member connections.

Some members love our message boards, where you can connect with other landlords through email. Others may find more use in different forms of communication, such as our events.

As for savings, we strongly maintain that the savings we offer through our benefit programs – most prominently our Home Depot partnership and our free (for members) rental forms – will pay for MassLandlords membership, often many times over. We encourage all members to take advantage of these benefits and aim to increase members' participation.

AREAS FOR IMPROVEMENT

Finally, areas that fell a notch below top survey scoring were our print newsletter and our landlord certification program.

We are amid a reorganization of our process for the monthly print newsletter that will bring more consistency to its publication and delivery. We hope that will enable more members to enjoy our publication of this resource.

The Certified Massachusetts Landlord™ is a proprietary and unique three-level quality assurance program that helps landlords improve their business knowledge and practice and promote their achievement. We launched cML Level One™ and cML Level Two™ of the program before the pandemic hit and have proudly certified 173 members (at time of publication) at cML Level One™. Twenty-seven members have passed the demanding cML Level Two™ test.

Our launch of cML Level Three™ has been stalled with setbacks and legislative actions related to the pandemic. cML Level 3™ will distinguish landlords who continue to expand their knowledge and commitment to best practices. We are in a testing phase and anticipate its roll-out this year.

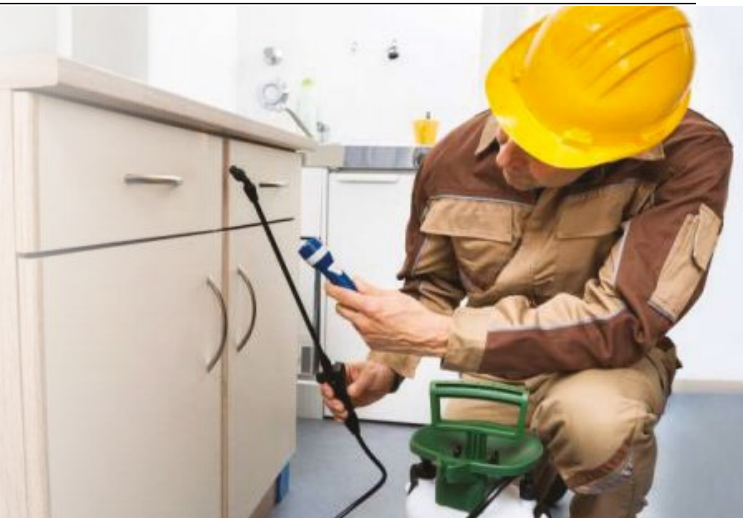
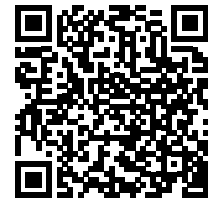
THANK YOU FOR YOUR INPUT

Our annual elections and surveys are a vital part of our operating structure. At MassLandlords, we emphasize our democratic governance, guided by member input. We rely on our elections, along with our surveys on policy priorities and services, to determine landlording industry issues and areas on which to focus our resources and energies.

In other words, our work and leadership depend on your voice.

Thank you for participating in this and future surveys and elections.. 

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We Need Your Help to Advance Over a Dozen Pro-Housing Causes

By Doug Quattrochi, Executive Director

We drafted nearly a dozen reforms to improve the quality of rental housing in Massachusetts for housing providers and renters alike.

Dear Reader,

Last summer we were delighted when our civil asset forfeiture bill **passed the Senate by a vote of 31 to 9**. For the first time since water submetering became law in 2004, landlords can improve the law! In January a new legislative session began. We've drafted 11 bills covering everything from court reform to DIY lawyering, plumbing and electrical. Several of these are filed and could become law before 2024. Let me tell you about my long-term favorite, our DIY plumbing and electrical bill.

Since MassLandlords was created in 2014, we've watched it get more and more expensive to operate. We don't mean inflation, which certainly is real. We mean **even if you have the money**, it's sometimes **impossible to hire help**.

Electrical and plumbing skills are in especially short supply! But **the law forbids all DIY repairs**. Well, maybe **not forever**. Our DIY electrical and plumbing bill would legalize like-for-like replacement of select water supply, drain and residential electrical components.

REMEMBER THAT TIME YOU CHANGED A LIGHT SWITCH?

We hope not, because changing a light switch is illegal! Unless you are a licensed electrician, a landlord cannot fix a broken switch, secure a loose electrical outlet, replace a lighting fixture or do any

number of electrical repairs. This is true even if you learned on YouTube how to repair it safely.

Don't misunderstand! Shoddy electrical work can kill you or your renter. Being an electrician is a superpower! But **like-for-like repairs** are the least worthy of an electrician's years of experience. Especially when you consider that in order to stop climate change, **electricians need to be working 110% installing heat pumps and upgrading services**. How can our licensed trades carry us into the future when we're buried in the broken ceiling fans of the past?

The same can be said for plumbing. Did you know it takes 9,160 hours to become a master plumber? Plumbing is a superpower. Plumbers bring us safe drinking water, carry away toxic sludge

and bring us gas and refrigerant to heat our homes.

But for comparison's sake, if instead of being a plumber you wanted to get a Master's of Science in aerospace engineering, you would only have to study 3,612 hours. That's right, in Massachusetts a rocket scientist gets less training than a plumber. Is it any wonder we have a dire shortage of plumbers when other career paths are faster? Do you really need to work for 9,000 hours before you can safely and correctly install a SharkBite?

Our bill would make like-for-like repairs available to landlords and contractors who pass a test. We need new members, more property rights support and more volunteers to do this.



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If you like the idea of fixing your own light switches, we have a second DIY bill, **"An Act to Equalize Counsel in Eviction Proceedings."** This would reverse decades of case law requiring LLCs to have an attorney.

Before we go into why this is actually a good idea, let's just be clear that landlord-tenant law can be fiendishly complex. Attorneys possess superpowers that we landlords do not have. There are lots of situations, such as discrimination, discovery, counterclaims and more, where the only sensible way forward is to hire a landlord-tenant attorney. But as with plumbing and electrical, there are also limited aspects of representation that really can be DIY.

REMEMBER LAS COLLECTION MANAGEMENT AND RPM SERVICES

Many of us small and mid-sized landlords have LLCs for asset protection. **Some LLCs are just a single building under a single investor.** So what's the difference between this and anyone who owns property in their own name, who is free to represent themselves? Landlord-tenant case law has not been kind.

This question was asked in 2006 and the answer did not favor landlords. **LAS Collection Management** sued to get access to their apartment. The renter allegedly refused access and kept a damaging dog. The court threw out the manager's case, saying that they had to hire an attorney. Why?

It came up again in 2018, when **RPM Services** filed summary process cases against two renters. This manager was sanctioned for the unauthorized practice of law, **despite the Western Division's tradition of allowing managers to file.** The manager almost ended up with triple damages for not having an attorney (we stopped triple damages, at least). Why?

These cases were simple enough for the managers to litigate on their own.

The harm in forcing landlords to hire unwanted attorneys is more than just higher costs passed through as higher rents for all. The fact that so many LLCs have attorneys gets used by renter advocates to move closer toward

a taxpayer-funded right to counsel for renters. This increases costs for the public, for people not even associated with landlord tenant law. Our research shows that the majority of time someone gets forcibly removed from their home, it's either because they lost hope and failed to appear or because they agreed to an unsustainable payment plan. No amount of lawyering can pay the rent or give hope when the safety net is so bad.

Our research shows that when given the choice, **landlords prefer to represent themselves in more than half of all eviction matters.** Our bill will give LLCs that choice.

THESE PLUS EIGHT OTHER BILLS

In addition to civil asset forfeiture, DIY electrical and plumbing repairs, and self-representation for LLCs, we have prepared another eight bills. These bills would improve the commonwealth for all, both today and into the future.

Our bill to address flood risk would create a climate resilient capital, or else help each of us disinvest from flood-prone real estate. HD2689.

Our bill to force plain English legislation would expand participation opportunities to all of us, especially where legislators hide the true meaning of a law by referencing other laws. (Not yet filed.)

Our bill to disclaim copyright would be the first step in letting us read the building code, instead of paying for a license to read it. (Shouldn't we be allowed to read the law we have to follow?) (Not yet filed.)

Our bill to increase the lead paint credit from \$1,500 to \$15,000 per unit would further eliminate lead poisoning and liability for renters and landlords alike. HD2630 and SD862.

Our bill to study the eviction moratorium will ensure the courts and mediation are never closed again. (Not yet filed.)

We have bills to provide an alternative to eviction sealing (not yet filed), to nudge us toward duplex zoning statewide (not yet filed) and to reform RAFT (HD3676), as well.

All of this is in addition to our ongoing litigation against the

Department of Housing and Community Development. (Did you know they lost 47,000 of our 151,000 applications for pandemic rental assistance?) And Boston's upcoming rent control law is also in our sights.

WE ARE LEADING THE FIGHT FOR YOUR PROPERTY RIGHTS, RETIREMENT AND BUSINESS

Since 2014, MassLandlords has been helping to create better rental housing for our commonwealth by advocating for common sense changes to the law and regulation.

We need a lot more staff to do this.

Will you help us hire a full-time policy director? We need another 400 members to join (we're starting at 2,300, so it's not too many), or else existing members can increase donations to our Property Rights Supporter program. All donations are fully tax deductible as a business investment because we pay the proxy tax. If everyone gave us 1% of rents, we'd become the largest housing advocacy organization in Massachusetts.


Will you volunteer your time to build a relationship with your Representative and Senator? Get to know them and support their work. This past month, thanks to a huge and long-term volunteer effort, the first five of our 11 bills were timely filed. Our deleading bill, "An Act to further lead remediation in rental housing by increasing the deleading credit" is off to the best start, having already been dual filed in the house (HD2630) and senate (SD862)!

Help us do all of these things we've discussed. Help us to **create better rental housing**. Please donate generously of time or financial support as your circumstances allow.



Douglas Quattrochi
Executive Director
hello@masslandlords.net
774-314-1896

YOUR SUPPORT WILL:

- Free staff resources to engage with members, Reps and Senators to advance these bills.
- Augment general funds to support marketing outreach to new landlords.
- Build towards a permanently staffed policy role to sustain litigation against DHCD and start litigation against Boston over rent control. 

Point your camera app here to read more online

**ARTICLE YOU MAY HAVE MISSED**

2023 State Sanitary Code Changes Bring 10 New Requirements, Including Landlord Availability

The state of Massachusetts is making several changes to 105 CMR 400 and 105 CMR 410, also known as the state sanitary code. This code, which outlines the minimum standards of fitness for human habitation, is the standard that all landlords must abide by to rent property in Massachusetts.

These changes become effective as of April 1, 2023. Some, such as pest inspections, will only apply when you are renting to new tenants. Others, such as new standards for kitchens or excess moisture, will apply to your rental units immediately.

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How Do Heat Pumps Work and What Makes Them So Great?

By Eric Weld, MassLandlords, Inc.

As heat pumps move increasingly into daily conversation, we thought this is a good time for an overview of what they do and how they work.

As heat pumps are becoming a more popular way for heating and cooling homes and buildings in the United States and around the globe, information and details about what they do and how they work is spreading fast, and not always accurately.

For example, it's often described in some media that air source heat pumps – the most common type for homes – “move air” from outside to inside or vice versa. That is an incorrect explanation. Air source heat pumps circulate refrigerant through the system, which exchanges heat with the system's surroundings.

As heat pumps enter our daily dialogue and become the standard way in which we heat and cool our homes in the coming years (not decades), we thought this would be a good time to explain how these highly efficient machines work and why they work the way they do.

A BIG REFRIGERATOR

You could say a heat pump is like a big refrigerator (or air conditioner), except instead of cooling a 40- by 72-inch metal box, it's scaled to cool or heat an entire home or building. In some ways it's surprising that we've taken so long (more than 100 years since the first home refrigerator) to scale that technology to homes and buildings. This delay was likely due to the apparent abundance of cheap fuels, such as coal, followed by oil and natural gas, in the early 20th century.

Very simply, your refrigerator circulates a chemical compound refrigerant in and out of the controlled space via a network of coiled copper pipes and specialized parts like an evaporator and compressor. The refrigerant, in liquid form, absorbs heat from the interior space as it passes through the coils, making the space cooler. The heated refrigerant changes from liquid to gaseous form. It then moves to the exterior coils, expels the heat, re-liquifies and recirculates to repeat the process.

As a general concept, heat pumps work similarly, circulating refrigerant (and sometimes also water) in and out of a space (a house or building) via coiled copper piping, absorbing or emitting heat depending on your needs.

Heat pump technology is still evolving. While the overall “refrigerator” concept is long-standing technology, refinements are continuous for enhanced efficiency, refrigerant chemicals, possible

hybrid systems and energy sources to operate the systems.

A GOOD THING FOR THE PLANET AND POCKETBOOK

It's a good thing, for future generations and the planet, that we (i.e., people, collectively) are finally adopting widespread use of these much more efficient machines for warming and cooling. Conventional fossil fuel heating systems range in efficiency from 56% (for older systems) to more than 95% for modern systems. That is to say, a majority of homes in the United States are still heated with systems (gas, oil, coal or propane burning) that waste a percentage of the energy generated by the system.

Heat pumps, on the other hand, deliver more energy (used for heating, cooling and heating water) than the electricity used for their operation. For example, a heat pump system can deliver between 2.5 to 5.5 units of heat for every unit of electricity it consumes. Also, some heat pumps are cheaper to operate than natural gas furnaces (and certainly oil) and can save homeowners \$1,000 per year on heating costs.

Heat pump efficiency is usually described using a measurement called “coefficient of performance” (CoP). A CoP of 1 is equivalent to 100% efficiency. Heat pumps typically have CoPs well over 1, with 2.5 to 5.5 CoPs. (It's not mathematically accurate to say something performs above 100%, but if we were to cheat and use that metric for a moment, we could say heat pumps perform at 250% to 550% efficiency.)

That heightened efficiency allows us to reduce greenhouse gases, such as carbon dioxide, for every system converted away from burning fossil fuels. Greenhouse gases (GHGs) trap heat within our environment, disallowing the earth's natural



An air source heat pump works exactly the same as a refrigerator. Image: CC-BY-SA-4.0 Wikimedia Commons

cooling when the sun isn't shining, and gradually contributing to a global cumulative average rise in temperature. The more we can transition away from fossil fuel combustive pollution, the better we can manage the earth's temperature increase.

About 26% of homes in the U.S. used electricity for all their energy as of 2020, according to the U.S. Energy Information Administration. That statistic has surely risen in subsequent years. Still, a majority of U.S. households continue to burn fossil fuels for their heating, cooling, water heating and cooking energy needs.

THREE TYPES OF HEAT PUMPS

There are three kinds of heat pumps: air source (ASHP), water source (WSHP) and ground source (GSHP, also referred to as geothermal). All three serve the same primary purpose: to heat interior spaces during cold weather and cool spaces during warm weather, and to heat water. The difference between the three systems is in how (or from where) they collect and disburse their source energy.

All three types of heat pumps move refrigerant through coils of pipes that interact with surrounding air for the purpose of conditioning it – making it warmer or cooler. But WSHPs and GSHPs also circulate water in different ways to transport and disperse warmth or coolness.

Let's take a brief detour here to discuss refrigerant.



Mitsubishi is a popular choice for air source heat pumps in the U.S. Image: CC-BY-SA-4 by Santeri Viinamäki



A geothermal heat pump has three components. Antifreeze runs through plastic pipes in the ground (not shown) to collect or deposit heat. Refrigerant runs in copper pipes to pull that heat out of the antifreeze. An air handler (not shown) then heats the premises through ducting. Geothermal heat pumps to baseboard are possible, too, although at time of writing less frequently commercially available. CC BY-SA 4-0 Tzeferis Petros.

WHAT IS REFRIGERANT?

Refrigerants are chemical compounds that can cycle between fluid and gas states. These materials are highly sensitive to changes in pressure and temperature. By alternately squeezing and expanding the refrigerant fluid, we can dramatically increase its ability to emit and absorb heat energy, respectively.

For decades, early refrigerants, which were chlorofluorocarbons (CFCs), heavily contributed to the deterioration of the earth's ozone layer, and later, as greenhouse gas hydrochlorofluorocarbons (HCFCs), to global warming.

Emission Type	20 Year Global Warming Potential (GWP)
Carbon Dioxide	1
Hydrogen	4.3
Methane Gas	56 – 96
HFC-134a refrigerant	3,710 – 3,790
CFC-11 refrigerant	6,900 – 7,020
HFC-22 (R-22) refrigerant	TBD, 100 year is 1,810
HFC-23 refrigerant	10,800 – 12,000

Refrigerants used today have come a long way. They are mostly hydrofluorocarbons (HFCs) and hydrofluoro-olefins (HFOs), which do not damage the ozone

layer. However, these chemicals are GHGs and if released to the atmosphere, do contribute to global warming at various levels. Some HFCs and HFOs are designated environmentally friendly by the Environmental Protection Agency because they do not harm the ozone layer and have relatively lower global warming potential (GWP).

The earliest used refrigerants included dangerous, highly flammable chemicals like ammonia, propane and sulfur dioxide, which frequently resulted in fatal accidents. Hundreds of cycles of refrigerant have been developed over the years since, by Dupont and other chemical companies. Today's refrigerants have industrial numerical names: R-449a, R-32, R-1234yf, and a common type used in heat pumps, R-410A.

Back to heat pumps.

HOW DOES AN AIR SOURCE HEAT PUMP WORK?

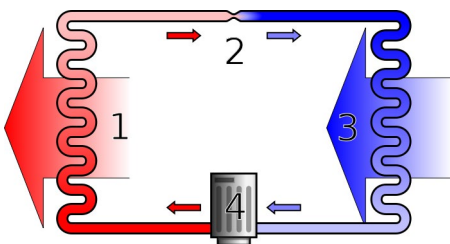
An ASHP employs a fan to draw in warm or cool air, depending on its seasonal function as either an air heater or cooler. The air interacts with a series of coiled pipes, either warming or cooling the refrigerant that runs through the pipes. The refrigerant is constantly running

through the system, from outside to inside to outside, cycling from liquid to gas and back again.

Consider a heating cycle on a cold winter's day. When the cold outside air meets the exterior unit's coils, the liquid refrigerant is even colder than the air. It draws heat from that air, which makes the refrigerant boil into gas form.

The boiled refrigerant next moves through a compressor that further increases its temperature and pressure. The very hot gas refrigerant then courses into the interior coils and releases heat to the surrounding interior air, warming the space. When any gas gets cold enough, it condenses into a liquid. The heat pump is designed to make sure this happens. So as the gaseous refrigerant heats the inside, it loses energy, cools and condenses into a liquid. It then goes through an expansion valve, which makes the refrigerant very cold. The liquid then flows back to the exterior unit to repeat the cycle.

Now consider a cooling phase on a hot summer's day. The heating process is reversed. Outside, the refrigerant is a very hot gas. It dumps heat into the surrounding outdoor air and it condenses. It passes through an expansion valve, which depressurizes the refrigerant and activates a return to very cold liquid form. That cold liquid travels to the inside unit where it absorbs heat from the inside air, resulting in a cooler space. The refrigerant boils as it absorbs heat from inside. The boiled refrigerant is next compressed into a very hot gas. The gas



Hot gas refrigerant (1) gives out heat and condenses. It (2) expands and drops temperature by a lot. The very cold liquid refrigerant then (3) takes in heat and boils into a gas. Finally it is (4) compressed to very high temperature and the cycle repeats. Ilmari Karonen released into public domain CC-0.

flows back to the outside unit, where it rejects heat, returns to liquid form, and the cycle repeats.

That's all there is to it. Technicians will use terms like "vaporizer," "compressor," "condenser" and "thermal expansion valve." These just describe particular sections of pipes that we've explained above. Those who seek a deeper dive into the details might read [more here](#).

WATER SOURCE AND GROUND SOURCE HEAT PUMPS

WSHPs and GSHPs work similarly to air source heat pumps, except instead of extracting and dispersing heat from and to surrounding air, these machines use water and/or the ground as their energy source. In fact, you could say that WSHPs and GSHPs are one and the same (both are actually GSHPs) because they both use in-ground sources for absorbing and disbursing heat.

Like ASHPs, WSHPs and GSHPs cycle refrigerant through a system of coiled pipes, compressors and valves. But WSHPs also draw water from a naturally occurring source, such as a nearby well, pond or lake. The water is used to either warm circulating refrigerant or to absorb the heat that refrigerant carries from inside in cooling mode. This type of system is called "open-loop."

Some GSHPs use a "closed-loop" system, burying the exterior unit of coiled pipes underground and using the earth's thermal energy to warm circulating fluid or absorb heat carried from inside. At only a few dozen feet deep, the earth's temperature remains a consistent 45 to 60 degrees Fahrenheit, regardless of fluctuating surface temperatures.

GSHPs are more efficient than ASHPs because the naturally occurring underground temperature is closer to the desired room temperature inside. Therefore, GSHPs require less energy to heat or cool circulating refrigerant.

GSHPs might also be scalable for entire neighborhoods. The city of Framingham is piloting a geothermal system that provides heating and cooling in the Concord Street neighborhood.



Drilling of a borehole for residential geothermal heating in Northern Finland. Geothermal is an ideal winter heating option because the ground is constantly warm. The rack of tubes is full of drill extenders. Well depths for Massachusetts measure in the hundreds of feet. Public Domain Olli Niemitalo

WHICH IS BEST?

The recent passage of the Inflation Reduction Act makes this a good time to make the transition away from fossil fuel-combusting heating systems and window air conditioners in favor of heat pumps. Tax incentives and rebates are built into the new law that will ease the financial burden for the switch over the next decade.

But as more of us make the eventually inevitable transition, we will have to decide which type of system best fits our needs and resources. Air source heat pumps are the most popular system, for now, for homeowners. They are much cheaper for materials and installation.

But ASHPs are noisy and not as efficient as water source or ground source heat pumps. Their exterior units are also exposed to the weather and therefore may have a shorter lifespan. Then again, WSHPs and GSHPs require more space and typically cost thousands more to install (mostly due to excavation costs). They could also be potentially more expensive to maintain if repairs need to be done underground.

Which system is best is a calculation of interior air-conditioning needs, up-front and long-term costs, and available financial incentives, which may differ depending on your system choice.

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Before long, driveway conversations about our heating and cooling systems will morph from talk about boilers, tanks and filters to air flow, refrigerant and heat exchangers as heat pumps become the standard. Transitioning to a heat pump system is a major project and will come with both short- and long-term expenses.

As with any conventional heating system, general knowledge of how your heat pump system works can save you money on maintenance costs and extend the life of your investment.

HEAT PUMP FAQ

Do heat pumps generate heat?

No. Heat pumps, unlike fossil fuel-burning furnaces, do not generate heat. They only carry heat that already exists in outside air (or water or underground), via refrigerant, into a space, then release it to warm the space. (In cooling mode, they absorb interior heat, removing it from the space and making it cooler.)

What do you mean heat pumps don't generate heat? My heat pump killed my shrubs!

Heat pumps don't produce heat, but they move energy (hot or cold) already in the air. If you place a heat pump near plantings and then run it in "air conditioner mode," it will move heat from inside your unit onto the shrubs, effectively cooking them. Likewise in winter, a heat pump will extract heat from already cold winter air. If it blows over the shrubs, it will effectively reduce the USDA hardiness zone for that part of your property and freeze your shrubs. Heat pumps need space to breathe and should not be screened or fenced in.

Do heat pumps exchange air?

No. Heat pumps distribute and remove heat that already exists in air. To say they "exchange air" would be to suggest that they trade warm air for cool air, or vice versa, at some point in their process.

Are heat pumps over 100% efficient?

Some media describe heat pumps with phrases like "200% to 500% efficiency" because that metric easily aligns with the metric we use for conventional furnaces, which range from 55% to 95% efficiency. But mathematically, 100% is a maximum and it's not possible for something to be *more* than 100% efficient. Heat pumps are described using a metric called CoP, "coefficient of performance." CoP refers to the amount of energy required to provide the desired result, such as heating and cooling.

Is a heat pump the same as a refrigerator or air conditioner?

Yes. Heat pumps are exactly the same as a refrigerator or air conditioner. They are called "heat pumps" only because they are now available to heat homes in winter, which has historically been the hardest commercial application of refrigerant technology.

Do heat pumps reduce greenhouse gases?

Under normal operation (assuming no leaks), heat pumps entirely eliminate greenhouse gases. The only emissions would be power plant emissions to produce the electricity needed to operate the heat pumps.

Are heat pumps good for a rental property?

Yes. Massachusetts law requires the state to have net zero emissions by 2050. This should put heat pumps on your capital roadmap. Heat pumps are not hard to maintain. They offer renters air conditioning, a desirable amenity. If carefully chosen, they will cost less to operate than gas.

Can I install a heat pump in an old building?

Yes. But first, you should insulate and air seal the building. If you install a heat

pump in an uninsulated building, the amount of heat required to keep the building comfortable in the winter will exceed the capacity of a single heat pump. This will require multiple heat pumps, additional install cost and additional operating cost. Insulate first.

I know someone who installed heat pumps in rental property, and they said they would never do it again.

Heat pumps work best in properties that have been insulated and air sealed. Also, they must be chosen carefully to provide the correct heat capacity for the climate. You cannot take recommendations from owners in other parts of the country. Stick with major brands that are well-supported and whose technology is maturing quickly. Also, read the manual before you purchase. Some filters must be cleaned very frequently; others, infrequently. Just like a boiler or a furnace, anything can break over time.

SEE ALSO:

- [The Landlord's Guide to Reducing Greenhouse Gas Emissions in Rental Properties](#)
- [Can Massachusetts Landlords Charge for Solar?](#)
- [Heat Pump vs Furnace Calculator for Natural Gas Replacement](#)

EXTERNAL LINKS

- [NEEP's Cold Climate Air Source Heat Pump List](#) 

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London vs. Boston Rentals: How Residential Tech Differs U.K.-U.S.

By Doug Quattrochi, Executive Director

How does a Boston rental compare to a London flat? What residential technology is different in the U.K. vs the U.S. and is it better or worse?

I'm fortunate to have spent a fair bit of time in London, where I have family. There are differences between a rental in London and a rental in Boston. It's more than just calling it an "apartment" in Boston vs. a "flat" in London. Here are my two cents on what's better and worse about Massachusetts. This may be useful for policy makers, travelers or landlords looking to differentiate their units. Or maybe you're just curious. Either way, here are the big differences between U.S. apartments and U.K. flats.

INSULATION AND AIR SEALING IN THE U.S.

Massachusetts winters are cold. So cold, in fact, that we can't mess about with shoddy insulation or leaky windows. It's common in Massachusetts to use spray foam in new construction. We have Mass Save programs to retrofit blow-in insulation. Our sanitary code prohibits window gaps larger than one-sixteenth of an inch, and most people would consider any gap at all worth sealing.

Not so in the U.K. In London, in particular, temperature extremes are dampened by the Gulf Stream, which has historically kept summers cool and winters warm. Visitors to London's public gardens or certain sections along the Thames might



This U.K. window vent is a plastic circle cut into the glass pane with six fins. The fins can be closed by pulling on the string. In colder climates like Massachusetts, we wouldn't dream of doing this.
CC BY-SA 4.0 MassLandlords, Inc.

be astonished to see palms year-round, as I was when I first visited.

There are times when London gets oppressively hot, like summer 2022. And there are times when it snows, like winter 2022-2023. But these temperature extremes are historical anomalies. If climate change is destabilizing the Gulf Stream, that would explain why London is seeing unusual weather. But historically, there has been very little need for insulation and air sealing.

Weather stripping a London door often means nailing a bar of wood with a triangular cross-section across the kick.

Windows often have plastic ventilation holes cut through the panes of glass, with plastic spinner vents inserted. When

closed, the vents stop bugs but only slow down escaping warm air.

ON DEMAND WATER HEAT WITH PANEL RADIATORS IN THE U.K.

In Massachusetts, it's customary to look at domestic hot water as a different system from space heating. We can have combination boilers and furnaces, true. But in rentals, we'll commonly see tank water heaters and a dedicated space heater (boiler to hydronic baseboards, furnace to ducting, etc.).

In London, it's customary to have a single on-demand water heater run both a set of hydronic panel radiators and the domestic hot water. This saves on space in a small flat.

The use of panel radiators is a big climate advantage over Massachusetts. Panel radiators work with lower water temperatures (typically 120 F) than our finned baseboards (typically designed for 180 F). This makes the U.K. more ready to replace combustion with heat pump technology. In the U.S., if and when a boiler needs to be swapped out with an air- or ground-to-water heat pump, we will likely need to swap out our baseboards for U.K.-style panel radiators. Or else we will need higher temperature heat pumps than are available at the moment.

HVAC COMFORT IN THE U.S.



U.K.-style panel radiators are unlike anything we have in the U.S. This seven-foot tall panel radiator radiatively and convectively heats a 300 square foot living room, and wilts a houseplant placed unfortunately close to it. CC BY-SA 4.0 MassLandlords, Inc.

It's increasingly common in the U.S. to have air conditioning in a rental. We need it for our hot, muggy summers. Even if it's only a window unit, lots of apartments now accommodate air cooling.

It's rare in the U.K. to find air conditioning. Historically, it hasn't been needed. Masonry construction, especially in London, gives a higher thermal mass to walls than our wood-frame construction. Still, it gets warm in London in the summer now. U.K. flats often sport

six-foot wide, wood frame behemoth windows, or else get retrofitted into casements. Neither works well with what we think of as a conventional U.S. window air conditioner. Heat pumps are used but are not widespread yet.

It's rare in the U.K. to have a central thermostat even for heat. Most of the heat is controlled at the radiator itself, without reference to a temperature scale in degrees. (Settings include "snowflake" and the numbers 1 through 5.) Where there is a central thermostat, it's often a wireless retrofit to the existing on-demand heater.

Lastly, the U.K. sometimes has load shifting on water tanks. The basic idea is to heat the water at a time when the grid is not in high demand (e.g., 4 a.m.). Unfortunately, this means you might not have hot water when you expect. The solution is to find the tank timer, set it to "boost" mode, and wait an hour.

For these reasons, the U.S. is ahead on comfort overall.

REAL ELECTRICITY IN THE U.K.

The U.K. electrical grid, like most of the planet outside the U.S., operates on a base residential voltage of 230 volts. This gives appliances roughly twice the potential to do work compared to the U.S. grid, which is at 120 volts. A U.K. toaster will have made its first piece of toast by the time a U.S. toaster is glowing. A U.K. electric tea kettle will be steeping your tea before a U.S. kettle is starting to hiss.

Of course, this raises interesting safety questions in bathrooms. Higher voltage means greater potential for arcing across the air, into your fingertips and out through your wet feet.

U.K. bathrooms are divided by electrical code into zones. Zone 0 is the area defined by a cube encompassing the toilet, shower, tub and sink. Inside Zone 0 there can be no 230 V electrical outlet or switch. Zone 1 is above this cube. Zone 2 includes any space above Zone 1 and beside Zone 0.

Bathrooms built or renovated before 2008 cannot have a 230 volt fixture in any zone. Since 2008, 230 volt fixtures have been allowed in Zones 1 and 2 provided they are

waterproof to certain standards and have residual current breakers (ground fault circuit interrupters or "GFCI").

All this means your typical U.K. bathroom will have its light switch outside or else controlled by string from the ceiling. The sole outlet will be a dual-voltage shaver charger which, for reasons unclear to me, offers ungrounded 115- and 230-volt receptacles. The 115 volt half of the shaver charger is like a small gift to U.S. visitors, as it's the only place in the flat you can insert ungrounded U.S. electronics without a voltage or plug adapter.

WATER CONSERVATION AND FLEXIBLE SHOWERING IN THE U.K.

For a long time now, all U.K. toilets have been installed with select-a-size flush. There's a smaller button for number one and a larger button you can press at the same time for number two. The design of a U.K. toilet is overall very friendly to conservationists as it uses minimal water and has only a momentary siphon even on full flush.

U.K. showers are also a lot more direct. It's common to have a handheld attachment, or to be able to remove the showerhead, to position it up high if you're tall or down low as suits your purpose.

Both the U.S. and the U.K. still exhibit a lot of separate faucets or taps for hot and cold water. Few people wash their hands by plugging the sink basin and mixing the output of both taps, so this is antiquated in both places.



U.K. showers can be either more efficient or fun or both, depending on your perspective. Handheld shower sprayers are common in the U.K. CC BY-SA 4.0 MassLandlords, Inc.

HEATED TOWEL RAILS IN THE U.K.

The heated towel rail is by far the best thing about U.K. flats. Imagine a chrome shower curtain rod remade as a ladder and full of circulating hot water from the panel radiators. (Sometimes they're electric instead of hydronic.) Your hand towel, shower towel or all the towels can hang on the warm ladder rungs.

Having a warm towel is nice, for sure, but this is not just a pleasantry. Heated towels are a hygiene improvement over U.S. standards. How many times have you visited friends or a tenant in the U.S. and seen, to your horror, a sopping wet hand towel? We really put a lot of faith in our handwashing techniques! In the U.K., they just cook the towel until all the moisture-loving bacteria and viruses are dead. Each use is of a relatively clean towel.



Hot water runs through this UK-style towel rail and bathroom heater. The bathroom stays warm. Towels stay hygienically dry. CC BY-SA 4.0 MassLandlords, Inc.

REAL KITCHEN APPLIANCES IN THE U.S.

In the U.S., our stoves are often free-standing and large enough to cook multiple things at the same time. Our dryers are large tumble dryers that match the capacity of our washers. And our refrigerators have enough internal machinery to keep things cold without freezing the back.

Appliances in the U.K., however – in London, in particular – are held back by smaller kitchen sizes.

Washing machines are usually dual-purpose dryers. Although space efficient, this tends to mean that you can wash twice as much as you can dry in one go. Americans expecting a full load of wash to come out dry will be disappointed, because we don't realize U.S. washer-dryers that come in a set will have a dryer with twice the drum volume as its paired washer. Condenser dryers in the U.K. are therefore damp experiences for the uninitiated. It's common for London flats to have a clothes drying rack to dry your clothes to completion after they come out of the dryer steaming.

Fridges are usually not big enough to separate the cooling panel from the food storage area. This means it's common to experience food freezing everywhere, not just in the freezer, if loaded quickly.

London water is higher in mineral content, so lime scale is a recurring issue with tea kettles and sinks. I have never seen an ice maker in the U.K.; this may be why.

BETTER BUG PROTECTION IN THE U.S.

In Massachusetts, the sanitary code requires window screens during mosquito season. This is a public health measure. The U.K. has mosquitos, too, but it's rare to see window screens. I will say, there is no visible presence of mosquitoes in London, because standing water is managed out of existence relative to population density. The mosquitoes there are bothering someone else.

BETTER STREET ACCESS IN THE U.K.

The U.K. – London especially – is much easier to get around in than Massachusetts. For starters, greater London is 10 times bigger than Boston by population, and the subway (tube) network has been invested in 10 times more wisely, it would seem. The two combined make London's subway far safer and more useful than the MBTA. (That is, unless you have a physical disability, in which case, God bless the Americans with Disabilities Act. The


London tube is impassably stair bound by U.S. standards.)

Even if you prefer not to take the rail, biking is paradise in London. Dedicated bike lanes and bike-only intersections make biking faster than car travel for most trips in the one- to six-mile range. A citywide vehicle speed limit of 20 mph makes biking feel safe even in the case of a bike lane running out. Bike lights let bikes get into the intersection to take a right turn (as hard as turning left in the U.S.) before cars start. And the ability to buy or rent an electric box bike allows you to carry around even furniture without a car. If the U.S. had this level of bike infrastructure, the number of parking spaces that came with an apartment would hardly matter.

LONDON LIKES KEYS

The final difference between a London flat and a Boston apartment is the likelihood of having physical keys. In Massachusetts, especially with short-term rentals, it's very common to get a keypad password to access an apartment. In London, it's all about the keys. Surprisingly, mortise locks with "jailor key" style access are still common for individual unit doors past the common area.

U.S. APARTMENT VS U.K. FLAT SUMMARY

Those are the things I've noticed having lived and worked in Boston and Worcester, and having spent far less time (but still a lot of time) in London. Have you noticed the U.S. is ahead of or behind a place you frequent? (India and Italy visitors, tell us about bidets!) Let us know what you think by emailing hello@masslandlords.net. 

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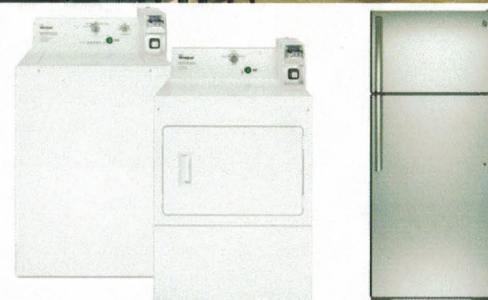
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REGIONAL

MassLandlords Upcoming events

See details under each region

2023 FEBRUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Boston Housing Authority 5:00pm - 6:40pm	2	3	4 Springfiled Crash Course 8:30am - 3:00pm
5	6 SWLCA 7:00pm-8:00pm	7	8 Community Mediation 5:00pm - 6:40pm	9 Protect Your Assets, NWCLA 5:00pm - 6:40pm, 7:00pm-8:00pm	10	11
12	13	14 MWPOA 5:30pm - 8:00pm	15 Weather Preparedness 5:00pm - 6:40pm	16	17 Notices to Quit 12:00pm - 1:00pm	18
19	20	21 Policy Update 5:00pm - 6:40pm	22	23	24	25
26	27 Virtual Meeting 5:00pm - 6:40pm	28				

2023 MARCH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Virtual Meeting 5:00pm - 6:40pm	2	3	4
5	6 SWLCA 7:00pm-8:00pm	7	8 Virtual Meeting 5:00pm - 6:40pm	9 Virtual Meeting, NWCLA 5:00pm - 6:40pm, 7:00pm-8:00pm	10	11 Cambridge Crash Course 8:30am - 3:00pm
12	13	14 MWPOA 5:00pm - 6:40pm	15	16	17	18
19	20	21 Virtual Meeting 5:00pm - 6:40pm	22	23	24 Webinar 12:00pm - 1:00pm	25
26	27 Virtual Meeting 5:00pm - 6:40pm	28	29	30	31	

STATEWIDE

Virtual Meeting: Get to know the Boston Housing Authority and New Streamlined Procedures

WED
02/01

This presentation will make a connection between your business and the Boston Housing Authority, whose vouchers and other programs serve renters in Essex, Middlesex, Suffolk, Norfolk, Bristol and Plymouth counties. Attendees will:

- Learn about the BHA owner portal.
- See the latest small area fair market rents.
- Get a refresher on Section 8 laws and regulations.
- Learn how to sign an electronic Housing Assistance Payment contract.
- And more!

Attendees will leave feeling better connected with the Boston Housing Authority and more ready to succeed in the markets BHA serves.



Part of this event will be presented by Joanea Spencer, Director of Housing Search & Landlord Recruitment at the Boston Housing Authority.



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

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

Watertown and Marlborough. Dana is the Vice President of the Metro West Property Owners Association.

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.

WEDNESDAY, FEBRUARY 1ST

VIRTUAL MEETING AGENDA

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, unless stated otherwise, are not recorded.
- **Webinars** have limited participation options (typed questions only) and, unless stated otherwise, are recorded.

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

If joining a virtual meeting, please use the zoom “test audio” feature. You will be allowed to talk to others if your microphone is good and there is no background noise. We reserve the right to mute anyone for any reason. Attendees without a microphone

or who don’t want to be heard can type questions.

Accessibility

Automatic closed captions may be activated at any time. Simply turn on this setting from inside the Zoom app.

Questions may be asked over microphone after using the “raise hand” feature of zoom. Questions may also be entered via the Zoom text chat box.

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: Boston Housing Authority Virtual Meeting February 1, 2023

Time: Feb 1, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/89299348812>

Meeting ID: 892 9934 8812 Passcode: Will be emailed and viewable online

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PRICING

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- Public: No charge.
Registration is required.
- 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 [Boston Housing Authority](#).

Members register for no charge in just a few clicks!

Public attendees register via zoom!

This event is operated by MassLandlords, Inc. staff.

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

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

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iPhone & iPad users:
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STATEWIDE

Virtual Meeting: Co-sponsors needed for Bill for Deleading Credit

TUE
02/07

This presentation will review the text of MassLandlords' bill to increase the deleading credit from \$1,500 per unit to \$15,000 per unit. Attendees will learn:

- Why lead paint needs more attention.
- How this deleading credit will help solve this public health crisis.
- How to ask your representative and senator to co-sponsor this legislation.

Attendees will leave feeling ready to email and call their representative and senator.

Before the meeting:

Visit [Find My Legislator](#) and get the name of your representative and senator.



MassLandlords Executive Director Doug Quattrochi



MassLandlords has filed bills and testified since we were founded in 2013. We list over a dozen related achievements on our policy page.

Part of 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

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TUESDAY, FEBRUARY 7TH

VIRTUAL MEETING AGENDA

12:00 pm Presentation

1:00 pm Virtual Meeting ends

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Password will be emailed and viewable online.

Topic: Deleading Bill Short Virtual

Meeting Time: Feb 7, 2023 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/83713632737>

Meeting ID: 837 1363 2737

Passcode: Will be emailed and viewable online

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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 An Act to Further Lead Remediation in Rental Housing by Increasing the Deleading Credit.

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STATEWIDE

Virtual Meeting: Community Mediation to Solve Problems without Court

WED
02/08

This presentation will cover community mediation, a **free alternative** to other conflict resolution strategies including court. This presentation will cover

- How mediation leaves you in control of the outcome.
- The differences between community mediation, **alternative dispute resolution**, and court.
- What to expect to from a mediation.
- Why go to mediation early, when problems first appear.
- Types of landlord-tenant **situations** that could benefit

- Behavior, noise, pets (even if rental assistance paid).
- The nearly 80% success rate coming out of mediation.
- How to access mediation.
- And more!

Attendees will leave with an extra tool in our toolbelt for present or future conflict.



Jarling Ho, program manager for the Massachusetts Office of Public Collaboration



Community mediation can help break through conflict around late rent, unauthorized animals, unauthorized residents, and any number of other issues.

Part of this presentation will be given by **Jarling Ho**. Jarling manages the Housing Mediation Program in partnership with Community Mediation Centers across the state. She has over 15 years of experience in conflict management and has trained and coached hundreds of individuals in conflict management, restorative justice, legal research, and facilitation. Jarling's career has spanned the private, public, and nonprofit sectors, working for charitable organizations, local government, and a multinational company. She has consulted for nonprofits and serves on the board of directors for Mediators Beyond Borders, International. Prior to joining the Massachusetts Office of Public Collaboration, she was the executive director of the Asian Pacific American Dispute Resolution Center in Los Angeles, California. She is a certified transformative mediator, earned

her law degree at Lewis & Clark Law School in Portland, Oregon and her bachelor's degree in Zoology at The Ohio State University.



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

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

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WEDNESDAY, FEBRUARY 8TH

VIRTUAL MEETING AGENDA

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
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Topic: Mediation Virtual Meeting
February 8th, 2023

Time: Feb 8, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/87411119029>

Meeting ID: 874 1111 9029

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

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Registration is required.
- Members: No charge.
Registration is required.

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This event will not be recorded.

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

**Members register for no charge
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**Public attendees register
via zoom!**

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STATEWIDE

Virtual Meeting: Protect your Assets with an LLC, Inc or Trust

Learn why and how owners operate with an LLC, Inc., or trust. This presentation will review:

- How entities can help with estate planning, bankruptcy containment, and business growth.

THU
02/09

- Which form of entity is most commonly used by Massachusetts landlords?
- Why trusts are now out of favor.
- The basic outline for what you or your attorney will do to create an entity.
- Whether you need to create an entity at all.

Attendees will leave knowing the basics of asset protection and whether it's time.



MassLandlords Executive Director Doug Quattrochi



Attorney Melissa Gleick.

Impending Lawsuit



**A lawsuit can have different consequences
depending on your choice of entities**

Part of 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

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

"Your answers to member's questions were most helpful." -Liz

Part of this presentation will be given by **Melissa A. Gleick, Esq.** Attorney Gleick concentrates her practice in several related areas, primarily elder law and corporate law. Specifically, she works on Estate Planning, Long Term Care Planning, Special Needs Planning, Asset Protection Planning, Estate and Trust Administration, Equine and Pet Trust Planning, Guardianships, Conservatorships and Small Business Planning.

Melissa was admitted to practice in Massachusetts after having earned her Juris Doctorate in 2007 from New England School of Law in Boston where she was a member of the New England Law Review and where she graduated cum laude. She earned her undergraduate degree from Anna Maria College in Paxton, Massachusetts where she majored in Criminal Justice and graduated summa cum laude. She is a member of the Massachusetts Bar Association.

In 2013, Attorney Gleick was recognized by Worcester Business Journal and was awarded their 40 under Forty Award. In 2015 and again in 2017, she was recognized by Superlawyers Magazine and

was awarded their Rising Star Award. She has hosted the Money Matters radio show and has presented seminars on various legal topics to MassLandlords and the Better Business Bureau.

Networking time will be moderated by **Doug Quattrochi**, Executive Director, MassLandlords, Inc.

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.

THURSDAY, FEBRUARY 9TH

VIRTUAL MEETING AGENDA

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, unless stated otherwise, are not recorded.
- **Webinars** have limited participation options (typed questions only) and, unless stated otherwise, are recorded.

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

If joining a virtual meeting, please use the zoom “test audio” feature. You will be allowed to talk to others if your microphone is good and there is no background noise. We reserve the right to mute anyone for any reason.

Attendees without a microphone or who don’t want to be heard can type questions.

Accessibility

Automatic closed captions may be activated at any time. Simply turn on this setting from inside the Zoom app.

Questions may be asked over microphone after using the “raise hand” feature of zoom. Questions may also be entered via the Zoom text chat box.

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 Meeting
February 9th, 2023

Time: Feb 9, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/81726614436>

Meeting ID: 817 2661 4436 Passcode: Will be emailed and viewable online

Dial by your location

+1 301 715 8592 US (Washington DC)
+1 305 224 1968 US
+1 309 205 3325 US
+1 312 626 6799 US (Chicago)
+1 646 876 9923 US (New York)
+1 646 931 3860 US
+1 253 205 0468 US
+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)
+1 360 209 5623 US
+1 386 347 5053 US
+1 408 638 0968 US (San Jose)
+1 507 473 4847 US
+1 564 217 2000 US
+1 669 444 9171 US
+1 669 900 6833 US (San Jose)
+1 689 278 1000 US
+1 719 359 4580 US

Meeting ID: 817 2661 4436 Passcode: Will be emailed and viewable online
Find your local number: <https://us02web.zoom.us/j/81726614436>

PRICING

Open to the public. Membership is not required!

- Public: \$21.00
- Members: \$7.00

This event will not be recorded.

Slides and handouts if any will be uploaded to asset protection .

Purchase your ticket in just a few clicks!

This event is operated by MassLandlords, Inc. staff.

This Virtual Meeting counts for continuing education credit for Certified Massachusetts Landlord Level Three. Beep in. Leave feedback/beep out.

Want to speak at a MassLandlords meeting? Submit a speaker request.

This is part of the Virtual rental real estate networking and training series.

Google calendar users:
add our event calendar to your own.

Google calendar users:
add this event only to your calendar.

iPhone & iPad users:
add our event calendar to iCal.

Outlook users:
add our event calendar to Outlook.

STATEWIDE

Virtual Meeting: Policy Update In-Depth: Legislative, Judicial and Executive Advocacy

**TUE
02/21**

This presentation will provide an overview of MassLandlords policy priorities, as set by the membership and implemented by staff. We will cover:

- Latest results from the ongoing policy priorities survey.
- Bills MassLandlords has filed or supports.
- Bills MassLandlords is tracking in opposition.
- Litigation against the Department of Housing and Community Development for withholding public records in connection with possible discrimination.

- Plans to respond to rent control, right of first refusal, and other housing partisanship.

Members will have an opportunity ask questions, make suggestions, and leave knowing how much work we're doing for housing providers like you.



MassLandlords Executive Director Doug Quattrochi



Peter Vickery is an attorney at Bobrowski and Vickery LLC and MassLandlords Legislative Affairs Counsel



We work hard for housing providers in support of our mission to create better rental housing.

Part of 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

Part of this presentation will be given by **Peter Vickery of Bobrowski & Vickery, LLC**. Attorney Vickery practices law in Western Massachusetts where he focuses on landlord-tenant law (representing landlords in Housing Court) and discrimination defense (representing business owners in the Massachusetts Commission Against Discrimination). He graduated from Oxford University (Jesus College) with a BA in Modern History; obtained his Post-Graduate Diploma in Law from the University of the West of England in Bristol; his JD from Boston University School of Law; and his Masters in Public Policy & Administration from the University of Massachusetts, Amherst. Attorney Vickery served one term on the Governor's Council (the elected 8-member body that approves or vetoes the governor's choice of judges in Massachusetts) and on the State Ballot Law Commission. As Legislative Affairs Counsel for MassLandlords he drafts bills, bill summaries, and testimony in the area of housing law, and writes amicus briefs in cases that have strategic significance for rental-property owners.



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

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

Purchase your ticket in just a few clicks!

"No Sales Pitch" Guarantee

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TUESDAY, FEBRUARY 21ST

VIRTUAL MEETING AGENDA

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 reimaged as a set of convenient videos viewable anytime online.

Participation is Easy

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

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

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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.

Accessibility

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Questions may be asked over microphone after using the "raise hand" feature of zoom. Questions may also be entered via the Zoom text chat box.

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: Policy Update Virtual Meeting February 21, 2023

Time: Feb 21, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/86247187921>

Meeting ID: 862 4718 7921 Passcode: Will be emailed and viewable [online](#)

Dial by your location

+1 312 626 6799 US (Chicago) _
 +1 309 205 3325 US _
 +1 646 931 3860 US _
 +1 301 715 8592 US (Washington DC) _
 +1 305 224 1968 US _
 +1 646 876 9923 US (New York) _
 +1 719 359 4580 US _
 +1 253 205 0468 US _
 +1 253 215 8782 US (Tacoma) _
 +1 346 248 7799 US (Houston) _
 +1 360 209 5623 US _
 +1 386 347 5053 US _
 +1 408 638 0968 US (San Jose) _
 +1 507 473 4847 US _
 +1 564 217 2000 US _
 +1 669 444 9171 US _
 +1 669 900 6833 US (San Jose) _
 +1 689 278 1000 US

Meeting ID: 862 4718 7921

Passcode: Will be emailed and viewable [online](#) Find your local number: <https://us02web.zoom.us/j/86247187921>

PRICING

This event is closed to the public. Membership is required.

Members: \$7.00

This event will not be recorded.

Slides and handouts if any will be uploaded

to [Massachusetts Housing Policy](#).

Purchase your ticket in just a few clicks!

This event is operated by MassLandlords, Inc. staff.

This Virtual Meeting counts for continuing education credit for Certified Massachusetts Landlord Level Three. Beep in. Leave feedback/beep out.

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.](#)

BOSTON, CAMBRIDGE, SOMERVILLE

The MassLandlords Crash Course in Landlording

SAT
03/11

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

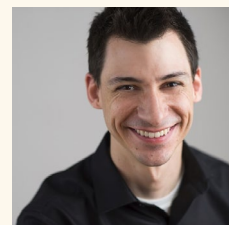
detailed discussion and Q&A. Course tuition includes:

- 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:

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

- A bound summary of all material presented.
- Breakfast pastries, coffee, tea.
- Lunch sandwiches, sodas, chips, cookies; all dietary requirements satisfied, please notify us when you purchase a ticket.
- 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.

Purchase your ticket in just a few clicks!



Instructor Douglas Quattrochi



Instructor Attorney Adam Sherwin

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**

SATURDAY, MARCH 11TH, 2023

CRASH COURSE AGENDA

SATURDAY, MARCH 11TH, 2023

- 8:30 am - Introduction of MassLandlords and course participants
- 8:45 - Rental markets
 - o Urban, suburban, rural
 - o Luxury, college, professional, working, subsidized, rooming houses
- 9:00 - 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?
- 9:40 - 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
- 10:05 - Break for ten minutes
- 10:15 - Finish sales and marketing
- 10:35 - Applications and screening
 - o Criminal, credit, eviction
 - o Discrimination (legal highlight)
 - o Tenant Screening Workshop

- 11:30 - Rental Forms
 - o Lease vs Tenancy at Will
 - o iCORI
 - o Eviction notices
- 11:50 - Break and Lunch, with free form Q&A
- 12:20 - Finish rental forms
- 12:40 - 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
- 1:40 - Break for ten minutes
- 1:50 - 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
- 2:40 - Overview of books and resources for further education
- 2:45 - Review of unanswered questions
- 3:00 - End Course

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

Location

Cambridge Innovation Center
14th Floor, Charles Conference Room
One Broadway
Cambridge, MA 02134

Please note: CIC has several buildings in Kendall Square, two of them being adjacent to each other. The correct location for this event is the building with light colored concrete, vertical windows and a Dunkin Donuts on the ground level. You will NOT see a CIC sign. Refer to the image below.

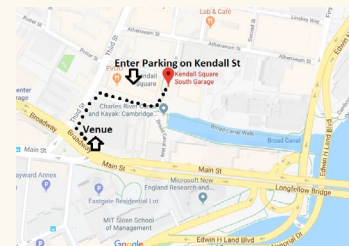
**Accessing from the T**

- Exit the Kendall T stop on Main St.
- Cross to the side of Main St. with the Chipotle and walk up the street towards Broadway, passing the Chipotle on your left.
- You will then round the corner to the left and One Broadway will be across the street diagonally.
- Cross over Third St. and Broadway to arrive at One Broadway.

For all attendees Upon entering One Broadway, you will need to check in with the lobby security. You'll just need to show your ID and let them know you're going to the MassLandlords event and which floor.

Parking

Accessible by T and highway. Parking available in several garages for weekend rates. See CIC Directions for details. Pilgrim Parking has affordable rates and is a short walk from the venue, [click here for details](#)



This event is in-person only. There is no zoom option. Look for our next crash course over zoom or locally.

FOOD**• Breakfast:**

- o Fresh bagels, large muffins, cinnamon rolls, coffee cake s
- o Licenses and scones with cream cheese, butter, and jam
- o Fresh fruit platter
- o Assorted fruit juices and coffee

• Lunch:

- o Assorted gourmet sandwiches
- o Garden salad
- o Pasta salad
- o Assorted pastries
- o Soda, juice, water

*Please email hello@masslandlords.net if you have any dietary restrictions and need a special meal.

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.

PUBLIC HEALTH

At time of advertising, masks were not required by any policy of MassLandlords, the venue or the municipality. Masks are welcome. Breakfast and lunch will be served in or near the room and may be taken outside weather permitting.

If you are feeling tired or sick, please do not come! Your ticket will be refunded in full. Please let us know before the start time for your course so we can notify the instructors.

[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.](#)

CENTRAL WORCESTER COUNTY

Wanted for Guarantee: Worcester Studios and One Bedrooms

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

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

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

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

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

CHARLES RIVER (GREATER WALTHAM) GREATER SPRINGFIELD

Springfield: The MassLandlords Crash Course in Landlording

SAT
02/04

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.

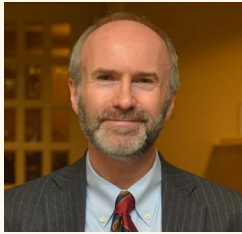
- A bound summary of all material presented.
- Breakfast pastries, coffee, tea.
- Lunch sandwiches, sodas, chips, cookies; all dietary requirements satisfied, please notify us when you purchase a ticket.
- A MassLandlords ballpoint pen.
- A MassLandlords certificate of completion and permission to use "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.

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



Instructor Douglas Quattrochi



Instructor Peter Vickery

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**

SATURDAY, FEBRUARY 4TH, 2023

CRASH COURSE AGENDA

SATURDAY, FEBRUARY 4TH, 2023

- 8:30 am - Introduction of MassLandlords and course participants
- 8:45 - Rental markets
 - o Urban, suburban, rural
 - o Luxury, college, professional, working, subsidized, rooming houses
- 9:00 - 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?

- 9:40 - Sales and marketing 101 for rental property managers
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 - 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
- 1:40 - Break for ten minutes
- 1:50 - Maintenance, hiring, and operations
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 - 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
- 2:40 - Overview of books and resources for further education
- 2:45 - Review of unanswered questions
- 3:00 - End Course

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

LOCATION

Realtor Association of Pioneer Valley
221 Industry Ave
Springfield, MA 01104

This event is in-person only. There is no zoom option. Look for our next crash course over zoom or locally.

FOOD

• Breakfast:

- o Fresh bagels, large muffins, cinnamon rolls, coffee cake, scones and scones with cream cheese, butter, and jam
- o Fresh fruit platter
- o Assorted fruit juices and coffee

• Lunch:

- o Assorted gourmet sandwiches
- o Garden salad
- o Pasta salad
- o Assorted pastries
- o Soda, juice, water

*Please email hello@masslandlords.net if you have any dietary restrictions and need a special meal.

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.

PUBLIC HEALTH

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This event is operated by MassLandlords staff.

Membership.

This is part of the Virtual rental real estate networking and training series.

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Google calendar users: add this event only to your calendar.

iPhone & iPad users: add our event calendar to iCal.

Outlook users: add our event calendar to Outlook.

**LAWRENCE
METROWEST**

**Marlborough:
Legal Issues That
Arise When Tenants
Get Married**

**TUE
02/14**

Our February speaker will be Attorney Mark Burrell. Attorney Burrell will talk about some of the issues he's seeing in the many housing courts in which he practices and allow time for questions and potential answers to your landlord issues.

This will be both an in-person and Zoom meeting at the same time. Please let us know if you'll attend either in-person or by Zoom.

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

TUESDAY, FEBRUARY 14TH

**METROWEST PROPERTY OWNERS
ASSOCIATION MEETING AGENDA**
5:30pm Networking Starts

6:20pm Business Update
6:45pm Meeting Starts
8:00pm Meeting Ends

IN PERSON LOCATION

Marlborough Fish and Game
1 Muddy Ln
Marlborough, MA 01752

FOOD

Dinner will be provided

PRICING & RSVP

Open to the public! Membership is not required. *MWPOA Members ONLY* RSVP by emailing your full name to Laurel newlakeview@yahoo.com. If you are a member of other MassLandlords groups please purchase a ticket online at <https://masslandlords.net/events> and follow the registration instructions in the email sent immediately after completing your purchase.

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

Click here to purchase tickets for this event

This event is operated by volunteers.

NORTH SHORE

NORTHERN WORCESTER COUNTY

**Fitchburg: Bed Bugs
Meet Their K9 Match**

**THU
02/09**

Join us for our monthly meeting, this month we will hear from our new sponsor, Pawsitive ID K9 Services. Learn about their unique services, and how K9s are used to detect bed bugs. Pawsitive Identity K9 Services detect bed bugs in homes or businesses using highly trained canines, Kirby & Charlie. Tom & Nina Welch have had the incredible pleasure of raising, and working with a variety of dogs for over 30 years. For just under a decade, Tom worked with K9 Kirby, for a pest control company, but the K9 program was cut due to Covid. So, in April of 2020, Pawsitive

Identity K9 Services was born. Charlie recently joined the team in December of 2021. Both canines, as well as Tom, are NESDCA certified.

Meetings are open to the public! Zoom tickets are \$10. Zoom meeting information will be provided the day of the event. First-time in-person visitors can attend for \$20 per person to "check us out," with dinner included. If they decide to join, the \$20 will be applied to an NWCLA membership, or sponsorship of choice, that night. Become a member and the annual dues pay for all 10 meetings a year!

THURSDAY, FEBRUARY 9TH

NWCLA MEETING AGENDA

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

- 7:00pm Dinner, Networking & Presentations

o Networking draws from 25 towns including Fitchburg, Gardner, Leominster, Athol, Holden, Ayer, Orange, Ashburnham, Spencer, Ashby, Lunenburg, Townsend, Westminster, Princeton, Sterling, Lancaster, Shirley, Groton, Pepperell, Winchendon, Templeton, and Hubbardston.

IN PERSON LOCATION

British American Club
1 Simonds Road
Fitchburg, MA 01420

FOOD

Dinner will be provided.

PRICING

Open to NWCLA Members Only

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 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: Kelsey M. Buccelli, CPA, LLC

MON
02/06

In Februar we will be joined by Kelsey M. Buccelli, CPA, LLC. Kelsey specializes in assisting entrepreneurs and small businesses manage their finances by implementing record-keeping solutions designed to organize financial data.

Whether you want to organize that pile of receipts so it is easier when April 15th is looming, or you want to take the profitability of your business to the next level by obtaining a better understanding of your finances, Kelsey M. Buccelli, CPA is here to support your individual needs and concerns.

MONDAY, FEBRUARY 6TH

SWCLA MEETING AGENDA

- 7:00p Douglas Quattrochi, Executive Director, MassLandlords, Inc.
 - o Update on MassLandlords activities
- 7:15p Presentations

IN PERSON LOCATION

Southbridge Community Center (aka Casaubon Senior Center)

153 Chestnut St.
Southbridge, MA 01550

ZOOM DETAILS

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

PRICING

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

- SWCLA Members, pay dues for the year are admitted for free
- General public, in person meeting is free the first time, then pay \$50/yr for membership.

This event is operated by volunteers.

MassLandlords Thanks Our Property Rights Supporters

Property Rights Supporters make monthly contributions earmarked for policy advocacy.

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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.



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