

MAY 2023

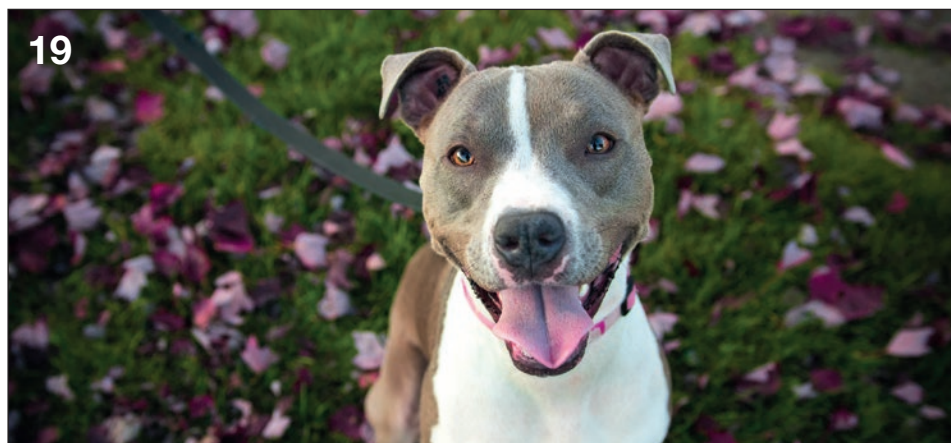
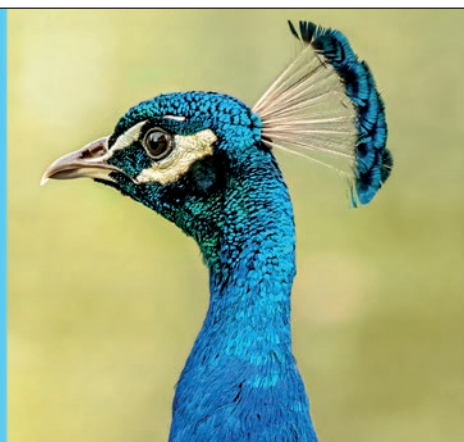
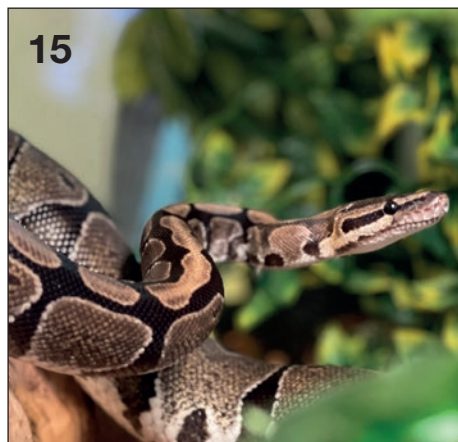
HUD: Tenants with Non-traditional Support Animals Must Demonstrate Need

Remind Your Renters about Summer Fire Safety

Can a Triple-Decker be Retrofitted for Geothermal Heating and Cooling?

Contents

- 3 Letter from the Executive Director
- 4 Can a Triple-Decker be Retrofitted for Geothermal Heating and Cooling?
- 10 Remind Your Renters about Summer Fire Safety
- 12 IRA Extends Two Longstanding Energy Efficiency Tax Credit Programs for Owner-Occupied Rentals
- 15 HUD: Tenants with Non-traditional Support Animals Must Demonstrate Need
- 19 Can You Refuse to Allow Pit Bulls in Your Rental Units?
- 21 REGIONAL





Published by MassLandlords, 14th Floor, One Broadway, Cambridge, MA 02142.

The largest non-profit for Massachusetts landlords. We help you own, rent or manage. We create better rental housing.

info@masslandlords.net

774-314-1896

THE MASSLANDLORDS BOARD OF DIRECTORS

Alec Bewsee, Treasurer, through 2023
Michele Kasabula, Secretary, through 2024
Steffen Landrum, through 2025
Patrick Sullivan, through 2026
Russell Sabadosa, through 2027

EXECUTIVE DIRECTOR

Douglas Quattrochi

INFORMATION MANAGER

Jillian Campayno

COMMUNITY BUILDER AND ACCOUNTANT

Naomi Richardson

WRITER, JOURNALIST, AND EDITOR

Kimberly Harper Rau, Eric Weld

FULL STACK DEVELOPER

Ron Software Development Services

LEGISLATIVE AFFAIRS COUNSEL

Peter Vickery, Esq.

SR MANAGER OF SERVICE AND MARKETING

Sue McMahon

BOOKKEEPING

Vipin Garg, Honeylyn Estopace

MANAGER OF ADVERTISING DESIGN AND PLACEMENT

Paul Ssemenda

MESSAGE BOARDS, SERVICE DIRECTORY, AND DATA

Fatima Cangas, Nomer Caceres,
Emerson Raniaga, Maria Evangeline Legaspi

VIRTUAL REGISTRATION DESK

Naomi Elliott, Kaitlin McMahon

NEWSLETTER DESIGN

Ailar Arak

VIDEOGRAPHY

Paul Mong

TRANSCRIPTION

Prospero Pulma

PHOTOGRAPHY

Barry Collins, Paul Shea

SPANISH TRANSLATION

Paola Hernández, Stuart Carter

CAMBRIDGE RECORD SCANNER

Linda Levine

EVICION DATA RESEARCHER

Arjun Shanmugam

CHARLES RIVER VOLUNTEERS

Charles O'Neill, Paul Harris

PARTNER ASSOCIATIONS

MWPOA Frank Hays and team

SWCLA Mark Marzeotti and team

NWCLA Brian Lucier and team

RHABC Jim Stockley III and team

MassLandlords' views and opinions may not reflect those of partner associations.

With Immense Gratitude to Seven Decades of Past Volunteers

For pay-as-you-go business advice or legal information, visit [MassLandlords.net/helpline](https://masslandlords.net/helpline).

Cover Photo by massmatt, CC BY 2.0

<https://flickr.com/photos/momentsnotice/34711026620/>

LETTER FROM THE EXECUTIVE DIRECTOR

Lots of Policy Work

Our Letter from the Executive Director for May 2023 reminds us of the new sanitary code and looks at policy and operational developments from April.

In April, we did a great deal of policy work for owners and managers. This work covered the new state sanitary code, new court standing orders, eviction data, rent control, deleading credits and rental assistance reform. Plus, we continue to carry out our core operations.

I hope you know that the state sanitary code has now changed in significant ways. We have covered this by [video](#), [in-person event](#), and [article](#). We did contact the Department of Public Health for the new tenants' rights sheet, which is not mentioned anywhere in our articles yet. At time of writing, the sheet still had not yet been published.

The housing court announced [new standing orders](#) to take effect this summer. These create a double-service process aimed at reducing defaults. Constables, sheriffs and DIY landlords have to take care now to serve not just the summons but also the notice of the Tier 1 event. At our event with the court on April 13, they discussed how we don't know which policy response will be effective at reducing defaults. That's why these standing orders are "interim." But we will try and see. This new process will be covered in an article to come and at two more events to be announced.

Stakeholders in the real estate community met by MassLandlords invitation to discuss opposition to rent control. We've covered [rent control](#) extensively recently and will again soon.

Our eviction data researcher at Brown University, Arjun Shanmugam, presented at the National Fair Housing and Civil Rights conference. He has made novel application of the medical field's "treatment effects analysis," and now has a framework in which to ask all kinds of questions about evictions.

Governor Healey's budget proposes doubling the deleading credit. Our bill asks for a tenfold increase to keep pace with inflation. It's good that now everyone recognizes the need for an increase.

Last but not least, there is widespread agreement that rental assistance needs to be reformed. The Metropolitan Area Planning Council has been kind to include our feedback on rental assistance in a report recommending changes. We have also signed onto a rental assistance reform bill advocated for by the Massachusetts Coalition for the Homeless. Housing scarcity and instability are problems for renters and landlords alike, and increasingly, we get to contribute to proposed solutions.

Operationally, we continue to lay software groundwork in a demanding technical environment. We have newly expanded scripts for site testing, event listings and more. I will call attention to one setback beyond our control. Clickmeter, the service we paid to track ad clicks and engagement with third-party resources like mass.gov, was acquired by Rebrandly. This transition was botched and approximately 2,000 outbound links across 500 pages rotted overnight. Advertisers will be without analytics until we have a replacement service in place. Also, at time of writing, one-third of our outbound links were still dead. Please bear with us as we abandon these failed vendors.

MassLandlords' work benefits owners, managers and service providers of rental housing across the industry. And there is so much work to do! Please [join as a member](#), become a [property rights supporter](#) or increase your level of support.

Sincerely,
Douglas Quattrochi
Executive Director, MassLandlords, Inc.



Point your camera app here to read more online.



Can a Triple-Decker be Retrofitted for Geothermal Heating and Cooling?

By Eric Weld, MassLandlords, Inc.

Massachusetts has 25,000+ triple-deckers. We seek your thoughts on affordable ways to convert these historic-but-inefficient residences for geothermal energy.

The triple-decker is a Massachusetts architectural icon and, to many, a beloved aspect of New England history and urban landscape. But can these symbols of Massachusetts cultural history, most of which were built 100 years ago or more, be updated for today's and tomorrow's energy efficiency technologies?

Specifically, is it possible to retrofit a triple-decker to accommodate geothermal energy, the most efficient method available for heating and cooling a home? And if it is possible, is it economically feasible?

These are questions looming on the near horizon as Massachusetts aspires to achieve net neutrality – zero fossil fuel emissions – by 2050.

There are, after all, tens of thousands of triple-deckers – also known as three-deckers, triplexes or “3Ds” – still standing throughout the state. Boston alone is home to some 15,000 of them. In Worcester, which may have hosted the first triple-decker ever built (by Francis Gallagher), around 4,000 remain. Another 4,000 are in Fall River.

Triple-deckers are not going away. In fact, they are experiencing a sort of renaissance, being bought up by local



There are more than 25,000 triple-deckers like this one across Massachusetts. Nearly every one of them will need to be converted away from fossil fuel-burning energy systems in coming years. Image: CC BY-SA pvmoutside (Wikimedia commons).

developers, renovated and glossed into attractive rentals and condos.

But most triple-deckers are old, some are drafty, and many use outdated, fossil fuel-burning systems for heating, cooling, cooking and heating water. Tens of thousands of these multifamily residences will need investments of time and attention in order to bring them in line with the state's energy efficiency goals.

If a retrofit for geothermal energy is possible and affordable, it could answer a list of concerns facing the state and its

push to reduce the carbon footprint – not to mention save collective millions of dollars in energy costs for owners of these residences.

YES, IN THEORY

The short answer is yes, it is possible, on paper, to retrofit many three-deckers for geothermal energy. Many things are possible if you have the budget to make them happen.

But for many triple-deckers that haven't been upgraded in decades, it would require several steps, each with its commensurate expense.

First of all, it wouldn't make any sense to consider energy efficiency system upgrades without first tending to the building's envelope, notes Timothy Redmond, owner of Redmond HVAC, a Worcester contractor that mostly installs geothermal energy systems in new builds.

“One of the best things you can do is upgrade the envelope of the building to cut down on the amount of energy you're using,” he said. “Three-families are not going to save money if you don't put in air sealing, insulation, new windows and doors, etcetera.”

Then, for many of these century-old homes, there are issues with removing old steam boilers and asbestos-covered pipes, then installing air handlers and duct work throughout the building. And that's all before you get to the biggest ticket item: excavating the lot to install underground piping.

As with any large project on an investment property, it's a calculation of how

Do you own highly appreciated investment real estate? Tired of being a landlord but worried about taxes if you sell? If so, visit our site below to learn more about Tax-Advantaged Solutions

ASSET STRATEGY

Like the idea of selling your investment property but are concerned about triggering taxes and replacing the income?

Interested in Passive Real Estate Eligible for potential 1031 Exchange Tax benefits?

www.AssetStrategy.com

**To get a Free Download on 1031/DSTs contact us
www.DST1031HQ.com | info@AssetStrategy.com | 781-235-4426, x 135**

This is for informational purposes only, does not constitute as individual investment advice, and should not be relied upon as tax or legal advice. Securities offered through Concorde Investment Services, LLC (CIS), member FINRA/SIPC. Asset Strategy is independent of CIS.

much capital headroom you have to invest up front and how long it will take to realize return on your investment. Triple-deckers are large buildings on a residential scale, typically somewhere around 3,500 square feet of living space.

They will require a heating and cooling system larger than most single-family homes, at a higher cost.

"Most triple-deckers are very difficult to retrofit," notes Redmond. "Every part of doing a three-family retrofit would be

difficult. There's barely any room when it comes to a three-family neighborhood. They're always very close together. There's no place to drill, you'd have to go under the driveway in many cases. Then there's the matter of, you got big rigs coming in, large water trucks, traffic problems, excess water from the drilling process."

INVESTMENT IN THE FUTURE

Still, despite Redmond's skepticism of triple-decker geothermal retrofits, these homes remain part of our state's cultural, architectural and energy profile and will have to somehow be updated for non-fossil fuel energy production.

Phil Arsenault, an electrician in Worcester, owns two triple-deckers, one of which he purchased in 2012. He would like to, and is determined to, convert his newest three-decker to geothermal energy and has made steps toward doing so. He installed solar panels in 2014 and is upgrading some old knob-and-tube wiring, among other projects.

Arsenault consulted with Redmond and a few other geothermal contractors, who



Phil Arsenault, pictured, aims to convert this Worcester triple-decker, which he bought in 2012, to geothermal energy. According to anecdotal evidence, he would be among the first in the state to complete a geothermal conversion for heating and cooling. Image: courtesy of Phil Arsenault.



A single high-velocity mini-duct heats and cools a bathroom after running through a thin wall where the mirror and sink are located. Licensed CC BY-SA 4.0 MassLandlords, Inc.

told him retrofitting for geothermal is simply not cost-effective. In fact, finding a geothermal contractor who will consider a three-decker retrofit has been one of his biggest challenges.

"Heat, fuel is all going up," he said, "it's not going to come down, the cost of heating a house is going to keep going

up. If I put in geothermal, I think it's a wise investment. It's an investment for the future."

Arsenault admits that the amount of capital left over for improvements is very limited after outlaying the high initial costs of purchasing a property in Massachusetts. His conversion to

geothermal may have to be carried out in increments, he said – first buttoning up the home's envelope, updating wiring, then upgrading to a high-efficiency gas furnace before ultimately changing over to geothermal.

"I don't know how much it's going to cost, could be a lot of money. But I'd love to be able to do this and make it happen," he says of retrofitting his triple-decker for geothermal. "Just to be the showcase. I've always thought about, 'What are we passing on to our kids?'"

Arsenault's luck in finding a geothermal contractor may have recently changed. He very recently received an estimate for geothermal retrofit of his triple-decker for \$75,000 from Dandelion Energy, a regional geothermal contractor serving customers in Massachusetts, New York and Connecticut. Arsenault would be responsible for installing heating systems. Dandelion will conduct an assessment for his project soon, he said.

GEOTHERMAL THE MORE EFFICIENT CHOICE

If Arsenault were able to successfully retrofit his Worcester triple-decker, he would indeed be a sort of pioneer. Because of the prohibitive upfront cost of geothermal, it's a prospect that has not yet caught hold for three-decker owners. (If you know of a three-decker owner who has or is in the process of retrofitting for geothermal, we'd like to know about it. Email us at hello@masslandlords.net.)

Just the cost of laying a loop of underground piping for a system large enough to suitably heat and cool a three-decker could cost north of \$50,000. And that depends on ample lot space in which to plant that pipe network. When they were built, triple-deckers' urban housing design sought to maximize lots' living space for families. These buildings usually occupy most of the lot on which they sit. The result: not a lot of yard space to accommodate a geothermal loop, which could require a half-acre or more of unbuilt lot.

Of course, geothermal energy isn't the only choice when upgrading a multifamily for electric energy. Electric air source heat pumps (ASHPs) are, so far, the more



Three high-velocity mini-ducts feed the living room in this mill building renovation. The mini-ducts allowed recessed lighting to be used directly behind them. Licensed CC BY-SA 4.0 MassLandlords, Inc.

popular option for three-family upgrades. It's easy to understand why.

Air source heat pumps are installed above ground. There's no need for excavation and a large network of underground piping, or a lot in which to plant it. Air source heat pumps can also operate via a ductless system, using mini-split units to disburse and collect warm and cool air as the season demands.

But the preference for ASHPs may soon change thanks to innovation of small-duct, high-velocity air flow systems. These efficient duct systems can work in conjunction with existing furnaces or heat pumps, including geothermal. The duct units are comparatively much smaller than conventional sheet metal ducts – about 2 or 3 inches in interior diameter – and utilize several distribution points for more consistent air conditioning.

It's also possible for geothermal systems to work in concert with existing forced hot-water baseboards (for heating only, not cooling) via a water-to-water



High-velocity mini-ducts up close. Each opening is approximately two-and-a-half inches in diameter. Licensed CC BY-SA 4.0 MassLandlords, Inc.

heat pump, eliminating the need for ductwork altogether.

As for efficiency, geothermal systems are the gold standard, significantly more efficient than air source heat pumps

because the energy extracted from underground comes at a consistent 50-65 degrees Fahrenheit regardless of what is happening on the surface. It doesn't require much electrical energy to

RENTHELPER

TEXT MESSAGE-ENABLED ACH. COLLECT RENT EFFORTLESSLY.

One-fifth the Cost of Credit Cards

Learn more at [RentHelper.us](https://renthelper.us)



extract this heat for interior exchange. By contrast, air source heat pumps are least efficient when most needed. They expend much more electricity than ground source to extract useable heat from freezing outside air.

ONE SYSTEM, MANY USERS

Another technological innovation in the works may also help bring geothermal energy to the masses someday.

A pilot program coordinated by Eversource is installing a neighborhood-wide geothermal system of pipes, wells and air pumps in the Concord Street area of Framingham. The pilot is offering customers in the neighborhood to convert to geothermal for a trial duration of two heating and cooling seasons.

If this pilot is successful, it's possible to imagine more such systems in which an entire region of homes and businesses use a common geothermal loop for their heating and cooling needs, and savings for all.

TRIPLE-DECKER RETROFITS UNDERWAY

The cost of geothermal conversion notwithstanding, the need for triple-decker energy efficient solutions is on the radar screen of those tasked with navigating future consumption and emissions.

The Massachusetts Clean Energy Center (MassCEC), a state agency focused on growing the clean energy industry, coordinated the Triple Decker Design Challenge in 2020. The challenge was a contest inviting designers, architects, engineers and energy retrofit technicians to submit their best ideas for how to upgrade these residential buildings for electric energy efficiency.

The contest generated 14 innovative designs, with winners receiving cash prizes. As a follow up to the contest, MassCEC launched the Triple Decker Retrofit Pilot, which offers technical and financial support for qualifying triple-decker owners to retrofit for electric heating and cooling systems, using plans informed by the contest.

But notably, among all the contest winners, the one with the lowest price tag (called the TDC Retrofit Toolkit by Zephyr) would cost \$152,149. It's hard to speculate on geothermal retrofitting costs for three-deckers because of the dearth of them. But if we estimate underground pipe drilling costs at \$70,000; ground source heat pumps and mini-ducts at the full air source cost of \$12,000 per floor, or \$36,000 total; and insulation at \$30,000, it still leaves room for other miscellaneous costs. This seems to put geothermal on par with the cheapest winning Triple Decker Design Challenge entry, which advocates for air source heat pumps. If so, geothermal should be the dominant choice for its much lower long-term costs and longer system life.

Also, consider Arsenault's rough installation estimate from Dandelion for \$75,000. Even adding in heating systems and other miscellaneous costs keeps that geothermal retrofit total competitive with (or even lower than) the MassCEC contest winners' designs.

MASS SAVE LOANS AND REBATES FOR GEOTHERMAL

If we hope to enable triple-decker owners to convert en masse for geothermal energy, it will require more public money, avers Redmond, in order to justify the investment.

Mass Save offers rebates for ground source (geothermal) heat pumps of up to \$15,000 for a qualifying whole-home system. Rebates are also available for partial home systems. Mass Save also offers 0% HEAT loans for energy efficiency upgrades, including installation of ground source heat pumps.

As Phil Arsenault points out, with housing prices being what they are in Massachusetts – especially the eastern part of the state where most the three-deckers are – the amount of capital left over for upgrades after purchase is limited.

But suppose an owner like Arsenault did take the plunge and fully invest in a geothermal retrofit for his triple-decker. How best to make your money back on

that investment so that it makes fiscal sense? Part of the equation would almost certainly have to include rent levels that reflect the value of utilities included. And why not? Tenants will save substantially on heating and cooling costs in their homes using geothermal energy, and owners can realize a return on the investment.

FUTURE INEVITABILITY

The affordability of retrofitting three-deckers for geothermal may simply be a question of perspective. Some geothermal contractors see an outdated triple-decker and only consider conventional solutions and costs. Future-oriented owners like Arsenault see possibility.


And geothermal technology is moving fast. Single-family homes are being retrofitted by the thousands. Across the U.S., 50,000 geothermal heat pumps are being installed every year. Its time may have arrived for innovative thinkers.

We at MassLandlords would like to hear about your experience or thoughts on geothermal and other emerging technologies and their possibilities for the state's thousands of triple-deckers and other rentals.

Have you installed high speed miniducts? Would you recommend them?

Are you a duct installer or geothermal contractor? What are your thoughts on retrofitting triple-deckers?

We seek information that can help us bring the costs down of retrofitting our own and others' triple-deckers.

Let us know your thoughts at hello@masslandlords.net. 

Point your camera app here to read more online.



Millbury Appliance Wholesalers is Your Wholesale Appliance Source!

Everything you need can be found at Millbury!

For over 30 years, we have
been a great resource for the following:

- Real Estate Owners
- Management Companies
- Corporate, Condo and
Tenant's Associations
- Builders and Contractors
- Federal, State and Local
Government Agencies
- Senior Citizen Homes and
Independent Living Associations
- Non-profit Organizations
- Colleges and Universities
- Major Corporations

We Carry Top Name Brand Appliances For Your Upcoming Project!

- Amana • General Electric • Frigidaire
- Electrolux • Whirlpool • Maytag • KitchenAid
- Danby • LG • Samsung • Premier • Haier
- Speed Queen • Avanti and many more

**All Sizes and Styles To Fit Your Needs:
Washers, Dryers, Refrigerators, Ranges,
Microwaves, Wall Ovens, Cooktops,
Air Conditioners and more!**

We are members of a National Buying Group!

We can SAVE YOU MONEY!



**We Specialize In
Appliance Packages!**



**CALL MONDAY - FRIDAY 9AM-4PM
CALL US ON: 774-366-5139**

MAW MILLBURY APPLIANCE
WHOLESALE

www.millburyappliancewholesalers.com

**Our 20,000 sq. ft. warehouse
is filled with 1000's
of appliances,
in stock ready for pick up
or delivery.**

**1485 Grafton Road, Millbury, MA 01527
(508) 459-1202**

Remind Your Renters about Summer Fire Safety



There's never a good time for a fire. Each summer we remind readers to talk to your renters about fire prevention.

Fire safety is a year-round goal, as a fire can start at any time. In wintertime, a smoker might find it too cold to smoke outside. In the summer, a family might set a grill just a little too close to the house. Fire prevention week is in October, as home heating sources start up for the first time. But as landlords concerned with tenant behavior, we talk to our renters about fire safety before the summer.

Summer activities have the potential for disaster in multifamily units. Where residents may not have access to adequate yard space, they may try to grill under a roof or too close to the residence. Where residents have disposable income, they may be tempted to launch illegal fireworks. On a sweltering summer day, a smoker may not feel like walking to the designated receptacle and may just toss their butt into the hot, dusty mulch. Any of these uninformed decisions can threaten life and property.

Spring 2023 already had a week of “red flag” warnings. We’ve had dry air with high winds that can create dangerous fire conditions.

Review our article “[Summer Fire Safety for Multifamilies](#)” and make sure you’ve crafted and sent a custom message for your renters about fire safety at your properties. [ML](#)

Point your camera app here to read more online.



22 WWLP reported on this mulch fire March 11, 2021. It spread to the nearby building. Although the cause of this fire was still under investigation, it's common for mulch fires to be started by discarded cigarettes. <https://www.wwlp.com/news/local-news/hampden-county/mulch-fire-causes-damage-after-extending-to-springfield-home/>



Schedule Calls With Our Staff for Business Advice and Legal Information

**For Just
\$90/HR**

Or add the helpline to your membership for a low annual fee and rest assured that you will have one-on-one access to our counselors and attorney referrals for:

- ✓ Landlord rights and responsibilities
- ✓ Nonpayment of rent
- ✓ Contractor disputes
- ✓ Termination of tenancies and eviction
- ✓ Rent increases
- ✓ Angry neighbors
- ✓ Municipal fines or assessments,
- ✓ Building disasters
- ✓ Sleepless nights

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

Details and Prepayment:

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

IRA Extends Two Longstanding Energy Efficiency Tax Credit Programs for Owner-Occupied Rentals

By Eric Weld, MassLandlords, Inc.

Inflation Reduction Act updates were recently announced, including extensions of tax credits for home energy efficiency and clean energy.

As part of the Inflation Reduction Act (IRA), two longstanding home energy efficiency federal tax credit programs have been extended and increased.

The Energy Efficient Home Improvement credit is a tax incentive program that provides credit for certain energy upgrades, such as high-efficiency heating, cooling and water-heating systems and appliances, and energy-efficient doors and window replacements. The Residential Clean Energy Property credit is a similar tax incentive program that rewards homeowners for making investments in clean and renewable energy.

Details about the program amendments were released by the federal government in December 2022. The Internal Revenue Service (IRS) recently published a [fact sheet](#) providing specifics about amounts of credits, qualifying expenditures and eligibilities.

PROGRAMS EXTENDED AGAIN, NAMES AND DETAILS CHANGED

Both these tax credit programs have been around for some time, albeit under slightly different names. In fact, tax credits for residential energy efficiency were first introduced in the 1970s, but expired in 1985. The precursor to the Energy Efficient Home Improvement credit and the Residential Clean



The Internal Revenue Service recently released an FAQ regarding updates to the Inflation Reduction Act that extend two tax incentive programs.

Energy Property credit programs were enacted in 2005, as part the federal Energy Policy Act.

The programs were extended in 2009 under the American Recovery and Reinvestment Act.

Both programs have since been extended as sections of larger spending bills and budgets under various titles. Tax credit amounts and percentages have gone up and down through these extension cycles.

FOR PRINCIPAL RESIDENCES ONLY

Unlike other provisions in the IRA that provide tax credits, rebates and grants for energy efficiency upgrades to multifamilies, including those not used as principal residences, both of these tax incentives are available only for homes being used as principal residences. Certain energy upgrades to taxpayers' second homes are eligible for these credits, but "the credits are never available when the improvements are made to homes not used as a residence by the taxpayer," the IRS FAQ states. It further stipulates, "landlords can never use these credits for improvements made to any homes they rent out but do not use as a residence themselves."

Still, that's good news for the tens of thousands of owners of triple-deckers in Massachusetts, who might live in one unit and rent out the other two. Triple-deckers can be difficult and expensive to retrofit for energy efficiency, yet will be a vital part of the state's push to become carbon neutral by 2050. The tax credits provided in these two programs will give a necessary financial boost to many triple decker owner-landlords to convert to efficient energy.

Also, if a renter wants to make energy efficiency or clean energy upgrades listed under these programs to their rented dwelling (with the owner's permission, of course), they may qualify for the tax credits, as long as the rental exists within the United States and is used for their primary residence.

ENERGY EFFICIENT HOME IMPROVEMENT CREDITS

The IRA extended the Energy Efficient Home Improvement credit beyond 2022 and upped the annual credit amount to \$1,200. The program now allows a tax credit equal to 30% of amounts paid by homeowners for qualified expenses for energy-efficient appliance

installations, energy improvements and home energy audits.

Specific qualifying expenditures include building envelope components such as exterior doors, windows, skylights and insulation. Home energy audits qualify for a 30% credit of costs up to \$150. Installation expenses also qualify for central air, branch circuits and feeders and improvements or replacements of panel boards; as well as natural gas, propane or oil furnaces and water heaters, as long as they satisfy Energy Star efficiency specs. Finally, installations of electric or natural gas heat pumps, heat pump water heaters and biomass stoves and boilers are credited expenses.

Credits are allowed for properties placed in service as of Jan. 1, 2023, and before Jan. 1, 2033.

There is an annual credit limit of \$1,200 that applies to building envelope components, home energy audits and energy property. A separate annual limit of \$2,000 applies to heat pumps, heat pump water heaters and biomass components. These limits may be combined for a total potential annual credit cap of \$3,200.

RESIDENTIAL CLEAN ENERGY PROPERTY CREDITS

The IRA extends this tax credit program through 2034. It also increased the credit percentages and added battery storage technology investments.

The Residential Clean Energy Property program provides a 30% tax credit for investments of solar panels, solar water heaters, fuel cells, wind turbines, geothermal heat pumps and battery storage systems.

No overall dollar limit applies for this tax incentive. All qualifying expenditures between 2022 through 2032 will be eligible for 30% tax credits. However, fuel cells expenses have a maximum credit of \$500 for each half kilowatt of capacity.

The 30% credit on qualifying expenses is allowed for properties placed in service after Dec. 31, 2021, and before Jan. 1, 2033. After Jan. 1, 2033, the credit percentage reduces to 26% through that year; and to 22% for 2034. No credits are available for properties placed in service after Dec. 31, 2034. However, given the history of these programs, it seems likely that they will continue to be extended.

FOR MORE DETAILS

The IRS fact sheet anticipates many circumstance-based questions regarding these tax incentives. To read details about which expenditures are eligible for tax credits, when they can be applied, and a list of example scenarios, access the [fact sheet here](#) and an [IRS FAQ here](#).

Meanwhile, we will continue to monitor updates to the IRA to report on changes and/or details that may impact our membership and landlords across the state. [ML](#)

Point your camera app here to read more online.



ARTICLE YOU MAY HAVE MISSED

New! MassLandlords Announces the Rent Remote Control™ for Renters

Today, April 1, MassLandlords announces the Rent Remote Control™, the latest technology in personal housing stability. The Rent Remote Control™ promises to work around the housing shortage by letting each renter choose whether their rent goes up, down or stays the same. No more waiting in line for rental assistance!

Point your camera app here to read more online.



BARTON'S
home
OUTLET®
Kitchens, Baths, Floors & More

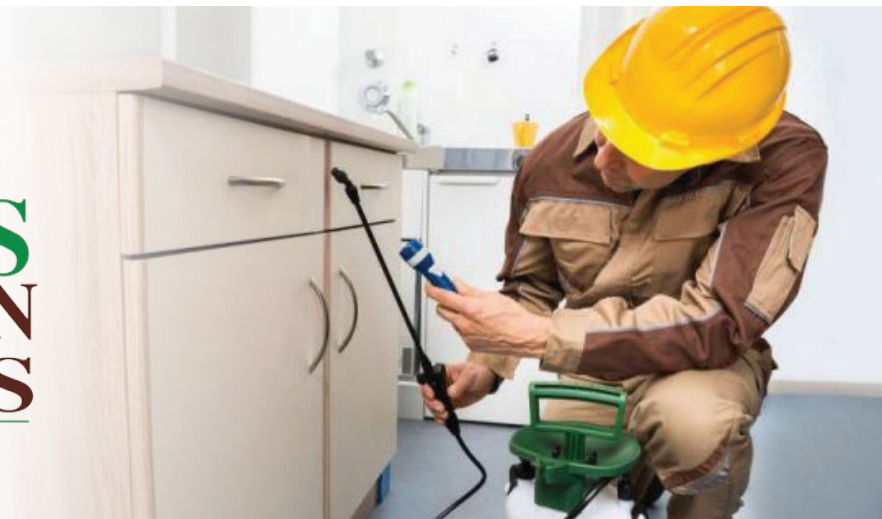
3 Days Only
20% OFF
APRIL 13-15

STOREWIDE

Kitchens, Baths, Floors, Windows, Doors, and a whole lot more at the
GUARANTEED LOWEST PRICE



FORD'S
HOMETOWN
SERVICES



YOUR ENVIROMENTAL
✓ PEST AND LAWN
PROFESSIONALS

FORDSHOMETOWN.COM 



HUD: Tenants with Non-traditional Support Animals Must Demonstrate Need

By Kimberly Rau, MassLandlords, Inc.

Animals such as cats, dogs and rabbits must be accepted as support animals, but landlords need not allow more exotic animals without cause.

According to the Department of Housing and Urban Development (HUD), tenants who want to have a “non-traditional” animal as a support animal must prove there is reason for their exotic choice. What constitutes a non-traditional animal may surprise you. For instance, even though more people in the U.S. have pet snakes than rabbits, HUD does not consider snakes a commonly kept pet. It does, however, offer protections for rabbits. HUD guidance on snakes, rabbits and other animals was issued in early 2020 and easily missed, so we are covering it in this article. But first, we’ll cover some key terms.

SUPPORT ANIMALS VS. SERVICE ANIMALS

Support animals are different from service animals. Service animals are only dogs, and are trained to perform specific tasks that aid a person with a disability. Support animals may be animals other than dogs, and may or may not be trained to perform a specific task.

An example of a service animal is a dog trained to help guide a blind person. An example of a support animal not trained to carry out a specific duty could be a dog that offers emotional support to a veteran with PTSD. A support animal that does perform a job might be a bird that alerts

someone with hearing loss that there is someone at the door.

However, not all animals are created equal in the eyes of the government.

Typically, landlords cannot deny tenants a service or support animal, even if the lease says pets are not allowed. This is because service and support animals are not classified as pets and are protected under the Americans with Disabilities Act and the Fair Housing Act, respectively.

There are guidelines in place for verifying a tenant’s disability in order to provide a reasonable accommodation (allowing an animal even if the lease says no pets). If your tenant has an obvious disability and the need for their service animal is evident, it would be intrusive to ask prying questions. But if you are not clear why your renter is asking for an emotional support animal, you can ask for verification. HUD has a lengthy document explaining how to go about verifying this need and accommodating requests for support animals. Your verification process will involve learning about your renter’s need for an accommodation, but will not include learning private details about their specific disability.

HUD’S GUIDANCE ON SUPPORT ANIMALS

Service animals are only dogs. The classification used to also include miniature horses, but this has been phased out. According to HUD, support animals that should be reasonably accommodated are animals “commonly kept in households.”

By HUD’s definition, commonly kept animals include dogs, cats, small birds, rabbits, hamsters, gerbils, “other

rodents,” fish and turtles. HUD also says that “any other small, domesticated animal that is traditionally kept in the home for pleasure rather than for commercial purposes” should be accommodated.

Reptiles other than turtles, barnyard animals, monkeys, kangaroos and other non-domesticated animals are not considered “common” and do not need to be reasonably accommodated, except in rare cases. For instance, there are certain circumstances where monkeys would be allowed as an accommodation, which we detail below.

WHEN YOU SHOULD ALLOW AN EXOTIC SUPPORT ANIMAL

These rare exceptions include when an animal is individually trained to perform a task that cannot be performed by a dog; when a health care professional can confirm that the person cannot have a dog due to allergies or that the symptoms or effects of the person’s disability would worsen without the animal; or when the person can properly keep and maintain the animal outdoors in a fenced yard.

As an example, HUD suggests a person with spinal paralysis might have a trained capuchin monkey who has been trained to open a bottle of water, insert a straw, and hold it to the person’s mouth so they can drink. The person has a clear need for an assistance animal, and a dog cannot perform these tasks, so the accommodation for an exotic animal should be granted. Note that the Massachusetts-based Monkey Helpers, which trained these capuchins, no longer places monkeys with individuals. However, they are still providing support



WATER DAMAGE

We use advanced restoration equipment and techniques to deal with problems arising from flooding of a burst pipe or a flash flood caused by severe weather.

MOLD REMEDIATION

If your home or commercial building has a mold problem, don't hesitate to enlist Restoration 1's certified mold remediation specialists to help you with mold cleanup and restore your property to normal.



FIRE DAMAGE

Though many belongings and memories may have been lost in a fire, our property restoration specialists promise quality work and restoration services to ensure your property is like new again.

**WE OFFER SOLUTIONS FOR
WATER, FIRE, SMOKE AND
MOLD DAMAGE**

E: bob.couture@restoration1.com

C: 413-251-3190

restoration1.com/springfield-ma/



Protect Your Home

**JJM INSURANCE
AGENCY**

| tel. 508-791-1141

| info@JJMInsurance.com

| fax 508-753-5630

for the monkeys who have already been placed in homes, so you may encounter a renter who has one.

In these cases, the burden is on the renter to prove they need an exception to HUD's rule against exotic animals. In the capuchin monkey example, the person's disability is obvious and a simple question should clear up the matter: "What task is your animal trained to do?". Otherwise, the tenant would need to furnish proof from their medical provider that they have an allergy to dogs, or that without an exception their disability would be made worse.

CLARK AND THE MCAD V. THE NEW BEDFORD HOUSING AUTHORITY: NO SNAKES ALLOWED

In 2011, New Bedford resident Melinda Clark filed a complaint with the Massachusetts Commission Against

Discrimination (MCAD) alleging that the New Bedford Housing Authority was discriminating against her by not allowing her to keep her snake as a support animal.

Representatives for the housing authority stated that their leases did not allow snakes due to the risk of salmonella. The housing authority was also concerned that the snake, a ball python, could cause physical risk to other residents as pythons wrap around the necks of their prey. (The MCAD document specified this body part. However, ball pythons eat small mammals in the wild, suggesting they constrict whatever they can get around, not just necks.) There were also concerns about the presence of vermin on the property, as the snake ate dead rats. When the housing authority discovered Clark's snake, they started eviction proceedings against her.

Clark testified that her snake was kept in a glass container in her apartment, though she later also said she took the snake outside of the home sometimes, including allowing it to "play in the grass in front of a nearby bowling alley." She reported that her daughter removed the snake without warning, bringing it to Clark's mother's house, and that afterward she had psychological issues that required medical attention.

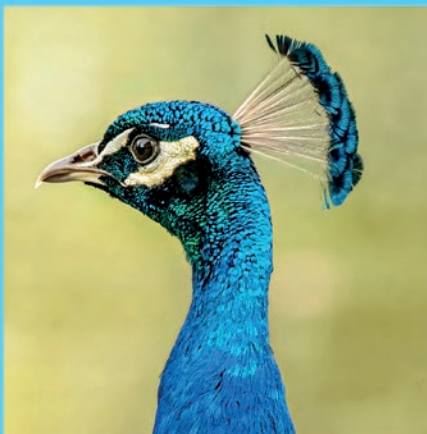
According to the MCAD hearing determination report, Clark had a history of mental health issues. However, Clark filed a complaint against the housing authority on the basis of religious discrimination, stating her Wiccan practices required a snake.

Clark's psychiatrist testified that Clark's mental health conditions were made worse when the snake was removed from the apartment. When the MCAD spoke with the psychiatrist, the doctor reportedly did not want to speculate on the benefits of a pet snake specifically, and instead focused on the problems that arose for Clark without her snake present. At some point, Clark brought the snake back to the apartment without telling the housing authority.

The MCAD determined that Clark was disabled within the meaning of the law, but also said Clark had not met the burden of proof that keeping her four-and-a-half-foot ball python constituted a reasonable accommodation for her psychiatric disability.

"While Complainant and [Clark's psychiatrist] both testified at the public hearing that the pet snake has substantially improved Complainant's mental health and that the loss of the snake would seriously jeopardize her emotional well-being, those claims must be balanced against the impact of the snake on the entire New Bedford Housing Authority community," the MCAD hearing officer wrote in the official hearing determination.

Because Clark was unable to prove that her snake would not be a risk to others, and because a snake is not considered a commonly kept household animal, she was not granted a reasonable accommodation. The housing authority



Though people sometimes keep these kinds of animals as companions, HUD is clear that animals that are not "commonly" kept as pets do not need to be accepted as support animals without a clear need. (License: Derived Unsplash)

was not judged to have acted in a discriminatory manner.

CONCLUSION: OPEN A DIALOGUE WITH YOUR TENANTS; FIND SOLUTIONS

Whenever a renter requests a reasonable accommodation of any kind, the first thing you want to do is open a dialogue with them. Ask the appropriate questions without prying into the private details of their disability. Try to find solutions that work for both of you. Maybe you don't want your renter to have a chicken in the house (understandable), and HUD wouldn't insist you accommodate that request, given that chickens qualify as barnyard animals. But if your yard is fenced in and your municipality allows chickens, perhaps you could offer to

let them keep it outside in the appropriate enclosure.

Remember, while you cannot charge pet rent for a service or support animal, you do have some protections in place. If an animal damages your rental, you can typically withhold the cost of repairs from the security deposit. If the animal is causing a nuisance or posing a danger to other animals or people, you can seek to have it legally removed. You can also sue for damages that exceed the amount of the security deposit.

In any case, make sure your actions are in compliance with the law, to avoid legal headaches later. Having to answer an MCAD complaint made against you, for example, can be an expensive and lengthy process. If you should be providing a reasonable accommodation, do so. If you are

not compelled to provide that accommodation, but can find a compromise that makes both you and your renter happy, so much the better for you both. [M](#)

Point your camera app here to read more online.



MassLandlords Thanks Our Property Rights Supporters

Property Rights Supporters make monthly contributions earmarked for policy advocacy.

OWNERS COOPERATIVE

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

OWNERS CLUB

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

WORKING TOGETHER CLUB

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

WORKING TOGETHER CIRCLE

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

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

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

Can You Refuse to Allow Pit Bulls in Your Rental Units?

By Kimberly Rau, MassLandlords, Inc.

Massachusetts municipalities are not allowed to put bans on specific dog breeds like pit bulls, but landlords may still have breed restrictions.

Suppose you're a landlord with a potential tenant who has a pit bull, and you have safety concerns based on the dog's breed. Can you ban pit bulls or other large dog breeds from your rentals? And even if it's legal, should you limit what types of dogs people can bring into the apartment?

According to data from BostonPads presented to members in early 2022, only about 10% of Boston apartments allow pets. That's not many, considering nearly 70% of Americans own some kind of companion animal. Pet-friendly apartments are sought after and in short supply, so welcoming animals can really set your rental apart from the rest.

Now, suppose you're willing to welcome cats, dogs and small pets into your rental units. You know the rules about pet rent and not charging a special deposit for pets, and you're enjoying vetting a bunch of excited, pet-owning applicants. What do you do when a tenant has a dog you're worried could be dangerous?

Pit bulls, also known as American pit bull terriers or pit bull terriers, often get a bad rap for being aggressive, dangerous dogs, to the point that some cities and towns tried to outlaw their presence entirely, or charged owners premiums to own a pit bull. Massachusetts outlawed banning dogs based on breed in 2012, instead focusing on MGL Chapter

140, Section 157, also known as the "dangerous dog law."

This law requires municipalities to treat dogs on a case-by-case basis. The pit bull that never so much as opens its eyes when the kids run by gets to stay; the poodle that tried to take a chunk out of Timmy's leg gets more restrictions. It's a system designed to reward responsible pet owners and keep communities safe, at least in theory.

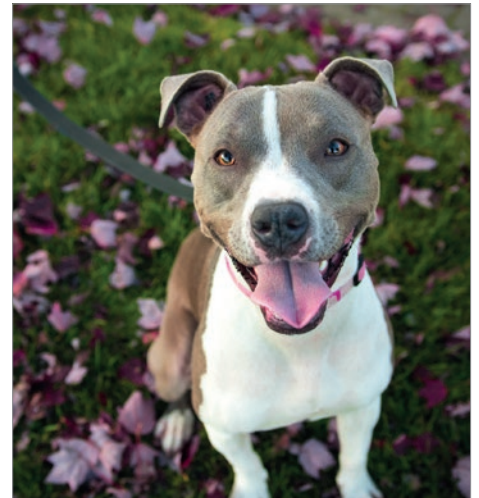
But even though your city cannot ban certain dog breeds, what you do in your own home is up to you. The question comes down to whether you want to restrict your tenants, and if it makes sense to do so.

LANDLORDS MAY BE RESPONSIBLE FOR A DOG'S BAD BEHAVIOR

Something to consider when determining your pet policies is what you will do if one of your tenants' dogs bites or otherwise injures someone on your property.

According to the state's dangerous dog law referenced above, the owner of the dog is held responsible for damages caused by their animal, as long as the injured party was not trespassing or somehow harming or taunting the dog at the time of the incident. If the dog injures a child under 7 years old, they are presumed innocent unless the defendant (the dog's owner) can prove the child was trespassing or inciting the dog to violence.

But that doesn't let you, the landlord, off the hook. In the 2009 case of Nutt v. Florio, an appeals court determined the landlord had acted negligently when their tenant's dog, a pit bull named Tiny, attacked 10-year-old Killian Nutt. The attack in question happened in 2006



Cities and towns in Massachusetts can't ban dogs based on breed. As a landlord, you can...but should you? (Image license: Unsplash)

and was reportedly unprovoked. At the time of the attack, Tiny "was unlicensed, was not vaccinated for rabies, and was unrestrained, in violation of municipal leash law."

Nutt, who was named as the plaintiff in the case, sued both Tiny's owner, Michael Keane, and Keane's landlords, Emil and Clara Florio. Nutt claimed the landlords knew Tiny was dangerous based on previous reports of aggressive behavior from the dog. Another tenant had also reported aggressive behavior from a pit bull that Keane owned. That tenant alleged the pit bull was not Tiny, but the courts could not find evidence that Keane had owned more than one pit bull.

Florio stated he did not allow dogs in the rental and had asked Keane to remove dogs from the property before.

The Superior Court ruled that the landlords had not acted negligently. That determination was appealed and

overturned by the Appeals Court, which ruled that the landlords had sufficient knowledge that Tiny was dangerous.

In coming to that conclusion, the Appeals Court stated that the dog's breed should be considered when determining whether the landlords had acted negligently, as pit bulls are known to be aggressive. The breed alone was not enough to determine if the dog was dangerous, but coupled with other reports, it was relevant. The case was sent back to Superior Court for trial. Court records show the case was settled in 2010 and then dismissed before a trial could commence.

We don't know the details of the settlement, but a four-year legal battle was almost certainly expensive for the Florios. If you are going to allow dogs on your property, make sure you are following up on any reports of negative behavior and addressing them accordingly. If you do not allow dogs (besides service and assistance animals), be vigilant about holding your tenants to that rule.

BANNING JUST ONE BREED DOESN'T MAKES SENSE

You may have a justified distrust of pit bulls, even though logically, there are good and bad dogs in every breed. Banning just one breed doesn't make much sense, especially since plenty of dogs that get a bad reputation for fighting or destruction aren't classified as pit bulls (Dobermans and German shepherds, for example).

Unless you're prepared to list every single breed you won't allow, and specify what percentage of that breed still counts ("he's half Yorkie, one quarter poodle, an eighth schnauzer and two-sixteenths pit bull"), you're setting yourself up for a headache. That said, the size of a dog may be something you want to consider when you write your pet policies.

Most people think of weight limits when they think of size restrictions, but that's harder to check unless you ask for current vet records or want your tenant to step on a scale, then pick up their dog and subtract the difference. Also, a small, compact dog could weigh just

as much as a larger dog with a lighter frame. If you want to restrict based on size, doing so based on height at the shoulder might be a more consistent, and easier, metric to use.

A small dog like a cocker spaniel or a Chihuahua may be just as likely to bite someone as a pit bull or Rottweiler, but the difference in damage between bites is going to be significant. The jaw strength of a small breed pales in comparison to larger dogs, and therefore, so does the extent of injury that could come from a bite. Of course, training and ownership practices also influence animal behavior, and the setup of your rental may also inform whether you want to restrict dogs to smaller breeds. A fourplex with tons of little kids in multiple units is a bigger potential risk than a single-family home with a fenced yard if your tenant has a reactive dog.

Speaking of homes, any dog may do damage to an apartment. We spoke to a woman named Katie who said her pug puppy, Frank, managed to chew up an entire loveseat. The damage was extensive, to the point that "it looked like the couch exploded" and the furniture had to be replaced. This was from a dog that couldn't have weighed more than a few pounds at the time.

It sounds like a funny story, but remember, bigger dogs have bigger potential for wreaking havoc. This may be something you're concerned about, or perhaps you trust that the tenant's security deposit will take care of any damages Fido may cause. And you can always sue for damages that exceed the amount of the security deposit. It comes down to whether you want to take the risk and are okay with potentially spending more time repairing the unit between tenants.

CAN I SAY NO TO A PIT BULL THAT IS A SERVICE OR SUPPORT ANIMAL?

If your tenant has a pit bull that is a service or support animal, you cannot ban them from having that dog just on the merits of its breed. Having a policy that says "no pit bulls ever" is going to be

considered discriminatory if you try to apply it to an emotional support animal.

The accommodation your tenant requests must be reasonable. That means you can require that the dog be vaccinated and licensed according to state or local laws. You can also require that the tenant must clean up after their dog as soon as it uses the bathroom. Even normal use of a private lawn that is not common space for other tenants requires clean-up after an animal.

Remember, even though service and support animals are protected by federal law, they are still expected to behave appropriately. If your tenant's service or assistance animal causes damage beyond reasonable wear and tear, you can hold your tenant responsible for that. If your renter's service or assistance animal acts aggressively, you can also require that animal to be removed (but check with an attorney to make sure you handle this appropriately).

CONCLUSION

It's up to you whether or not you want to allow pets on your property, and what restrictions you are going to place on your tenants regarding the types of animals they can have. Certainly, allowing pets is going to make your rental more attractive to a larger market, and you may be able to charge more rent for the privilege. But allowing dogs of any size comes with more responsibility on your part. Make sure your tenants are not violating any of your municipal laws in the way they care for their dog, and take any reports of aggressive behavior seriously. [ML](#)

Point your camera app here to read more online.



REGIONAL

MassLandlords Upcoming events

See details under each region

2023 MAY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 SWLCA 7:00pm - 8:00pm	2	3 Summary Process Trial, Tier Two 5:00pm - 6:40pm	4	5	6
7	8	9 MWPOA 5:30pm-8:00pm	10	11 Water Submetering, NWCLA 5:00pm - 6:40pm, 7:00pm-9:00pm	12	13
14	15	16 Boston Housing Authority 5:00pm - 6:40pm	17	18	19	20 Cambridge Crash Course 8:30am - 3:00pm
21	22	23	24	25 Criminal Process 12:00pm - 1:00pm	26	27
28	29	30	31			

2023 JUNE

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

STATEWIDE

Virtual Meeting: What Happens at a Summary Process Trial (also known as Tier Two)

WED
05/03

This presentation will review summary process tier two procedure, also known as the trial or hearing. We will also introduce our new checklist for preparing for court. This event will cover:

- Responding to motions beforehand.
- Making a rent ledger.
- Organizing evidence and submitting it to the court.
- And what may happen thereafter!

Attendees will leave knowing why hiring an attorney is a good idea, or if you have to go it alone, how to increase your chances of a successful trial.



Attorney Jordana Greenman



Tier Two is the second court event in summary process or eviction cases.

Part of this presentation will be given by **Attorney Jordana Roubicek Greenman**, a real estate lawyer, recipient of the Super Lawyers Rising Star award 2012-2020, and one of Boston Magazine's Top Lawyers of 2022.

Attorney Greenman has a solo practice with a main office in Watertown and additional office in Downtown Boston. Her practice consists of a broad range of real estate-related legal matters, including commercial and residential landlord/tenant disputes, condominium association representation, general real estate litigation and commercial and residential real estate closings. Attorney Greenman has a well-respected reputation for aggressively advocating for her clients' goals and ensuring beneficial outcomes at a reasonable cost. She was among the first attorneys to take legal action in response to the unfunded eviction moratorium and has been working as co-counsel on a pro bono basis with the recent Boston Eviction Moratorium.

"Attorney Greenman is such a great source of common sense and specialized wisdom!" -David



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

Networking time will be moderated by **Dana Fogg**. Dana started his rental business in 1994 with his first Multifamily in Watertown. Since then, Dana and his wife have purchased and sold rental properties around the Metro West area. They now have 7 Units in Watertown and Marlborough. Dana is the Vice President of the Metro West Property Owners Association.

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

**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.

WEDNESDAY, MAY 3RD

VIRTUAL MEETING AGENDA

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

By member survey, the business 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: Housing Court Tier Two Trial Virtual Meeting May 3, 2023

Time: May 3, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/81363640388>

Meeting ID: 813 6364 0388

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

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

Meeting ID: 813 6364 0388

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

Find your local number:
<https://us02web.zoom.us/j/81363640388>

PRICING

Open to the public. Membership is not required!

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

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [Tier Two Trial](#).

[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 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:

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

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

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

Add just this event to your calendar:

Google: [add just this event to Google calendar](#).

Statewide Virtual Meeting: Water Submetering How-To

THU
05/11

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

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

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

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



HEALTHY HOMES FOR BETTER LIVING!



- Indoor Air Quality
- Lead Paint Inspections
- Mold Testing & Analysis
- Serving all of MA & NH

1 Arcadia St.
Dorchester, MA 02122

Phone: 617-288-8870
Fax: 617-282-7783

Inspections@asapenvironmental.com
www.asapenvironmental.com

Call Toll Free: 800-349-7779

Osterville 508-428-1669 Brockton 508-580-4800 Rockland 781-982-8700 Worcester 508-755-7320 Lawrence 978-686-0003



ServiceMaster By Gilmore



- ✓ Water & Flood Damage Restoration
- ✓ Fire & Smoke Restoration
- ✓ Drying & Dehumidification
- ✓ Deodorization - Odor Removal
- ✓ Sewerage Clean-up
- ✓ Remediation
- ✓ Reconstruction

800-783-0552 Available 24/7 svmgilmore.com



**MassLandlords Executive Director
Douglas Quattrochi**



One type of water meter

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



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

Networking time will be moderated by **Dana Fogg**. Dana started his rental business in 1994 with his first Multifamily in Watertown. Since then, Dana and his wife have purchased and sold rental properties around the Metro West area. They now have 7 Units in Watertown and Marlborough. Dana is the Vice President of the Metro West Property Owners Association.

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

**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.

THURSDAY, MAY 11TH

VIRTUAL MEETING AGENDA

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

5:40 pm Presentation

6:40 pm Virtual Meeting ends

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

Participation is Easy

We have two formats of online events:

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

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

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

ACCESSIBILITY

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

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

VIRTUAL MEETING DETAILS (HOSTED BY ZOOM)

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

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

Password will be emailed and viewable online.

Topic: Virtual Meeting May 11, 2023

Time: May 11, 2023 05:00 PM Eastern
Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82336830258>

Meeting ID: 823 3683 0258

Passcode: Will be emailed and viewable online

Dial by your location

+1 301 715 8592 US (Washington DC)
 +1 305 224 1968 US
 +1 309 205 3325 US
 +1 312 626 6799 US (Chicago)
 +1 646 876 9923 US (New York)
 +1 646 931 3860 US
 +1 507 473 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: 823 3683 0258

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

Find your local number:

<https://us02web.zoom.us/j/82336830258>

PRICING

Open to the public. Membership is not required!

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

Registration in advance is required.

This event will not be recorded.

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

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 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:

Google: add our entire event calendar to Google calendar.

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

Outlook: add our entire event calendar to Outlook.

Add just this event to your calendar:

Google: add just this event to Google calendar.

Virtual Meeting: Get to know the Amazing Boston Housing Authority and its Genuine Customer Focus

TUE
05/16

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

- Learn how the BHA owner portal gets you and your renters approvals faster.

- See how small area fair market rents give voucher holders a competitive edge.
- Learn how BHA now offers electronic Housing Assistance Payment contracts.
- Discover the ECHO program and how you can get a great renter with zero vacancy for decades.
- And more!



Attendees will leave feeling better connected with the Boston Housing Authority and excited about these great process improvements.

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



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

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

WITMAN PROPERTIES

PROPERTY MANAGEMENT

We specialize in the ongoing management and maintenance of single family, multi family, commercial rental properties and vacant properties.

Information
(415) 377 5335
witmanproperties.com

TEAM Impressa
Where experience counts

✓ **Real Estate Sales & Leasing**

✓ **A Contemporary Real Estate Brokerage**

menard-bostonrealestate.com

barbara@teamimpressare.com

617-935-3044

West area. They now have 7 Units in Watertown and Marlborough. Dana is the Vice President of the Metro West Property Owners Association.

Members register for no charge in just a few clicks!

Public attendees register via zoom!

"No Sales Pitch" Guarantee

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

TUESDAY, MAY 16TH

VIRTUAL MEETING AGENDA

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

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

Participation is Easy

We have two formats of online events:

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

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

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

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

ACCESSIBILITY

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

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

VIRTUAL MEETING DETAILS (HOSTED BY ZOOM)

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

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

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

Topic: BHA Virtual Meeting May 16, 2023

Time: May 16, 2023 05:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
<https://us02web.zoom.us/j/87501567615>

Meeting ID: 875 0156 7615

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

Dial by your location

+1 312 626 6799 US (Chicago)
+1 646 876 9923 US (New York)
+1 646 931 3860 US
+1 301 715 8592 US (Washington DC)
+1 305 224 1968 US
+1 309 205 3325 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)
+1 507 473 4847 US
+1 564 217 2000 US
+1 669 444 9171 US

Meeting ID: 875 0156 7615

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

Find your local number:
<https://us02web.zoom.us/j/kOWJiaT83>

PRICING

Open to the public. Membership is not required!



PROXIMA

Eviction Moving & Storage

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

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

Call to schedule:

617-588-0111

Visit to learn more: <http://evictionMovingandStorage.com>

SANDONATO LAW

21 McGrath Highway Suite 405, Quincy MA 02169
(E) msandonato@sandonatolaw.com
(Ph) 617-481-2742

✓ *Landlord Tenant*

✓ *Estate Planning*

✓ *Probate*



The simple way for landlords & tenants to handle
security deposits & assess damage
to their units over time.



OVER 100 ALL 5-STAR GOOGLE REVIEWS



CAMBRIDGE SAGE

#1 Landlord-specialist Realtor in Cambridge, Somerville and surrounding towns

- | | |
|--|---|
| ✓ Deep expertise in multi-family sales, purchases and rentals in Cambridge, Somerville and Medford | ✓ FREE property upgrade consults |
| ✓ FREE property valuations | ✓ FREE rental pricing recommendations |
| ✓ FREE leasing services - only tenants pay broker fee | ✓ FREE vendor recommendations for handymen, cleaners, snow removal and more |
| ✓ FREE lease renewal services for existing clients | ✓ No commitments or contracts for rentals |

CALL TODAY FOR YOUR FREE CONSULTATION WITH CAMBRIDGE SAGE:

📞 617-833-7457

✉️ SAGE@CAMBRIDGESAGE.COM



- 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 [Boston Housing Authority](#).

Members register for no charge in just a few clicks!

Public attendees register via zoom!

This event is operated by MassLandlords, Inc. staff.

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

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:

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

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

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

Add just this event to your calendar:

Google: [add just this event to Google calendar](#).

**NORTHERN WORCESTER COUNTY
METROWEST
SOUTHERN WORCESTER COUNTY**

Southern Worcester County Landlord Association Southbridge Dinner Meeting: Insurance with Dan O'Connor

**MON
05/01**

Our speaker for our May Meeting will be Insurance Agency Owner Dan O'Connor

MONDAY, MAY 1ST

SWCLA DINNER MEETING AGENDA

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

7:15pm Presentations

LOCATION

[Southbridge Community Center \(aka Casaubon Senior Center\)](#)
153 Chestnut St.
Southbridge, MA 01550

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: No charge.
- General public, in person meeting is free the first time, then pay \$50/yr for membership.

This event will not be recorded.

Slides and handouts if any will be uploaded to SWCLA.

This event is operated by volunteers at a partner association.

**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:

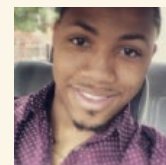
- Small group session with the Executive Director, a trained presenter and experienced landlord, and the attorney.
- A comprehensive agenda, see below.
- Your choice of two books:

- 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.

Featured Testimonial



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

The presentation

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

– **Michael Murray**

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



**MassLandlords Executive Director
Douglas 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

- 8:30am - Introduction of MassLandlords and course participants
- 8:45am - Rental markets
 - o Urban, suburban, rural
 - o Luxury, college, professional, working, subsidized, rooming houses
- 9:00am - 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?
- 9:40am - Sales and marketing 101 for rental property managers
 - o Marketing rentals
 - o Sales process

- o Staying organized
- o Branding a small business
- o Getting more or fewer calls
- o Tips and tricks

- 10:05am - Break for ten minutes
- 10:15am - Finish sales and marketing
- 10:35am - Applications and screening
 - o Criminal, credit, eviction
 - o Discrimination (legal highlight)
 - o Tenant Screening Workshop

- 11:30am - Rental Forms
 - o Lease vs Tenancy at Will
 - o iCORI
 - o Eviction notices

- 11:50am - Break and Lunch, with free form Q&A

- 12:20pm - Finish rental forms

- 12:40pm - 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

- 1:40pm - Break for ten minutes

- 1:50pm - 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

- 2:40pm - Overview of books and resources for further education

- 2:45pm - Review of unanswered questions

- 3:00pm to 4:00pm - 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](#).

Add our entire event calendar to yours:

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

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

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

Add just this event to your calendar:

Google: [add just this event to Google calendar.](#)



What we do, so you don't have to.

Boston • Brookline • Cambridge • Somerville • Medford • Newton • Watertown

The MerGo Experience

Customer Service focused, MerGo brings a fresh perspective to Property Management.

Get the responsive service you, your property, and tenants expect, plus the ROI you deserve. Currently accepting new clients.

Our Services



Property Maintenance



Rent Collection



Bookkeeping



Leasing & Tenant Screening



Creative Solutions



Owner Communication

MERGO
PROPERTY MANAGEMENT

5% Flat fee
& No Maintenance or
Service Upcharge

Contact: Lucas Merchant • lucas@mergogroup.com • (617) 990-6201 • mergogroup.com

MassLandlords
One Broadway, Floor 14
Cambridge, MA 02142



SUBSCRIBE TODAY

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

Support better housing policy and housing journalism in Massachusetts.