

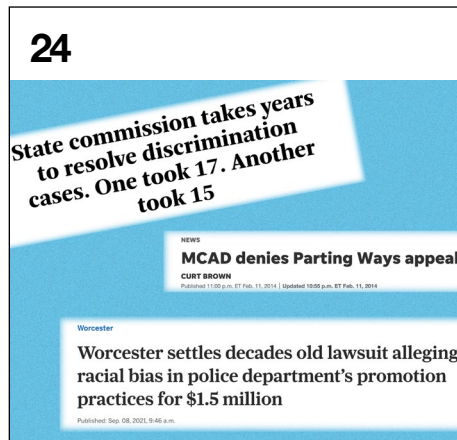
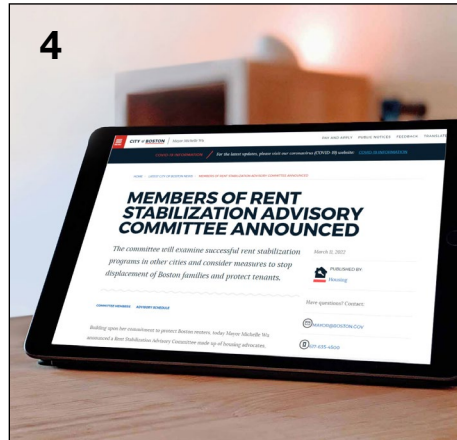
APRIL 2023



New! MassLandlords Announces the Rent Remote Control™ for Renters

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LETTER FROM THE EXECUTIVE DIRECTOR

Rent Control Advanced by Boston City Council

Our Letter from the Executive Director for April 2023 looks back on lots of rent control activity in March, and a little bit of better rental housing in spite of it.



In March, we responded to the rent control proposal passed by the Boston City Council.

Resources are aligning against this serious threat to housing and civil rights because it is, in every way that matters, the same disaster we had in the 1970s and '80s. We had energy to spare last month, though. We continued our work to create better rental housing through a dinner meeting on the state sanitary code and a tour of a special three-decker in need of renovation.

On March 8, the Boston City Council voted 11 to 2 in favor of mayor Michelle Wu's form of rent control. Some in the real estate community were shocked so many councilors were in favor. The proposal will reduce housing quantity, reduce housing quality and drive renters out of town. The rent board she proposes will lead landlords to increase screening criteria just as happened before. Few who need it will qualify for a rent controlled unit.

But we expected the vote would be 13 to zero. Rent control is intuitively obvious to people at risk of eviction, and there are many such households in Boston. When you ask someone if they'd like their rent lowered, 100% of people should rationally say yes. The freedom to think about unintended consequences comes only if you're free of money trouble. But ask a renter, "If you had to move under rent control, would there be more or fewer apartments for you? Would you still pass a rental application?" and people start to understand. The history of rent control in Massachusetts proves that life and economics are sadly not intuitive. Two councilors get it and said so publicly. That's two more than we had hoped for at this early stage. Many more legislators will follow. And some councilors will regret their vote before we are done.

We filed our public records suit against the city because Mayor Wu has secretly aligned anti-market zealots with pragmatic developers, who all stand to be exempted by her proposal. She doesn't want us to see how the sausage got made. Well, our suit got a lot of good press, because you know who else likes access to public records? The press.

All of this "Boston rent control" business is personally maddening, because I can see as well as anyone that Boston is as good as drowned from climate change if we don't get a grip on emissions. This is why I made time to tour a special three-decker in Worcester the week of March 24.

This three-decker was owned by a MassLandlords member and sold to another. Part of it has been lovingly preserved for 100 years. The wall paper from the 1920s is still a beautiful work of art. The woodwork is old-growth astonishing. But the gas-on-gas stove is a terrible way to heat by today's standards. It's a glimpse of where we're from. And if the owners are able to retrofit it with geothermal heat pumps the way they imagine, while keeping that wallpaper and the occupants, it will be a glimpse of where we need to go. We simply cannot reach our emissions reductions goals with gut renovation. There is not enough capital, time or swing housing. So, if you know of a three-decker retrofitted to geothermal with people living in it, please contact us. Otherwise, we will continue inventing it on our own.

We also succeeded in hosting our first-in-three-years directly managed dinner meeting. The city of Springfield very kindly sent two public servants out of town to our Longmeadow gathering point to review changes effective April 1. We hope when the final financials are collated, the event will have succeeded well enough to have us repeat it there and in other locations.

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.

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MassLandlords, Inc., Sues City of Boston for Public Records Related to Mayor's Rent Control Committee

Boston defied orders from state Supervisor of Records to show emails from nonprofit and for-profit developers, favored over renters and housing operators alike in both appointments and final proposal.

CAMBRIDGE, Mass.—After nearly a year of noncompliance by City of Boston administrators to provide public records ordered by the state Supervisor of Records in connection with the mayor's Rent Stabilization Advisory Committee, MassLandlords, Inc., has filed a lawsuit in the Superior Court to enforce the Public

Records Law and force the release of public information.

The lawsuit was presented to the MassLandlords, Inc., board of directors on February 22, 2023, and was approved unanimously. The lawsuit was filed on February 24, 2023, by MassLandlords legislative affairs counsel Peter Vickery of Bobrowski & Vickery LLC, in Amherst, Mass.

MassLandlords, Inc., originally made a request, on March 28, 2022, to the City of Boston to provide email correspondence between the City and 23 individuals who were appointed to Boston Mayor Michelle Wu's Rent Stabilization Advisory Committee (RSAC). The request sought the release of "all emails to, from, or cc'ing City email systems in connection with each of 23 committee members'

email addresses. (The RSAC has 25 members; two of the members' email addresses were not available.) The request sought email records between the dates of March 11, 2021, and March 15, 2022, the year preceding the city's announcement of the RSAC (on March 11, 2022).

In requesting the email records, MassLandlords sought to discern information regarding the manner, method and procedure supporting the appointment of the RSAC membership. The advisory committee had been charged with investigating and determining potential impacts on the City of Boston, and surrounding regions, of a return to rent control policies, which were banned statewide in 1994. The RSAC has since devised and proposed a Home Rule petition that would allow Boston to enact rent control policies in contradiction to state law Chapter 40P, which banned rent control.

The proposal is highly advantageous to RSAC members and member organizations. It was submitted to the Boston City Council on February 13, 2023. If approved by the city council, it would next go before the state legislature for approval.

On April 11, 2022, the city responded in a statement by its legal counsel that "representatives from the appropriate City departments" had been alerted to the public records request and an update would be provided once information is obtained.

On April 12, 2022, MassLandlords notified the state Supervisor of Records, who then contacted the City of Boston about the public records request. A nearly identical response from the City of

Exceptions to the Cap

Adjustments (increases or decreases) in the maximum allowable rent may be granted (through a petition process) on the following grounds:

- Tenants
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- Landlord's right to receive a "fair return," in consideration of the following factors:
 - Property taxes
 - Maintenance and operating expenses
 - Capital improvements necessary to bring the unit into compliance with health and safety code requirements
 - Substantial deterioration of the rental unit
 - Changes in the number of tenants

THAT LAUNDRY ROOM WOULD BE REMOVED. THAT WOULD BE A CHANGE IN

At the Boston City Council rent control hearing on Feb. 22, Tim Davis, Deputy Director of Research and Development, Office of Housing Stability showed how the cap can be disregarded by the rent control board. Public Domain.



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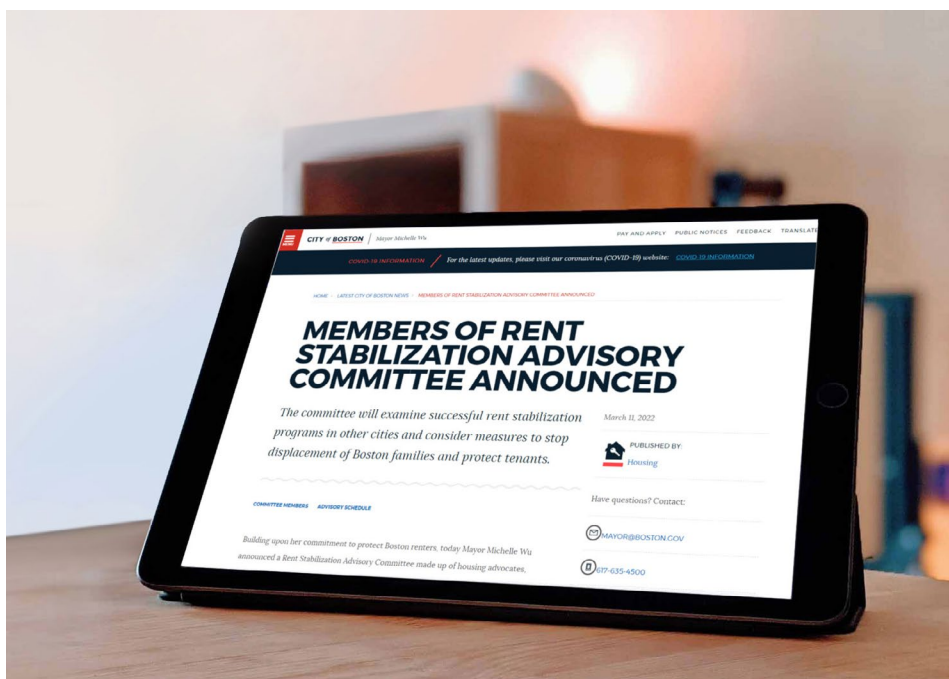
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Boston legal counsel followed on April 14: “Representatives from the Mayor’s Office” had been alerted regarding the public records request. An update would be provided once information is obtained.

On April 27, 2022, by which time still no records had been provided, the state Supervisor of Records ordered the City of Boston to comply. To that order, the city responded with: “invitations to the committee were extended via phone call” and that a single welcome email was sent to committee members on March 11, 2022. That email was shared with MassLandlords as supposed compliance, in total, with its original public records request for all email contact between the city and 23 RSAC members from March 11, 2021, to March 15, 2022.

MassLandlords contends that it stretches credulity to accept that there were zero emails exchanged between the City of Boston and 23 advisory committee members in the year leading up to the



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

RSAC announcement. Some members are deeply involved with official city functions beyond the RSAC and would presumably, at least occasionally, correspond via email regarding those roles.

On May 12, 2022, the state Supervisor of Records issued a second, reiterated order for the city to provide requested email records. This order was ignored throughout the summer, until September 8, 2022, when the city notified MassLandlords that it had complied with its original public records request, referring to its April 27 response and the single email it provided welcoming RSAC members. The city has not stated there are no other emails, which, under the law, it would be obligated to do if it were true.

RENT CONTROL IMPACTS ON BOSTON AND MASSACHUSETTS

The mayor's Rent Stabilization Advisory Committee has proposed a policy that, if approved for enactment by the city council, state legislature and Governor Healey, would have profound impacts on Boston and the state.

A rent control board would prohibit most rental property owners in the city from increasing rent in accordance with inflation and markets. The use of a consumer price index is a distraction. At the February 22 hearing of the city council Committee on Government Operations, Tim Davis, deputy director

of research and development for the Wu administration, showed how the CPI would be overridden by the board. Under this system, many landlords would be unable to procure adequate funding for maintaining upkeep in compliance with the state's sanitary code, let alone updating for energy efficiency and other necessary improvements.


The RSAC rent control proposal closely matches previously repealed rent-control policies that had a disparate impact, disproportionately favoring white, well-off renters. For example, while 22% of residents in Cambridge during the rent control years were people of color, only 8% of rent-controlled units were leased to people of color. Too often, rent-controlled dwellings were monopolized by relatively wealthy renters, such as Cambridge Mayor Ken Reeves and Judge Ruth Abrams. The RSAC proposal includes no provisions to avoid repeating such perverse outcomes.

RSAC representation largely consists of well-connected individuals in Boston, primarily representing for-profit and nonprofit developers. For example, 17 of its 25 members have been personal contributors to Massachusetts political campaigns. Meanwhile, the committee has not one residential landlord, many of whose businesses would be severely harmed by the mayor's proposal. Whereas the proposal would grant developers a

15-year exemption from rent control following ground-up renovation, the form of "gut renovation" practiced by landlords would not be exempted, and worse, would not be permitted without approval from the rent board.

It is essential that the appointment of the RSAC be a transparent process, with ample allowance for public input and commentary from renters and residential landlords, not just for-profit and nonprofit developers. Enforcing compliance with its public records request for email correspondence with RSAC appointees is part of that campaign for transparency.

All correspondence in connection with this public records request is available for review by request.

MassLandlords, Inc., is a nonprofit, member-governed association based in Cambridge that seeks to create better rental housing in Massachusetts by helping landlords operate sustainable, compliant and quality businesses. 

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Dacey v. Burgess: Court-Appointed Mediation is Legally Binding

By Kimberly Rau, MassLandlords Inc.

The Supreme Judicial Court ruled that summary process action is not necessary to remove a renter if a voluntary agreement to vacate has been reached in mediation.

Mediation for housing issues is considered a good alternative to court in many circumstances. Court can be costly and time-consuming. You can seek out a mediator on your own, of course, especially through the Massachusetts Office of Public Collaboration's site [Resolution Massachusetts](#). But once you have filed with a court, court-referred mediators are also available. There's just one thing: Unlike MOPC agreements, the agreements you make in court-based mediation are binding. Very, very binding.

2020: MEDIATION AND A COURT RULING FOR POSSESSION

Consider the case of *Dacey v. Burgess*. In November 2019, landlord Sandy Burgess told tenant Jason Dacey that his rent would be going up \$65 a month. Dacey didn't accept this increase and continued to pay the original rent amount. In February 2020, Dacey took his landlord to housing court, alleging that his rental unit had bedbugs, a violation of the state sanitary code.

In March of 2020, the two parties agreed to enter into court-based mediation, and came out with the following agreement: Dacey would drop the charges against Burgess and would move out of the unit no later than Aug. 31, 2020. In exchange, Burgess would waive March's rent to give Dacey a



Mediation can be a helpful tool that saves time and money, but it's important to realize that the agreements that come out of court-appointed mediation are legally binding. [License: Unsplash]

jumpstart on the costs associated with finding a new place to live.

Then Covid-19 came along and changed everything. With an eviction moratorium in place, Dacey could not be compelled to leave his apartment at the end of August. He continued to pay rent. When the state eviction moratorium expired in October 2020, Burgess took her tenant back to court to get the mediation agreement enforced. The courts agreed and told Dacey he had to move out.

DECEMBER 2022: THE SJC WEIGHS IN, UPHOLDS RULING

Dacey appealed the ruling, and in December of 2022, the Supreme Judicial Court heard the case. Among other things, Dacey's lawyer claimed that Dacey should not have

been ordered to leave the rental because summary process is the only way a landlord can recover possession of a unit. He also said the courts failed to take into account Dacey's disabilities, which were not made known until later in the process.

The SJC upheld the housing court's decision, noting that the law does not state summary process action is the only way to recover possession. MGL Ch. 184 Section 18 states, "No person shall attempt to recover possession of land or tenements in any manner other than through an action brought pursuant to chapter two hundred and thirty-nine or such other proceedings authorized by law. The superior and district courts shall have jurisdiction

in equity to enforce the provisions of this section.”

In other words, the phrase “or such other proceedings authorized by law” tells landlords that summary process is not the only way to recover possession. The SJC said the original judge had the authority to award possession of the rental unit back to Burgess.

Furthermore, the SJC pointed out, once a mediated agreement is reached, a summary process action isn’t something that would ordinarily be pursued. The tenant had already agreed to move out, so tying up the court to get a judge’s order to vacate the premises would be unusual and unnecessary. Because the tenant had agreed to move out in a legally binding court-based mediation, a summary process was not necessary after he later attempted to remain in the rental.

Regarding Dacey’s disability, the SJC wrote, “Although Dacey averred that he suffered from depression and bipolar disorder, the record does not support

such a claim with any medical evidence, or any evidence suggesting a disability that would have interfered with his ability to negotiate a voluntary settlement with the assistance of a court mediator.”

In March 2023, the SJC officially ruled in favor of the housing court’s initial ruling.

NON-BINDING MEDIATION WOULDN’T WORK

The specifics of this case aside, the SJC noted that if parties could go into court-based mediation and come out with a solution, only for one party to be able to back out later, court-based mediation would be ineffective. For court-based mediation to work, it has to be legally binding.

“[W]ere we to permit the parties subsequently to challenge their settlement agreement, which already has been approved by a judge, we would eviscerate the efficacy of the mediation process, as

any agreement from such process would be worthless,” the SJC’s opinion read.

Imagine how few people would ever agree to mediation if one of the parties could change their mind and back out of the agreement. Court-based mediation would no longer be any different from non-court mediation. Judges would rather not waste their valuable time. They could just decide the matter finally themselves and be done with it. And without binding mediation, landlords would likewise prefer a judge to rule, because then at least the Band-Aid would be pulled off faster, even if not in our favor.

Renters have the most to lose in mediation. As our eviction data show, the top reasons renters end up leaving their homes are either because of default (failure to show up) or agreeing to leave in mediation (or else, agreeing to an unsustainable payment plan). It makes sense why legal services should have argued that mediated agreements should be undone. But as the SJC wrote, “Once

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judgment is entered based on the parties' voluntary settlement, the judgment 'conclusively determines the rights of the parties as to all matters within its scope.'" So be careful what you agree to.

A CONCERN: MURKY LEGAL LANGUAGE CAN DRAG CASES OUT

The case of *Dacey v. Burgess* is one that hinges on legal language. Dacey's counsel argued that the law specifies that only summary process can return possession to a landlord. The law, as worded, suggests otherwise. The phrase "or such other proceedings authorized by law" leaves the door open to interpretation, which in turn leads to more lengthy legal battles.

Contrast that with the case of *Slavin v. Lewis*, where the statute on trespassing is much more clear cut. The trespass law is clearly defined in MGL Ch. 266, Section 120. This definition, ratified through legislation, makes it clear that a person is not a trespasser if you have invited them to live in your home and, in such circumstances, possession may only be recovered through "appropriate civil proceedings."


Having such statutes ratified by law in up-to-date, clear-cut, simple terms cuts down on how much time courts spend interpreting the law. If MGL Ch. 184 Section 18 was as clear as the trespassing statute, perhaps the courts wouldn't have had to spend so much time on a disagreement that stemmed from a mere \$65-a-month rent increase.

APRIL 2023: A MASSLANDLORDS EVENT WITH HOUSING COURT REPS

This is a case that holds special importance for housing providers and tenants. Mediation is a wonderful tool, but it's important to understand that the agreements reached there are legally binding. This renter voluntarily agreed to leave the rental unit on a certain date. The fact that the word "voluntary" was used was not an invitation to back out of the agreement. Instead, it was meant to convey that the landlord was not going through the summary process to have the landlord removed.

When renters do end up being physically removed from a rental unit, [our eviction data](#) shows it is usually

because either the renter failed to show up in court, or agreed to something in mediation that resulted in them leaving. Sometimes that's because they agreed to leave, as Dacey did. Other times, it's because they agreed to terms they ultimately could not meet, such as an overly ambitious payment plan. As a landlord, there's a good chance you could find yourself needing to have a tenant removed. It's important to understand your options.

To that end, housing court representatives will be speaking to the public at a MassLandlords event on Thursday, April 13, at 5:40 p.m. If you have questions about this case, or the mediation process as an alternative to eviction, please make time to attend. 

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ARTICLE YOU MAY HAVE MISSED

Would Boston Mayor Wu's Rent Control Proposal Help or Hinder Housing?

Boston Mayor Michelle Wu's rent control plan, which was recently published upon submission to the Boston City Council, contains few surprises and retraces policies from the past. Before it was published, some details of Mayor Wu's plan were "leaked" and reported by numerous media outlets. We look at some of the plan's details below.

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MassLandlords Deleading Bill Assigned to Committee on Revenue

193 SD 862 and HD 2630 received multiple cosponsors and has been assigned to the Joint Revenue Committee for review.

One of the many bills MassLandlords submitted this legislative session was "An Act to Further Lead Remediation in Rental Housing by Increasing the Deleading Credit." Initially assigned as 193 SD 862 in the Senate and 193 HD 2630 in the House, this bill stands to increase the deleading credit offered by the state from \$1,500 to \$15,000 per unit.

The bill, filed at the start of the year, received 12 co-sponsors in the Senate and 18 co-sponsors in the House. In February, the bill was sent to the Joint Committee on Revenue for further study. The Joint Committee on Revenue is tasked with examining matters relating to federal financial assistance, state fees, and revenue-related tax issues, among others.

Bills are given new numbers when sent to committee. "An Act to Further Lead Remediation in Rental Housing by Increasing the Deleading Credit" is now known as S.1844 and H.2802 in the Senate and House, respectively. We will continue to update our members on how MassLandlords is making strides to effect housing change in the Commonwealth as these and other bills progress. 

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This bill has been drafted by MassLandlords thanks to the support of our 2,300+ members. Our nonprofit mission is to create better rental housing.

Full text & video online



MBTA Zoning Law Sparks Housing Debate in Brookline

By Eric Weld, MassLandlords, Inc.

If it can overcome local opposition, Brookline may act as an example for other communities in complying with the MBTA Communities Act.

To zone for multifamily housing, or not to zone for multifamily housing? That is the question being debated in the city of Brookline and, for that matter, many of 174 other communities that benefit from MBTA (Massachusetts Bay Transportation Authority) services.

Technically, the issue being debated is whether to comply with the MBTA Communities Act. The MBTA CA is a set of zoning standards, enacted in fall 2022, which mandates that every municipality hosting MBTA services create at least one district of reasonable size that is zoned for multifamily housing (defined as having at least three dwelling units) as of right. Presumably, compliance with the law would set the stage for new, affordable housing construction. However, the law only mandates the establishment of multifamily zoning without the need for special permits, either by forming new districts or modifying existing districts proximate to MBTA service.

But in Brookline, a suburban city of about 63,000 abutting Boston, the new law is creating a divide between those who want to accommodate and build new housing in town, and those who fear the projected impacts of dense, affordable housing. As one of the 12 communities next to or near Boston that hosts rapid transit 'T' service, Brookline has until the final day of 2023 to enact zoning changes that would allow as-of-right development of 6,990 multifamily units. The Brookline district must have a



Coolidge Corner, a bustling intersection on Harvard Street in Brookline, would be included in the town's multifamily housing development proposal to comply with MBTA CA mandates. Image: CC BY-SA pesotsky (Wikimedia Commons).

minimum land area of 41 acres, based on a formula used by the state that measured parcels near MBTA service, suitable and available for multifamily development in each community.

MBTA communities that do not already have zoning in compliance with the new law were required to submit plans outlining their strategies for compliance to the state in January 2023. Brookline joined nearly all communities under the law's mandates in submitting a brief plan to remain in compliance. A handful of communities, including Middleborough, Berkley, Holden and Marshfield, have not submitted plans in defiance of the law.

MULTIFAMILY ZONING WITH MINIMAL ENVIRONMENTAL IMPACT

The MBTA Communities Act is an added section (3A) of legislation to Chapter 40A, the Zoning Act, as part of former Governor Baker's Housing Choice law, signed in 2021. Section 3A is administered by the Department of Housing and Community Development (DHCD). The DHCD distributed revised guidelines for compliance with the law to MBTA communities in August 2022 following months of public feedback. Multifamily districts mandated by the law must be within 0.5 miles from an MBTA rail, subway, ferry or bus station, and must provide for a minimum gross density of 15 units per acre. These districts also



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must have no age restrictions and be suitable for families with children.

The state is requiring multifamily zoning near public transportation as a way to create more housing where an infrastructure of commerce – shops, restaurants, schools and parks – already exists. The strategy also aims to minimize traffic and environmental impacts of increased populations by situating denser housing districts near public transportation access.

Requirements for each municipality differ depending on their square mileage, location and level of MBTA service. For MBTA CA compliance, communities under the law's jurisdiction are separated into four roughly concentric categories: 1) communities hosting rapid transit ("T") service (mostly encircling Boston); 2) those with commuter rail service, slightly further out; 3) communities adjacent to those hosting MBTA service; and 4) adjacent small towns. Deadlines to enact zoning changes are staggered for each of the four category communities. All rapid

transit communities, such as Brookline, have a deadline of Dec. 31, 2023. Commuter rail and adjacent communities, Dec. 31, 2024; and adjacent small towns, Dec. 31, 2025.

A DEVELOPMENT PLAN FOR HARVARD STREET

For its part, Brookline's Department of Planning and Community Development (DPCD) outlined a plan to rezone sections of Harvard Street, a main, mixed-use thoroughfare that intersects with a T line. The plan would create a "form-based" zoning district for multifamily development as of right with conditions that would give the city some control over the character and architecture of new buildings. For example, the city's Harvard Street plan would enforce a four-story maximum on buildings, to remain consistent with existing structures.

Form-based planning is a set of development standards that emphasize architectural aspects – i.e., form – and context of new-built structures and environments,

as opposed to traditional urban planning based on the use of buildings. Form-based planning is believed to result in more user-friendly and aesthetically attractive development, with green space, walkways and more mixed use.

Opposition to the DPCD's plan has been led most publicly by Brookline by Design, a citizens' advocacy group focused on the built environment. Brookline by Design submitted a letter to the select board calling on the town to hold off submitting its preliminary multifamily zoning plan for Harvard Street, and therefore not comply with the MBTA CA. Brookline by Design insists it believes in inclusive development that will create affordable, multifamily housing opportunities. But the group balks at the one-size-fits-all mandates of the MBTA CA, and urges that more time is needed for thoughtful development, and for residents to weigh in on the processes.

"None of what we believe can be realized if we rely on the vagaries of the invisible hand of the market," notes

a published statement by Brookline by Design, “the implicit assumption of former Governor Baker’s MBTA Communities Act and other proposals that address the housing crisis by blindly focusing on deregulation and increasing density.”

A zoning change such as the DPCD is suggesting “requires much more analysis, community dialogue, and consideration of alternatives before making such an irreversible commitment,” the statement says. “Form is important, but form alone will not achieve the overarching goals that we have.”

Brookline by Design’s statement was answered with a published letter from Charles Carey, town administrator, and Kara Brewton, the Planning and Community Development director, to the town select board. Their letter addresses in detail Brookline by Design’s concerns and refutes its notion that the Harvard Street development plan was rushed and did not allow ample community input.

In fact, they write, “developing a form-based zoning proposal for Harvard Street to satisfy the MBTA Communities Act mandate epitomizes the stated goals of Brookline by Design. The organization’s principled objections to this course of action appear to stem from genuine misunderstandings about what has

been proposed and what the potential outcomes could be.”

NONCOMPLIANCE NOT AN OPTION

Creating a law demanding more than half the state’s communities to change their zoning ordinances is one thing. It doesn’t guarantee they will comply, especially in municipalities like Brookline that are governed by Town Meeting.

Assisting towns’ efforts in achieving necessary zoning changes is a key provision of the Housing Choice Initiative signed by Governor Baker in January 2021. That law allows every community in the state to approve some local zoning changes via a simple majority vote of the municipality’s governing body, a threshold lowered from a required super-majority, or two-thirds, vote. The zoning change law was explicit in including “amendments to zoning ordinances and bylaws allowing, as of right, multi-family housing or mixed-use development” among its allowed applications for simple majority vote approvals.

The penalty to communities that do not comply with the MBTA CA will include ineligibility for state grants from MassWorks, Housing Choice and the Local Capital Projects Fund. That could mean forfeiture of potential millions of dollars for a community that doesn’t

comply with the law, dollars that could be allocated for a range of infrastructure, capital improvement, community investment, housing development and other programs.

For Brookline, with its Town Meeting governance, that voting threshold could be the difference in its compliance with Section 3A or not.

There also may be higher stakes for noncompliant communities beyond just loss of local funding. On March 15, Attorney General Andrea Campbell strongly reiterated that MBTA CA zoning regulations are mandatory, not a choice for communities that might opt to forfeit state funds. Campbell issued an advisory stating that “MBTA communities cannot avoid their obligations under the law by foregoing this funding. Communities that fail to comply with the law may be subject to civil enforcement action.”

PRESENTATION OF THE PLAN

Brookline held an online Harvard Street Community Visioning Kick-off town-wide meeting on March 15 to publicly introduce the plan. More than 250 residents attended the meeting, which included a presentation of the Harvard Street development plan by Maria Morelli, senior planner for the town of Brookline.

Much of Morelli’s presentation explained the benefits of form-based zoning over conventional zoning. Foremost, form-based zoning applies set standards objectively, she said, rather than relying on boards for subjective determinations in zoning and permitting decisions. Form-based planning also considers “the big picture,” said Morelli.

“What form-based zoning is really interested in is walkable communities,” she said to the meeting. “It’s less interested in separation of uses.”

The town’s Harvard Street plan wants to bring zoning of the central thoroughfare into line with development goals of accommodating multifamily housing, mixed use and pedestrian accommodation, Morelli explained. Existing zoning ordinances do not align with town goals for the area, she said.



To comply with the MBTA CA, communities must create multifamily development regions within 0.5 miles of an MBTA stations, such as this 'T' stop at Brookline Village. Image: CC BY-SA Pi.1415926535 (Wikimedia Commons).

The proposed plan would also enable the town to have more oversight of mixed-use and multifamily housing development while complying with the MBTA CA, she said.

BALANCING LOCAL CONTROL AND MBTA CA COMPLIANCE

As one of the larger communities under the MBTA CA, and one governed by representative Town Meeting, Brookline may be an unwitting example for compliance. If a mid-sized city like Brookline can pass zoning changes through Town Meeting, it may act as a catalyst for other municipalities to comply as well. If not, it could trigger the opposite effect.

To some residents, Brookline is already overbuilt and densely populated, and criticism of multifamily development centers around tolls it could have on increased school populations, traffic, medical services and other infrastructure.

Still, while Brookline is an urban and suburban community next to Boston, its existing density is on par with other, nearby communities of similar size that are finding ways to comply with the MBTA CA.

Brookline has population density of 9,293 persons per square mile within its 6.8 square miles. By comparison, nearby Malden, with 5.1 square miles and a population of 65,000, has population density of 11,788. Smaller Somerville's density is 20,044 persons per square mile. (For reference, the most densely populated city in the U.S. is Guttenberg, N.J., with 57,000 persons per square mile.)



Brookline's Harvard Street is a long, central thoroughfare with mixed use of numerous small ground-floor businesses like Irving's Toy and Card Shop, and residential units on upper floors. The town's plan for MBTA CA compliance would open the door for more such development. Image: CC BY-SA Elizabeth Thomsen (Wikimedia Commons).

Brookline town representatives look to bring the Harvard Street development plan before voters in the fall in preparation for submission to DHCD by the December 31 deadline. Multiple public presentations and calls for input will take place in the interim.

The MBTA CA, while applying a set of standards statewide, left room for individual communities to shape multifamily housing development according to their respective goals and on-the-ground realities. Brookline's leaders seem to be

taking advantage of that allowance while balancing compliance with the law. [M](#)

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INtheNEWS

Compiled by Eric Weld, MassLandlords, Inc.

An occasional roundup of MassLandlords media mentions and appearances by association representatives

The inaugural edition of MassLandlords In the News features numerous media appearances relating to the recent lawsuit filed against the City of Boston to enforce the release of public records regarding the appointment of members of Mayor Wu's Rent Stabilization Advisory Committee.

THURSDAY, MARCH 2

MassLandlords Executive Director Doug Quattrochi spoke as a panel member on WBUR's *Radio Boston*, hosted by Tiziana Dearing, on the topic of Boston Mayor Wu's rent control proposal. Other panelists were Jesse Kanson-Benanav, director of Abundant Housing MA, and state Representative Mike Connolly, representing Cambridge and Somerville.

[Listen to the program.](#)

TUESDAY, FEBRUARY 28

Doug Quattrochi appeared live as a guest on WBZ Radio's *Nightside* with Dan Rea, discussing rent control, Boston Mayor Wu's rent control proposal, and the MassLandlords lawsuit against the City of Boston for public information



Boston Mayor Michelle Wu's rent control proposal, follows up one of her main campaign promises. MassLandlords' lawsuit against the City of Boston to release public records relating to Mayor Wu's Rent Stabilization Advisory Committee membership has attracted widespread media attention. Image: CC BY-SA Boston University News Service (Wikimedia Commons).

regarding the mayor's Rent Stabilization Advisory Committee.

[Listen to the program.](#)

An article on GBH radio by Saraya Wintersmith featured comments by Doug Quattrochi and the MassLandlords

lawsuit against the City of Boston. "This rent control proposal could have gone any number of ways, but to us as small landlords, it seems to be the result of developer lobbying," said Quattrochi in the article. "We looked at who was on the

Rent Stabilization Advisory Committee and, in terms of campaign dollars donated, it's all developers. And you look at who's exempted under the rent control proposal and it's developers."

[Read the article.](#)

MONDAY, FEBRUARY 27

On Boston radio WBUR: an article about the MassLandlords lawsuit against the City of Boston regarding the Rent Stabilization Advisory Committee. "We really want to understand how this committee, and how this proposal, came to be," said Executive Director Doug Quattrochi.

[Read the article.](#)

An article on boston.com by Abby Patkin outlines the MassLandlords public records case against the City of Boston, quoting from the news release announcing the lawsuit and the complaint filed in Superior Court. The article includes a response from Mayor Wu to the lawsuit. "I am sure that everything is going to

get sorted out on the transparency side," said Mayor Wu for the article. "It is our commitment always to follow the public records law to the fullest extent that is possible and even to go beyond that where we can."

[Read the article.](#)

WBZ News radio also aired an article mentioning the MassLandlords lawsuit, quoting a response from Mayor Wu to the lawsuit during an appearance on WBUR. "We know that many of the special interest groups who might be either listening to fearmongering or practicing fearmongering here really are just trying to stop a policy that people are scared of," said the mayor. "Whether it's a group that is trying to put a lawsuit forward to just add more news and make sure that there's as much potential delay in the process as possible... – this is a different proposal that we're putting forward now compared to what used to exist in Massachusetts."

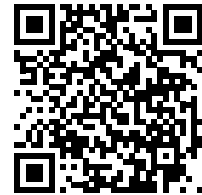
[Read the article.](#)

FRIDAY, FEBRUARY 24

On the day MassLandlords announced its lawsuit against the City of Boston, Universal Hub published an article generally explaining the suit and quoting from the complaint.

[Read the article.](#) 

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Always Check for Abandoned Animals After a Unit is Vacated

By Kimberly Rau, MassLandlords Inc.

Massachusetts law requires housing providers to make sure no one is left behind after a move-out, eviction or abandonment.

When a rental unit is left empty, there are several things that need to be done immediately. This is true whether the lease has been terminated and the tenants have left, or if the property has been abandoned through eviction or unscheduled move-out. Some of the tasks at hand may seem obvious, but others could surprise you. What do you do if your tenant leaves behind the family dog?

Read on to learn what you should be doing right away after possession of the rental has been returned to you.

YOUR FIRST STEPS AFTER YOUR TENANTS LEAVE THE APARTMENT

If your renter moved out because the lease was up, then you don't need to do anything further before going in and securing the unit. You already have possession. However, if your tenant abandons the rental unit, you first need to make sure you have documents that end the residency. This gets your abandoned property (the unit) returned to you.

Once you have possession, you need to secure the property for the immediate future. Maybe you can't get a locksmith out right away, but check the doors and make sure you can at least lock the place up. Ensure the windows are closed and latched. Check on the taps: Are they all functional, and turned off? Open up the fridge (and plug it back in if it's not still

connected) and toss out any old food. If something in the apartment smells, you don't have to break out the rug cleaner immediately, but try to find the source of the odor, and remove it if you can.

The state has rules about how you must handle abandoned property. It's called the "move and store" law. It stipulates that if your former tenant left some of their personal effects behind, you must transport and safely store the tenant's belongings for up to six months. This action requires a court order, so consult with your attorney before removing anything.

MAKE SURE ALL ANIMALS ARE OUT OF THE UNIT WITHIN THREE DAYS

But there's something else you must be aware of. Two separate Massachusetts laws require the landlord or property manager to inspect the unit for abandoned animals. MGL Ch. 182 Section 30 gives the landlord three days after they know the property has been abandoned or otherwise left empty (including after standard lease terminations) to check for abandoned animals. MGL Ch. 239 Section 14 requires the same of property managers or landlords after a summary process has been executed.

Note: the law does not say "pets," it says "animals." Even if your renter didn't have any pets, check for animals anyway. They may have taken one in without your knowledge, and you're responsible for it as well. Any animal found in the apartment after it has been vacated is considered abandoned.

If you do find a left-behind pet, you don't have to give it a home for six



Can't imagine your tenant ever leaving their pet behind? Maybe you didn't even know your renter had a cat. You have three days to check for abandoned animals after a unit has been abandoned or otherwise vacated. [Image license: Unsplash]



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months like you do the abandoned armchairs. In fact, even if that cat is adorable and you want to keep it, you can't. Just like that furniture, Captain Whiskers still belongs to the tenant, not you.

Instead, call your former renter. This might be painful if they were just evicted. But consider that they might genuinely appreciate your calling to let them know their animal is not lost after all. Old buildings and open doors provide lots of opportunities to escape commotion. Cats especially might have ducked into a hole in the wall for the move-out only to resurface later.

If you cannot get in touch with your former renter, call your local animal control officer. If you aren't sure how to find that number, call your non-emergency police dispatch line. They can direct you to the right people. Tell whomever you speak to that you found an animal. Let them know where it is and

its condition, if you know. They'll take it from there.

Not following this law could earn you a fine of up to \$500 for the first offense, and up to \$1,000 for subsequent offenses. Plus, not checking for abandoned animals could result in extensive damage to your rental unit and make the universe a colder, darker place for Captain Whiskers.

TWO CHECKLIST FORMS MAKE SURE YOU CATCH EVERYTHING

Clearly, there's a lot for you to do when a tenancy ends. To keep things organized, we have a members-only annual maintenance checklist that covers everything from changing the locks to checking for pet odors. This is a very useful tool when your tenant's lease is up and you're looking to get things ship-shape for the next renters, but for the most part these things aren't time-sensitive.

To make sure you don't miss anything when securing your rental unit immediately after it is empty, we've created a new abandoned unit checklist for members that is similar to the vacancy form linked earlier in the article. Use them both. Refer to the abandonment checklist right away, then run through the vacancy checklist at your leisure before the next tenant moves in. Cover all your bases and everyone can enjoy a much smoother move-out and move-in process.^M

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New! MassLandlords Announces the Rent Remote Control™ for Renters

MassLandlords is delighted to announce the newly available Rent Remote Control™ designed to help renters navigate housing shortages and the failure of rental assistance.

CAMBRIDGE, Mass. – Today, April 1, MassLandlords announces the Rent

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Simply load a Petty Rent Board™ into the battery slot to power the device. Press the up or down arrow to set your new rent level. Turn off eviction risk entirely by using the “Evictions on/off” switch. Setting evictions to “off” will consume Petty Rent Boards™ at a faster rate.

Rent Remote Control™



The Rent Remote Control is intuitively obvious to use! Derivative of Licensed 123rf.

INVEST IN YOUR LANDLORD TO GO ZERO-CARBON

"Don't tell my cousin, but I sold my tech startup and had a really good year," said Ralph Rarity, renter of a penthouse in Fancytown, an invitation-only Boston neighborhood.

"I set our rent level up 20% this year and we got heat pumps," he gushed. "Air conditioning, baby, yeah!"

Of course, not everyone is thriving.

SET RENT BELOW INFLATION TO KEEP THINGS AS-IS, FOR NOW

We interviewed Wendy Waiting, a typical renter struggling in the post-Covid economy.

"We still don't have customers like we used to before the governor shut down our restaurant," she shared with us. "The menu is just a lot more expensive than it used to be."

Waiting set her rent level up 2% this year. Her landlady now hides in the bushes by the driveway and jumps out at Waiting as she heads for her shift. "Inflation was 7% last year! 7%!" her landlady shouts.

Waiting's 20 year old Toyota Corolla belches smoke thicker than the oil boiler she uses to heat her apartment. Waiting has to wake three times each night to refill the boiler with water.



Set your own rent level, but beware of unintended consequences! Derivative of Licensed 123rf.

LOWER RENT AND WATCH SPARKS FLY

"There was this group and they were telling us we could press the down arrow," fumed Isabela Inquilina. "That was so wrong! People, I am telling you, do not use the down arrow!"

Inquilina's apartment windows broke in high winds caused by the polar vortex. Since the window is not strictly necessary for lighting or ventilation, it is now permanently boarded over. Her landlord says his decision is final.

"I also have an issue with the electrical outlet sparking. I called the city three times but I read a report that said they

won't come fast to my neighborhood, so I don't have much hope." The landlord has turned off that circuit, also not strictly necessary for code.

GIVE THE GIFT OF DEVELOPMENT

Pressing the down arrow repeatedly will send an email to a local developer. You will have plenty of notice, but eventually you will have to leave. A brand new building will go up where your old apartment once stood! You won't be able to afford it, but it will have a dog shower!

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Martin Green vs. the Massachusetts Commission Against Discrimination: A Cautionary Tale for Landlords

By Kimberly Rau, MassLandlords Inc.

The MCAD is committed to fighting discriminatory practices in Massachusetts, but one landlord alleges the deck is stacked against respondents.

One Massachusetts property manager is fighting what he considers a losing battle against the Massachusetts Commission Against Discrimination (MCAD) after

one of his tenants made a discrimination complaint against him.

Back in 2017, Marty Green butted heads with a tenant, Nicole Evangelista, over her boyfriend's dog. Evangelista reported him to the MCAD. Years later, Green is still working to call out what he considers injustices perpetrated by the anti-discrimination group. He is already banking on losing his appeal with the MCAD.

After learning about the case, we spoke at length with Green, as well as two

representatives from the MCAD. What follows should serve as a cautionary tale for all landlords. A discrimination charge could take years to settle and may set you back thousands of dollars.

RECOURSE FOR PROTECTED CLASSES IN MASSACHUSETTS

Massachusetts has multiple protected classes. It is illegal to discriminate against someone on the basis of race, religion, national origin, family status, ancestry, sex, gender identity, sexual orientation, genetic information, military status, age, receiving public assistance and disability. The law also prohibits retaliation against someone who claims they have been discriminated against.

If someone experiences discrimination, they can pursue their case in court. They can also appeal to the MCAD and have their case heard by a hearing officer who has the power to make a determination on the case and award damages.

In theory, this setup takes some pressure off the courts. Housing is a basic human right, and if people are being blocked from accessing it due to discrimination, there should be avenues available to them to get justice, even if they cannot afford a lawyer. However, Green brought up several concerns with the way the MCAD operates. On the surface, these concerns seem to throw up roadblocks to those who are most vulnerable.

State commission takes years to resolve discrimination cases. One took 17. Another took 15

NEWS

MCAD denies Parting Ways appeal

CURT BROWN

Published 11:00 p.m. ET Feb. 11, 2014 | Updated 10:55 p.m. ET Feb. 11, 2014

Worcester

Worcester settles decades old lawsuit alleging racial bias in police department's promotion practices for \$1.5 million

Published: Sep. 08, 2021, 9:46 a.m.

The Massachusetts Commission Against Discrimination has made headlines for how long it takes to settle cases. Interim Executive Director Michael Memmolo says they're trying hard to work through the backlog. (Image License: CC by SA 4.0 MassLandlords, Inc.)

EVANGELISTA, FORTIN & THE MCAD VS. MARTY GREEN

In 2017, Green, a property manager, reached out to one of his tenants, Nicole Evangelista. The issue concerned her boyfriend, Joshua Fortin, and his American Staffordshire terrier, Sam. Fortin was not on the lease, but both he and Sam were staying in the apartment. The lease said no animals were allowed, and some neighbors had allegedly complained about the dog. Green had already warned Evangelista once about Sam, and now he wanted Evangelista out.

Over a series of emails, Evangelista countered that Sam was a service dog who alerted Fortin, a diabetic, to drops in his blood sugar. Green said he wasn't going to argue about the matter anymore. Following that, Evangelista filed a complaint with the MCAD.

What happened after, in Green's eyes, was a breach of justice.

"I believe in process," Green told MassLandlords. "If they had used good process, even if I didn't like the decision, I'd have to accept it. But they didn't."

GREEN'S ISSUES WITH THE MCAD'S PROCEDURES

Among other things, Green alleges that the MCAD did not contact all of the witnesses Green supplied. This included the woman who made the original complaint about Sam's behavior. When we asked the MCAD about this, Wendy Cassidy, counsel supervisor for the MCAD, would not comment on a case that is still in appeal. But she did note that in any case, both the complainant and respondent are able to subpoena anyone they'd like for the hearing, and this tenant was not subpoenaed by either side.

Green also stated that the MCAD bolstered its claims by referencing conversations between Green and Evangelista's mother that he says never happened.

To try and prove that Sam was not a service dog, Green hired and paid for Sher Ann Rossi, a dog trainer whose business is training service dogs, including diabetic support dogs. Rossi determined that Sam, who had never been trained to detect blood sugar levels,

COMMONWEALTH OF MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION	
Massachusetts Commission Against Discrimination, Joshua Fortin and Nicole Evangelista, Complainants	
v.	DOCKET NO.17 WPR 00664
Marty Green Properties, LLC, Martin Green, and Hang Ngo a/k/a Ngo Hang Respondents	
For the Complainants: Commission Counsel (Peter Mimmo, Esq. and Elizabeth Caiazzzi, Esq.) For the Respondents: Daniel Ryan, Jr., Esq.	

The hearing officer for the MCAD determined that Marty Green discriminated against his tenants. Green counters that the MCAD did not examine all the evidence and overstepped its bounds issuing the judgments it did. (Image license: Public Domain)

was likely not a service animal. Any correlation between Sam's behavior and Fortin's blood sugar levels were likely a coincidence. Rossi did suggest that Sam might be an emotional support dog.

Green said that after that testimony, the hearing officer determined that Sam was an emotional support dog because Fortin believed that Sam was providing a service, and the placebo effect of this belief gave Fortin emotional comfort. However, Green argued, determining whether an animal is an emotional support animal is not within the scope of an MCAD hearing officer.

Green did not settle with the MCAD, or agree to pay for mediation. Instead, he opted to let the hearing play out. He said other landlords may choose to do otherwise because they know they won't win against the MCAD.

"I could have paid [the MCAD] off years ago, but I was not going to let anyone tell me that I had discriminated against somebody," said Green. "But other landlords, they just go, 'wait a minute, this is a stacked deck, I'm just going to pay them off.'"

Green lost the hearing. The hearing officer determined that he had acted in a discriminatory fashion about Sam, had not engaged in dialogue with the tenants and had retaliated against them by sending them notices to quit after they had complained to the MCAD.

Green refutes the allegation. The notices

to quit were for nonpayment of rent, he states, and other tenants had also received such notices.

As a result, Green was ordered to pay thousands in damages. Fortin was awarded \$10,000 in damages. Evangelista, \$20,000. Green was further ordered to pay \$7,500 in civil penalties; his LLC was ordered to pay an additional \$5,000 in civil penalties. The landlord was also issued a civil penalty of \$5,000. These penalties go to the Commonwealth, not Fortin or Evangelista. This adds up to \$47,500, most of which Green is liable for, unless he wins his appeal. This does not include legal fees.

Green's appeal largely centers on the idea that if a doctor or other appropriate professional has not determined that Sam (who has since passed away) was an emotional support animal, then Sam was a pet, and nothing more. If that's true, Green believes his actions surrounding the dog cannot be discriminatory. Pets are not protected under the Fair Housing Act. And the MCAD is not one of the listed professionals able to issue letters of support for emotional support animals.

Green expects to lose. Once that happens, he plans to take the case to Superior Court.

"The hope is an objective judge will start asking some thoughtful questions about due process and MCAD's objectivity in their decision making," Green said.

DISCRIMINATION, A BREACH OF JUSTICE, BOTH, OR NEITHER?

To understand Green's concerns, we read both the original determination from the hearing officer, as well as Green's appeal and some supporting documents he sent us. But we aren't lawyers, judges or hearing officers, and weren't able to make a determination about the case. If Sam was a service or support animal, she should have been permitted under the laws surrounding reasonable accommodations.

To get to the root of Green's concerns, we had to research the commission's origins, and learn about how it operates. This meant reading financial statements that were part of the public record, newspaper articles about certain cases and the MCAD's bylaws. The more we read, the more questions we had, so we contacted the MCAD.

HOW THE MCAD IS STRUCTURED

The Massachusetts Commission Against Discrimination was founded in 1944, under the name the Fair Employment Practices Commission. It became known as the MCAD in 1950, when the purview of the commission expanded to include discrimination in housing and other public accommodations. Its scope has expanded over the decades as more protected classes have been added in Massachusetts and on the federal level.

Today, the structure of the MCAD consists of three commissioners, including the chair of the commission. These individuals are appointed by the governor. This will be a quick overview of how discrimination complaints are handled through the MCAD; the actual process is much more nuanced and can be found by reading the MCAD's full rules of procedure.

When a complaint is brought to the MCAD, the chairperson will select one of these commissioners to investigate the claim. The commissioner may also have a designee who investigates on their behalf. This investigating commissioner looks into the case and, after investigating, writes up a disposition containing the investigator's determination. This disposition indicates finding of probable cause.

At any point in the process, the parties involved may agree to go into mediation to attempt to find a solution for the reported issue. Complaints may also be amended up until a certain point in the process. The person making the report is called the complainant; the person or entity who is alleged to have acted in a discriminatory way is called the respondent.

If the complaint reaches the hearing stage, the chairperson will appoint one of



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the three commissioners to be that case's hearing commissioner. There is a preliminary hearing, and a public hearing. Both parties may have legal representation. The MCAD has attorneys it utilizes if the complainant is not able to afford one on their own. Though it is not a judicial body, the MCAD was granted jurisdiction by the legislature to make determinations on discrimination cases and award damages and legal fees.

MCAD decisions may be appealed to the full commission. Following that, the case may be brought to Superior Court for further examination if necessary.

THE MCAD RESPONDS TO OUR QUESTIONS

Government transparency in Massachusetts can be a tricky thing. Back in 2015, the Center for Public Integrity gave the Commonwealth a D+ for overall integrity. When the grade was broken down into categories, Massachusetts got an F for judicial accountability.

Granted, that study is nearly eight years old. However, given that we are currently suing both the Department of Housing and Community Development and the city of Boston over transparency issues, it would be hard to say a whole lot has improved. When we sent over an inquiry email to the MCAD for this story, we did not expect much in the way of comment.

We were wrong. The interim executive director, Michael Memmolo, responded to our query within a day. He had the group's senior counsel supervisor Wendy Cassidy speak with us, then spoke with us as well. We appreciate the MCAD's willingness to go on the record with us so freely.

THE CHARGE: THE MCAD DOES NOT CONDUCT THOROUGH INTERVIEWS, AND EVIDENCE RULES ARE LESS STRICT

By design, MCAD will hear evidence traditionally not allowed in court. This can be appealing to complainants

that may not have much evidence of misconduct. For instance, a one-on-one verbal conversation between a landlord and tenant that hasn't been recorded (Massachusetts requires both parties to consent to such a thing) is difficult to prove. The MCAD will consider such evidence.

In our example case, investigators said Green had asked his tenant's mother to prove that Sam was not a service dog or help him get the dog out of the apartment. Green denies any such conversation took place and questioned how the MCAD expected him to prove it hadn't.

Wendy Cassidy, senior counsel supervisor for the MCAD, agreed that their rules for evidence are less strict than they would be in court.

"It's not like we don't look at evidence," Cassidy said. "It's that we have relaxed rules of evidence."

However, she added, that doesn't mean they aren't subject to review. The hearing

officer for the case determines whether evidence brought up by either party during the hearing should be allowed. If the case is appealed, the full commission will also examine the evidence presented. If the case is appealed in the courts, the evidence is once again examined there. Cassidy says it's rare that cases are sent back to the MCAD due to evidentiary errors.

"The full commission wants to get it right," she added.

THE CHARGE: THE MCAD'S APPEALS SYSTEM IS DESIGNED TO BE STACKED AGAINST THE RESPONDENT

If you lose a case in court, there are grounds on which you are entitled to appeal the ruling. For example, if you lose a case in one of Massachusetts' district civil courts, you may be able to appeal to the appellate division. There, a panel of three judges will hear your appeal and make a determination.

If one of the parties involved in an MCAD decision does not like the outcome, they may appeal the decision as well. Doing so puts the case in front of the full commission. This is where Green is expecting to lose. His belief is that the MCAD has already decided how it will rule on a case, and it will not change its mind.

Cassidy said that an MCAD appeal is not a new trial. Instead, the full commission is looking to see if the hearing was properly executed, or if there was an error in either procedure or judgment.

"The full commission is looking at the record," Cassidy said. This record includes what happened from the certification of the case (post-investigation) through the hearing. It does not include matters from the investigation stage unless those issues came up in the hearing. She noted that the MCAD's review process mirrors the state appellate court standard of review.

The commission that reviews the hearing does not include the original hearing officer for the case. However, the commission's rules of procedure specifically state that a hearing commissioner may be one of the three main

commissioners, or a designee. Appeals may be before the full commission, which may be all three commissioners, or just two of them. This seems to leave the door open for participation by the original hearing officer if the group were so inclined.

Cassidy also noted that if either party is unhappy with the decision in the appeal, they are entitled to appeal the matter in the state Superior Court, where the hearing is reviewed once more. Aggrieved parties after this point are entitled to present their case to the state Appeals Court. After this, they may be able to present their case to the Supreme Judicial Court, though this is not a guaranteed entitlement like the appeals in the other courts are.


DISCUSSION: WHAT NEEDS TO HAPPEN WITH THE MCAD?

We're lucky to work in a state (and country) that has such strong protections against personal discrimination. Preventing and remediating discrimination is important work. The MCAD is not a perfect entity. There are systemic problems that exist within the structure of the MCAD, not the least of which are its staffing levels. Certainly, with more staff, more could be done. Backlogs could be eliminated; hearings could be handled more efficiently. But our conversations with the MCAD indicate the group is working to improve.

The optics of the MCAD can be a bit murky. For instance, in many cases,

the MCAD provides the attorneys for the complainants. They provide the judges (hearing officers). If they win, they take some of the money for legal fees. And while the MCAD only hears the cases it thinks have probable cause for discrimination, and dismisses the others after investigation, at least one person has called the system designed to fail respondents.

CONCLUSION: KNOW THE LAWS AGAINST DISCRIMINATION

But no matter how anyone feels about it, the MCAD remains a legal avenue for those looking to get justice when they feel they have been discriminated against. The MCAD's decisions may be appealed, but if you lose those appeals, the damages that were awarded are legally binding. When you add in legal fees, that can be an incredibly costly error to make. 

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- ✓ Sleepless nights

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

Details and Prepayment:

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

REGIONAL

MassLandlords Upcoming events

See details under each region

2023 APRIL

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3 SWLCA 7:00pm-8:00pm	4	5	6	7	8
9	10	11 MWPOA 5:30pm - 8:00pm	12 State Sanitary Code 5:00pm - 7:00pm	13 Housing Court case Law Update, NWCLA 5:00pm - 6:40pm, 7:00pm-8:00pm	14	15
16	17	18 Tax Chat Last Minute 5:00pm - 7:00pm	19	20	21	22
23	24 Tenancy Preservation Program 5:00pm - 6:40pm	25	26	27	28 Virtual Meeting 12:00pm - 1:00pm	29
30						

2023 MAY

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

STATEWIDE

Virtual Meeting: State Sanitary Code Changed

WED
04/12

The state sanitary code defines what every apartment in Massachusetts must do and be. Unlike the building code, which is usually inspected only at time of permit completion, the **state sanitary code** applies in all rentals all the time, and can be inspected at any time. Did you know it changed in half a dozen major ways April 1?

Few units are fully compliant as-is. We'll review the new code in **easy-to-understand** detail and help you get a sense of where you may need to make repairs or improvements.

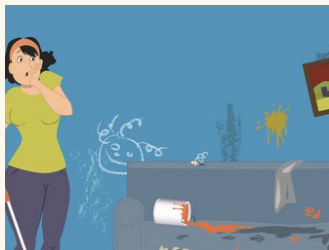
The state sanitary code is your biggest liability in a nonpayment situation, where a renter is being taken to court. They will be able to counterclaim based on the condition of the apartment. If you anticipate having any kind of conflict resolution process with a renter, it's critical that your apartment is fully up to code and your position is one of blamelessness.

"This is my second time participating in the sanitary code session, and I still learned something new that we need to address in our building." -Beatrice

"Presentation was VERY informative and thorough." -Carol



MassLandlords Executive Director Doug Quattrochi



Your problem or theirs? The state sanitary code holds occupants responsible for some things, and landlords responsible for most everything else

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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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, APRIL 12TH

VIRTUAL MEETING AGENDA

5:00 pm Presentation

7:00 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: State Sanitary Code

Virtual Meeting April 12, 2023

Time: Apr 12, 2023 05:00 PM

Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84976348314>

Meeting ID: 849 7634 8314

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

Dial by your location

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+1 646 931 3860 US

+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

+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)

Meeting ID: 849 7634 8314

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

PRICING

Open to the public. Membership is not required!

Public: \$30.00

Members: \$10.00

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [State Sanitary Code](#).

Purchase your ticket in just a few clicks!

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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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STATEWIDE

Virtual Meeting: Housing Court Case Law Update

THUR
04/13

The Housing Court will brief the SJC's decision in *Dacey v. Burgess* (SJC 13286). In *Dacey*, the SJC concluded that the landlord could enforce the agreement that she reached with the tenant through mediation and recover possession of the leased premises, even though the underlying case was not brought as a summary process action.

In keeping with the court's tradition of public service and fairness, court staff will invite attendees to provide feedback on recent experiences. **Note that we distinguish between procedural feedback and case law.** For instance, we can share feedback on the process of entering a zoom hearing, but not about why a judge did or did not decide the way we wanted in a case.

Discussing active cases will not be allowed. This event **will not be recorded**.

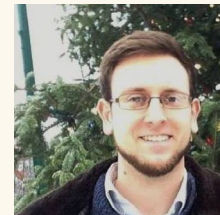


Ben Adeyinka, Deputy Court Administrator, Housing Court



Eastern Division Housing Court

Part of this presentation will be given by **Benjamin Adeyinka, Deputy Court Administrator, Housing Court**. In 2002, Ben started a career in banking and real estate. In 2009, he began working with Orlans Moran, PLLC as paralegal and subsequently as an attorney. Ben has represented numerous financial institutions in litigation matters, bankruptcy, and landlord tenant law. He has practiced in the United States Bankruptcy Court District of MA, the Land Court, Superior, District, and Housing Courts. In December 2014, Ben, decided to leave private practice to serve the public. He currently works as the Deputy Court Administrator for Housing Court, where he works closely with the Chief Justice of the Housing Court, Timothy F. Sullivan. Ben received his Bachelor's in Communications from the University of Buffalo, a Master's in Business Administration from Medaille College, and a Juris Doctorate from the Massachusetts School of Law with a concentration in Real Estate Law.



Alec Bewsee, Board of Directors, Certified Massachusetts Landlord Level One Provisional™
[You can volunteer for a future event.](#)

Part of this event will be presented by **Alec Bewsee**. Alec serves on the

MassLandlords Board of Directors, is a founding member of the Western Massachusetts Real Estate Investors Association, is a Certified Massachusetts Landlord Level One Provisional™, and is a managing partner of Forge Property Management based in Westfield, Mass. He received his B.S., Cum Laude, in Electrical & Computer Engineering from Western New England University in Springfield, MA before going on to support various Fortune 100 companies in the high-technology sector including United Technologies and Lockheed Martin. Alec went full time in real estate and is an experienced renovator, property manager and investor.

Members register for no charge in just a few clicks!

Public attendees register via zoom!

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THURSDAY, APRIL 13TH

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.

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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)

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

Password will be emailed and viewable online.

Topic: Housing Court

Virtual Meeting April 13, 2023

Time: Apr 13, 2023 05:00 PM Eastern

Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/87617251830>

Meeting ID: 876 1725 1830

Passcode: Will be emailed and viewable online

Dial by your location

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+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)
Meeting ID: 876 1725 1830

Passcode: Will be emailed and viewable online Find your local number: <https://us02web.zoom.us/j/kcB0XhxNui>

Pricing

Open to the public. Membership is not required!

- **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.

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to Dacey v. Burgess.

Members register for no charge in just a few clicks!

Public attendees register via zoom!

This event is operated by MassLandlords, Inc. staff.

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

Add our entire event calendar to yours:

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Outlook: add our entire event calendar to Outlook.

STATEWIDE

Virtual Meeting: Tax Chat Last Minute

TUE
04/18

There will be no presentation, rather we will be available to ask questions and share information about Schedule E or other real estate tax matters. Please note: If you intend to work on your taxes at or after this event, you should file for an extension or else plan to e-file by midnight.

All the accountants are busy so there will be no accountant on this zoom. We will not be giving tax advice.

Attendees can come with intent to share information or ask questions, either way is welcome!



MassLandlords Executive Director Doug Quattrochi



Should this be depreciated or expensed? What is the Qualified Business Income deduction? We don't know but maybe we can figure it out together.

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

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"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, APRIL 18TH

VIRTUAL MEETING AGENDA

5:00 pm Presentation

7:00 pm Virtual Meeting ends

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

Note: This event will end 30 minutes before sunset in support of participation in Yom HaShoah, Day of Holocaust Remembrance.

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.

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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: Tax Chat Virtual Meeting
April 18, 2023

Time: Apr 18, 2023 05:00 PM Eastern Time (US and Canada) Join Zoom

Meeting <https://us02web.zoom.us/j/84399344008>

Meeting ID: 843 9934 4008

Passcode: Will be emailed and viewable online

Dial by your location

+1 309 205 3325 US
+1 312 626 6799 US (Chicago)
+1 646 876 9923 US (New York)
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 +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

Meeting ID: 843 9934 4008

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

Find your local number: <https://us02web.zoom.us/j/84399344008>

Pricing

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

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

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [Rental real estate taxes](#).

Members register for no charge 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](#).

Add our entire event calendar to yours:

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

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

NORTHERN WORCESTER COUNTY

NWCLA Fitchburg Dinner Meeting: Urban Canopy Program

THUR
04/13



Join us for our monthly meeting, this month we will hear from Growing Places, and their urban canopy program. The Growing Places mission is to inspire and connect the North Central MA community to create equitable access to healthy food and environmental sustainability through education, collaboration and advocacy. Their Greening the Gateway Cities Program (GGCP) provides free trees to those in qualified areas.

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!

Public attendees can purchase your ticket in just a few clicks!

THURSDAY, APRIL 13TH

NWCLA DINNER 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.

LOCATION

British American Club
 1 Simonds Road
 Fitchburg, MA 01420

FOOD

Dinner will be provided.

PRICING

Open to the public. Membership is not required!

- Public and non-NWCLA members In Person: \$20.00
- Public and non-NWCLA members Zoom: \$10.00
- NWCLA Members In Person: No charge.
- NWCLA Members Zoom: No charge.

This event will be recorded.

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

Public attendees can purchase your ticket in just a few clicks!

This event is operated by volunteers at a partner association.

METROWEST

SOUTHERN WORCESTER COUNTY

Southbridge: Benefits of Using Heat Pumps for Heating & Cooling

THUR
04/03



David Backstrom - of LaCroix Heating & Cooling, will speak at the SWCLA April 3rd, 2023 meeting.

David will be discussing the benefits of using heat pumps for heating & cooling as they are more efficient than most conventional heating & cooling systems people would currently have in their homes.

The main focus will be on ductless mini split systems as they are the most common application to be able to retrofit into existing homes and multi-family properties. He will also be discussing

the MASS SAVE program and how you can take advantage of rebates of up to \$10,000 per home (and per unit for multi family properties up to 4 unit buildings) as well as a 7 year 0% interest loan for up to \$50,000.

These units are a great opportunity to both increase the efficiency of the peoples homes as well as make the living spaces more comfortable year round.

MONDAY, APRIL 3RD

SWCLA MEETING AGENDA

- 7:00pM Douglas Quattrochi, Executive Director, MassLandlords, Inc.

- o Update on MassLandlords activities

- 7:15pM 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.

**BERKSHIRE COUNTY
CENTRAL WORCESTER COUNTY
CHARLES RIVER (GREATER WALTHAM),
BOSTON, CAMBRIDGE AND
SOMERVILLE**

Cambridge Crash Course: The MassLandlords Crash Course in Landlording

SAT
05/20



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.

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**

"If I had done this 20 years ago. Oh my goodness!" -P.



MassLandlords Executive Director Doug Quattrochi



Attorney Adam Sherwin of The Sherwin Law Firm



Hundreds of landlords managing over ten thousand units have benefited from this course.

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 attorney Adam Sherwin. Adam is an experienced real estate litigator with years of experience representing landlords, property owners, and other real estate professionals. He has extensive experience litigating real estate disputes before judges and juries and has obtained favorable decisions from the Massachusetts Appeals Court and District Court Appellate Division. He is also a long-time crash course instructor at the Cambridge headquarters and over zoom.

Purchase your ticket in just a few clicks!

Public attendees can 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.

SATURDAY, MAY 20TH

CRASH COURSE AGENDA

IN-PERSON COURSE AGENDA

- 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

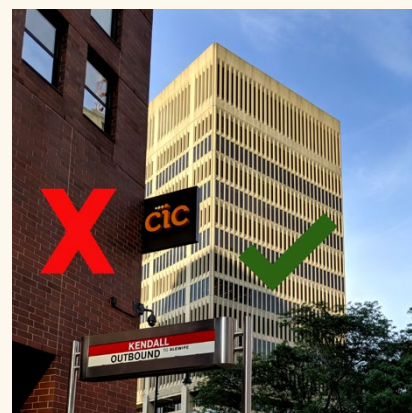
- 2:40 - Overview of books and resources for further education
- 2:45 - Review of unanswered questions
- 3:00 to 4:00 - End Course

Please note that end time 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.

FOOD

• Breakfast:

- o Fresh bagels, large muffins, cinnamon rolls, coffee cake slices 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.

*Dietary restrictions: Purchase a ticket and set your preferences at [My Account](#) **one week prior to the event** or earlier.

Once set, preferences remain set for future events.

Masks welcome! Eating and drinking is not required. Please note: as we are unable to monitor the buffet, we are unable to offer a reduced ticket price for attendees who will not be eating.

PRICING

Open to the public. Membership is not required!

- Public: \$275.00
- Members: \$250.00

This event will not be recorded.

Slides and handouts if any will be uploaded to the [password page](#).

Purchase your ticket in just a few clicks!

Public attendees can purchase your ticket in just a few clicks!

This event is operated by MassLandlords, Inc. staff.

This Crash Course 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.](#)

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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](https://masslandlords.net/property).

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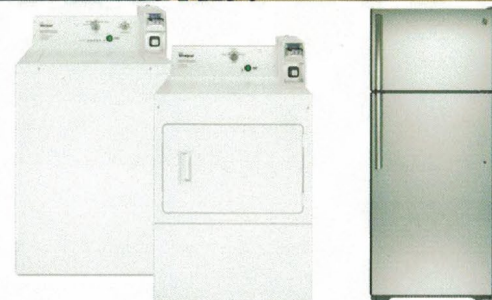
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