

AUGUST 2023

Washington Signs Multifamily  
as of Right into Law;  
Massachusetts Should  
Continue to Follow Suit

How to Introduce Induction  
Ranges in Your Rental Units

How to Wisely and  
Securely Take Time  
Away from Your  
Rental Business



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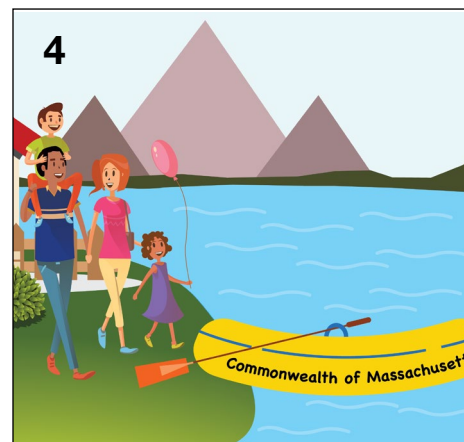
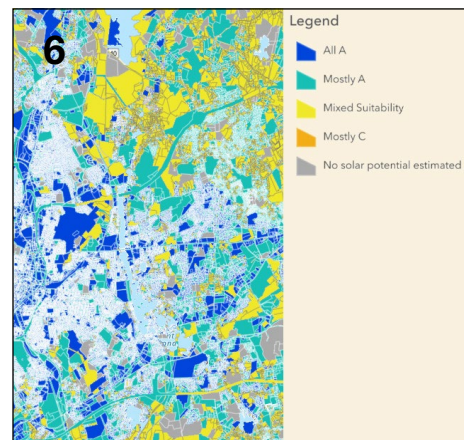
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## LETTER FROM THE EXECUTIVE DIRECTOR

# Foundations Shored Up

Our Letter from the Executive Director for June 2023 asks whether we should allow new members to join on a monthly basis. We also review the changing policy landscape.



We missed running the usual number of events in July, as usual, but staff put the time to good use. We finally finished our automatic testing framework for our website. We also got Board approval for bylaws changes, dealt with the absence of a team member and prepared to make better business update videos. In reverse order:

I'm pleased to report that we have afforded, acquired and implemented better video update hardware. Our video business updates, which were paused due to lower-than-target engagement, ought to be back soon. We hope that with higher resolution video, audio and more YouTube-friendly editing, we should be able to provide video business updates that folks want to watch.

A dedicated and long-serving team member in finance has taken an unexpected leave of absence. We have been able to reallocate responsibilities among the rest of the financial controls team.

A series of bylaws changes are to be proposed for MassLandlords. These should help enshrine certain cultural aspects of how we run things, including our Certified Massachusetts Landlord™ program and also our Policy Priorities Survey. At our most recent Board Meeting, the Board approved nine changes. Member questions and suggestions were, at time of writing, scheduled to be heard July 28 and will be voted on at this year's annual meeting.

Our website development has been understaffed, but at long last we finally have automatic testing in place. This allows us to develop new features with confidence that existing features won't break. This should also allow us to gut renovate. We know the site runs slowly. We have it in mind to make it run much faster.

If you haven't already heard, new rules for summary process (eviction) cases are now in effect. We most recently covered this at an event on June 26. Make sure you are serving renters twice: once for the notice, and again for the Tier 1 event. Also, RAFT rental assistance has been cut.

In addition to bringing you these updates, we continue to operate our core services. All of our expertise and advocacy 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.

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# EOHLC: New Changes to RAFT Program Started July 1

**RAFT benefits are cut by \$3,000; monthly future rent stipends no longer available.**

Tenants applying for the Residential Assistance for Families in Transition (RAFT) program after July 1 will see a decrease in the maximum annual benefit amount following the state budget proposals for Fiscal Year 2024.

FY24 began on July 1 with only an emergency appropriation in place of a budget. Without a clear path for the future of the RAFT program, the Executive Office of Housing and Livable Communities (EOHLC, formerly DHCD) announced it would be cutting RAFT benefits, effective July 1. The amount of funds a family can access through RAFT has been decreased from \$10,000 to \$7,000 in any 12-month period.

In addition to capping benefits, the new RAFT guidelines remove the ability to use RAFT funds for future rent payments. This is a big change to the program that will likely impact many applicants.

## 30-DAY GRACE PERIOD ANNOUNCED FOR RAFT APPLICATIONS

The EOHLC stated that applications received prior to July 1 that are approved by July 30 will fall into a 30-day grace period. These applicants will still be eligible for the old benefit limit of up to \$10,000. Applicants who are approved within this grace period will also still be able to use RAFT benefits toward a one-month future rent stipend. This is concerning because, as we know, RAFT is a slow process, and applications are frequently timed out or rejected for being incomplete. This means that only those with strong initial applications that have no missing information or



The EOHLC has announced individual RAFT benefits will drop to \$7,000 per year as of July 1. RAFT benefits may no longer be applied towards future rent payments. [Image License: CC by SA 4.0 MassLandlords Inc.]

documentation are likely to benefit from this grace period. Anyone who does not speak English well enough to understand what is being asked for, who is not tech-savvy enough to ensure all their documents are uploaded, or has a significant communication barrier is more apt to get left behind. This policy is almost certainly going to have a disparate impact based on several protected-class statuses.

## HOMEOWNERS ASSISTANCE FUND CLOSED; HOMEOWNERS MAY ACCESS RAFT

After June 30, the Massachusetts Homeowners Assistance Fund (HAF) stopped accepting new applications. As of July 1, RAFT resumed allowing homeowners to apply for RAFT assistance to cover mortgage arrears.

Though it was designed for any homeowner whose owner-occupied

home was at risk of foreclosure during Covid-19, many landlords did not make use of this program. Instead, in the wake of the pandemic, many landlords got out of the rental property game altogether.

To apply for RAFT, landlords, tenants and homeowners should use the state's RAFT application page. [ML](#)

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# New State Study and Map Show Best Spots in State for Solar Panels

By Kimberly Rau, MassLandlords Inc.

**The solar siting map can tell you, down to the parcel, how suited a plot is for solar panels. Could your rental property be a good fit?**

A new study from the state Department of Energy Resources shows that the state has ample land for solar panels, which is good news for a state that needs to make big leaps in solar capacity in the next seven years.

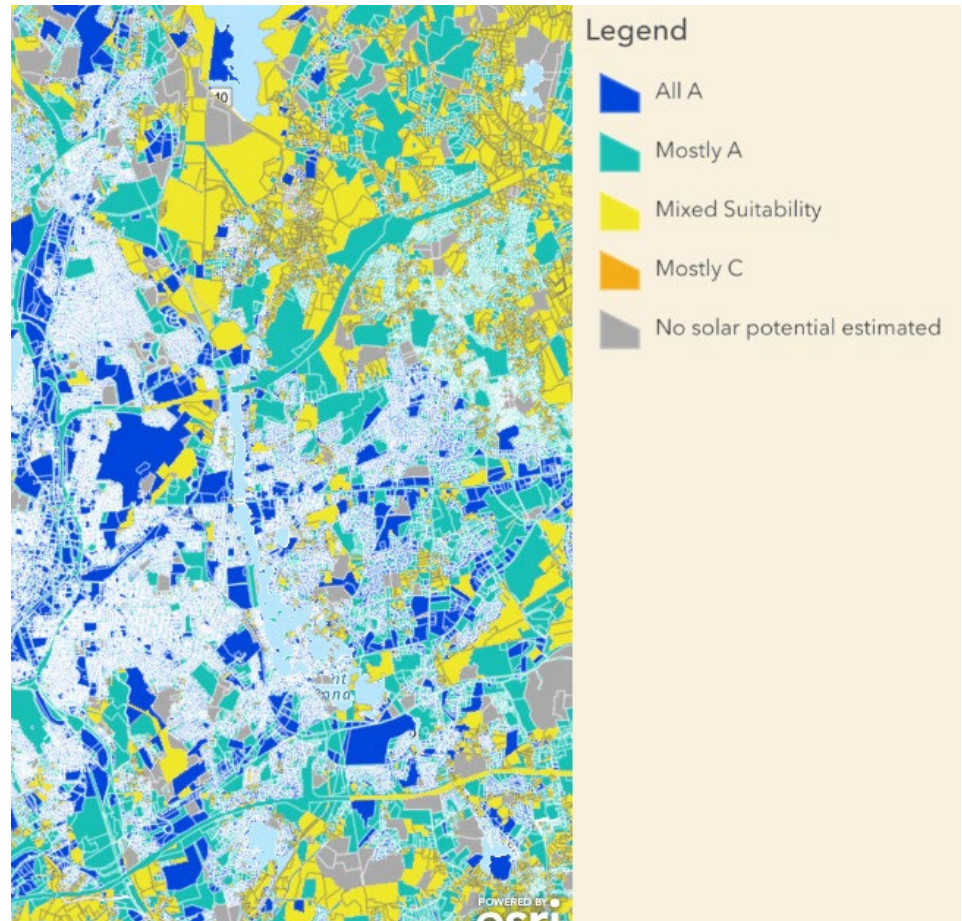
Massachusetts must have between 27 and 34 gigawatts of solar capacity by 2030 to meet its energy goals as outlined in its Clean Energy and Climate Plan of 2025 and 2030. Currently, the state has approximately 3 gigawatts of solar installed.

The Technical Potential of Solar Study examined land throughout the state and rated its suitability for rooftop solar panels, solar canopies (panels mounted to canopies over parking lots and similar infrastructure) and ground panels. Though there is room for more than 500 gigawatts of solar energy in Massachusetts, only around 50 gigawatts are top-rated, scoring well among the six criteria the study used to determine suitability.

## THE SIX FACTORS FOR SOLAR SUITABILITY

The study looked at each parcel of land in Massachusetts and rated them for solar use based on six factors. Whether a property turned out to be well-suited for solar was based on how well the plot did across all six categories.

The study looked at the following factors: 1) agriculture: whether the land



**The Massachusetts Technical Potential of Solar map shows how your lot or lots stack up. (Image License: Public Domain)**

is farmland or is known to have prime agricultural soil; 2) biodiversity: if the parcel is important to maintaining biological diversity of various species; 3) ecosystem: whether the land is designated wetlands, or other areas of “critical environmental concern”; 4) embedded carbon dioxide (CO<sub>2</sub>e): this measures how much carbon dioxide would be emitted by building on the land, and

estimates how much carbon dioxide sequestration would be lost by building on the land; 5) electric infrastructure: whether the land is near an electric grid that could support solar panels, or how easily it could be put on the grid; and 6) slope and aspect: whether the land and included terrain are well-suited to some kind of solar panel construction.



The result was a range of ranking for plots of land based on all six factors.

### HOW TO USE THE SOLAR MAP TO DETERMINE WHETHER YOUR PROPERTY IS GOOD FOR SOLAR

To look at your plot of land, head to the [interactive solar map site](#). You can look at the main map to see the overall suitability of your plot, or select one of six suitability maps to see how your plot rates for each of the six metrics the study focused on. Enter your address into the search bar on the map, and you will be taken to your plot of land. You can zoom out to get a better view of your whole neighborhood, city or county, or take in the entire state at once.

Some parcels will be gray; these are plots of land that the state has determined are not suitable for solar. This could be due to the plot of land being protected from development.

The study makes clear that the information found on the solar map is not meant to be a recommendation to install solar panels. There are many factors not considered in the study that should play into your decision. For instance, your plot of land may be rated highly suitable, but your roof may not be properly sloped for panels. Or, your lot could be considered highly suitable, but if your neighbors have a bunch of tall trees, that's not going to be ideal after all.

However, the map is an excellent first step if you are still trying to decide whether solar is right for you. There are a bunch of environmental benefits to using solar energy, and there are a lot of tax benefits and energy savings to be had (though if you lease your panels instead of buying them, typically, the leasing company is going to reap those tax benefits, not you). For your rental properties, you may still be able to make use of the state [SMART program](#). Though most blocks have sold out at this point, you can check and see if any incentives are available for your region. The caveat here is the SMART program can be tricky, so you will need a solar expert to make sure you're doing everything by the book.

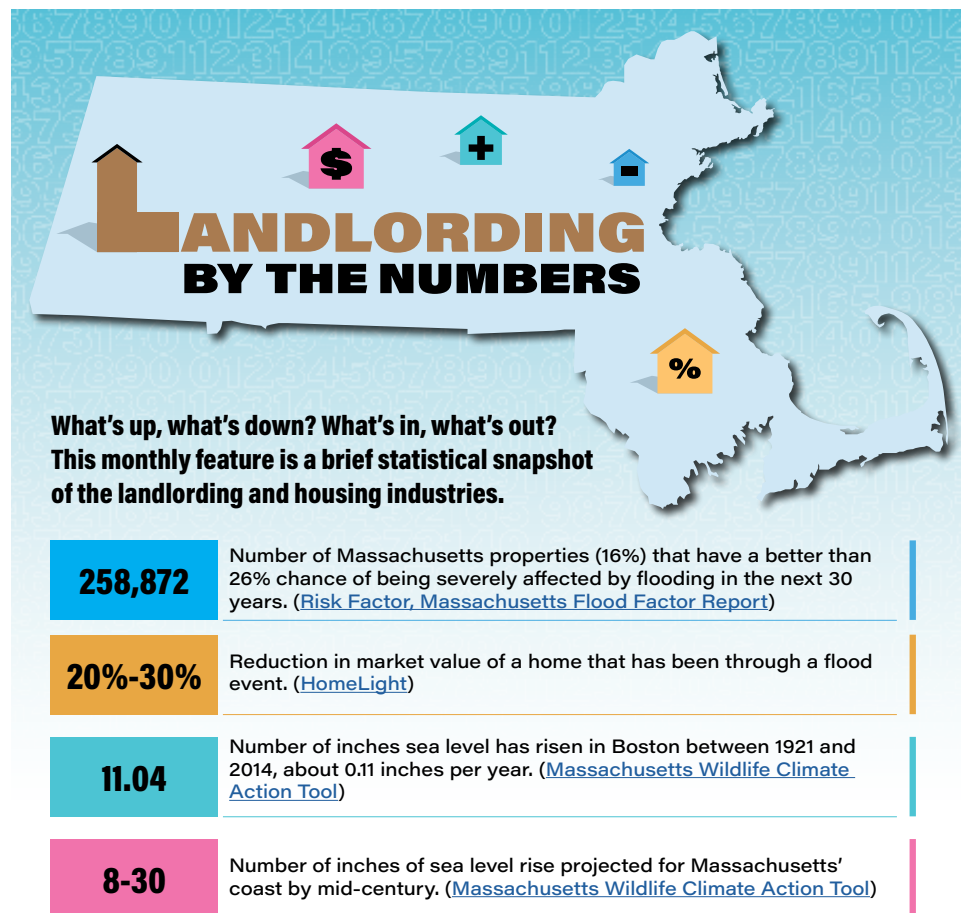
You may also indirectly charge your tenants to offset some of the costs of the solar panels you install on your rentals. They get free electricity, you recoup some of your overhead. And MassSave is currently incentivizing solar batteries. Solar batteries are optional add-ons that allow panel owners to store accrued energy and sell it back to the grid during peak times.

### CONCLUSION

Massachusetts' journey to its solar energy goals is a long road, but this study and the accompanying solar map are great tools for developers to determine where, and how, additional solar panels can be placed throughout the state. It's also a useful tool for homeowners who are considering solar energy for their properties.

Have you installed solar energy on your rental properties? If you'd like to share your experience, email us at [hello@masslandlords.net](mailto:hello@masslandlords.net). [ML](#)

Point your camera app here to read more online



# How to Introduce Induction Ranges in Your Rental Units

By Kimberly Rau, MassLandlords Inc.

**Induction stoves are efficient, environmentally friendly and easy to use. Here's how to get your tenants – and your property – on board.**

A gas or electric resistance stove with oven has an average lifespan of 10 to 15 years. That means at some point in your tenure as landlord, you'll likely be replacing one in your rental's kitchen.

Instead of going with the standard gas or electric resistance stove, we suggest you consider an induction range.

Induction ranges are more efficient than their traditional counterparts, more environmentally friendly and, in many ways, safer to use. But induction stoves are less popular than standard gas or electric resistance options, and many of your tenants may be unfamiliar with how to use them.

In this article, we'll give a brief overview of induction ranges, including

their features and benefits, and then move on to how to seamlessly integrate them into your rental units.

## WHAT IS AN INDUCTION STOVE?

Note that when we talk about induction stoves, we are referring to the cooktop of a range, a stove/oven combination, the type of appliance that most rental kitchens will have. Most induction stoves are ranges, with an oven and convection oven beneath the stove top. Stove top-only options are also available,



Because induction stoves only heat the pan they induce a current in, they are safer than gas or electric reduction stoves. Case in point: a pan of water at a rolling boil, with a piece of newspaper between it and the burner. (Image license: CC by SA wtshymanski wikipedia)





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in case you have a wall oven unit in your rental, for example.

An induction stove uses induction technology to heat cookware in a very precise and efficient manner. Though the stove is powered by electricity, the actual heating device uses the full power of electromagnetism to heat the cookware.

Here's a very simplified explanation. The inductor coil in the stove creates a magnetic field around it. When an induction-rated pan (more on that later) is placed on top of the stove, the stove creates a current in the pan using the magnetic field. The magnetic fields change directions. This changing induces a current in the pan, which heats the metal of the pan. Because the stove only induces current in (heats) the pan, it is incredibly fast. It's like putting the energy from the wall directly into your pan! You can boil water in two minutes or less, compared to five or more minutes with traditional stovetops that heat something else first (gas stoves heat the air around your pan; electric resistance heats a coil under your pan).

You probably have already seen induction working before. Induction is the principle behind all contactless chargers, including electric toothbrushes with sealed plastic bases and contactless phone chargers.

## WHAT ARE THE BENEFITS TO INDUCTION STOVES?

As you might have guessed, induction stoves are very attractive options due to their efficiency. Induction stoves only create heat through the pots and pans on their surfaces, instead of having to heat a whole burner that then must heat a pan and its contents. According to Carbon Switch, a site devoted to explaining and combatting climate change, an induction stove converts 90% of its energy to cooking heat. Electric resistance stoves convert 74% of their energy to cooking heat, gas, just 40%. This enhanced performance saves time, and can lower energy costs.

Induction stoves also result in less air pollution. Natural gas stoves produce many indoor air pollutants,

including nitrous oxides and carbon monoxide, which induction stoves are free of. Induction stoves also can't blow up your house, which is a rare but serious concern with gas stoves. The Merrimack Valley gas explosions in 2018 killed one person and forced 30,000 people to evacuate their homes.

Lack of explosions aside, there are other safety benefits to induction stoves. Because the stove does not have to superheat a burner to heat the pan, the surface of the stove does not get hot enough to create serious burns. And, once a pot is removed from the stove, the current stops, and the stove top cools relatively quickly. This is a real bonus for homes with small children or pets.

From a practical standpoint, induction stoves are easy to keep clean. Because only the area directly under the pan heats, food splatters do not cook to the surface of the stove. This makes cleanup a breeze. To keep the stovetop free of scratches, your tenants should make sure that the bottom of the pans they use are kept clean and smooth (this

would also be a concern for a glass-top electric resistance stove). Induction ranges also have convection ovens; this is a marvelously convenient way to cook lots of foods.

Finally, because induction stoves are so efficient, you will not need the same size ventilation hood that you would with a gas stove. One report suggests that only 40% of the heat from a gas stove goes into the pan. The other 60% goes into the air, and you need a strong hood to get all of those fumes out of the air. On the other hand, 90% of the heat produced with an induction stove goes into the pan. You will have some heat and moisture that needs to be ventilated, but nowhere near the amount that you must accommodate with gas stoves. If you already have a hood in place, this may be a non-issue; if you are fully renovating a kitchen, this is good news for you and your contractor. You should still install a hood, but you

won't need one as powerful as you might for a gas stove.

Induction stoves have an expected lifespan of 10,000 working hours. Depending on how frequently your tenant cooks, that works out to around 10 years, according to an article in USA Today. That's not really any different from electric or gas stoves, where budget models may last eight to 10 years, and fancier models may keep going for up to 15 (some especially top-tier gas stoves may last 20 years). And induction stoves are often pricier than other options, though costs have dropped in recent years. But considering how much more efficient they are, induction ranges still come out ahead.

#### HOW TO INSTALL AN INDUCTION STOVE IN YOUR RENTAL PROPERTY

If you are starting with an electric resistance stove, changing over to induction is easy. You don't need a

plumber to install an electric range. Depending on when your kitchen was last done, you may need to upgrade your stove's outlet to a four-prong outlet, which an electrician can easily do. But first, you need to check on the electricity that runs to that outlet.

Head to your basement (or wherever your breaker box is) and find the breaker that feeds your stove. It should be dedicated just for the stove, and clearly labeled as such. If you have fuses, you are going to need to address that with an electrician before you can install an induction stove.

Once you've found the stove's breaker, check its amperage. Many household circuits are rated at 15 or 20 amps, but stoves need a bit more power. A 30-amp line is adequate; a 50-amp line will get you the fastest possible stove.

If you already have an electric resistance stove, your breaker box may already have sufficient power on that

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Not all cookware is induction-rated. The good news is, a set of induction-friendly pots and pans is relatively cheap and makes a great gift at lease signing. (Image license: Unsplash)

circuit. If you have a gas stove, your amperage may not be sufficient, and you'll need to upgrade your breaker box. (This should be on your renovation checklist anyway, as legislative proposals are in the works that would allow communities to restrict or ban the use of gas-powered heating systems and appliances.)

Here's another reason to try induction. If you want to get your rental properties ready in time for the Paris Agreement's goal of "net zero" carbon emissions by 2050, installing an induction stove in lieu of a gas range is a great way to start. You will need a professional plumber to cap your gas line, but won't need them to install the induction stove. Capping the gas and running the appropriate electrical can be done at different times by different licensed tradespeople.

The only other concern is that all stoves should have an anti-tip bracket installed, an easy and inexpensive project.

### HOW TO INTRODUCE INDUCTION STOVES TO YOUR TENANTS

One thing you will want to remember is that induction stoves require certain types of pans to operate. Your tenant may have pans that will work. The way to test it is to take a strong magnet and hold it against the bottom of a pan. If the magnet sticks strongly, it will work with an induction stove. Copper, glass and aluminum pans will not be compatible with induction stove tops; pans made of carbon steel, cast iron or stainless steel are likely to be compatible.

But a great way to get your tenants excited about the induction stove is to include a set of induction-friendly pans as a lease-signing gift (along with an explanation of how to use the stove), or

to give a set of pans when you switch out the stove. A set of pans is relatively inexpensive and will ensure that the stove is used properly. Once your renter tries it, we bet they won't want to go back to traditional stoves ever again.

A note: Some induction ranges have panels that may be confusing at first, especially if your tenants are used to using knobs to adjust temperature ranges. Some induction stove models now come with knobs to ease the transition.

### COMMON RENTER ISSUES WITH INDUCTION STOVES

Your tenant may love their new induction stove, but as with anything new, there may be a bit of a learning curve as they get used to things. Here are some issues you may run into, and how to prevent them from happening in the first place.

**If you buy your renters induction-friendly nonstick cookware, they may end up scratching it badly.**

This is a common issue if your renter doesn't realize that using metal utensils is harmful to nonstick pots and pans.

How to prevent this: If you provide cookware, also include some inexpensive nylon or wooden utensils. Take a moment to educate them about the potential dangers of ingesting Teflon coating scraped off by metal utensils.

**Your renter may crack the top of the stove if they drop something heavy on it.**

This is not normal wear and tear, and is a clear security deposit issue, but the sanitary code requires you to get that stovetop up and running again mid-tenancy. You're going to have to get the stove fixed.

How to prevent this: Once again, an ounce of prevention is worth a pound of cure. Educate your renters on the perils of a glass cooktop. They look great, but they won't just dent like metal does if

something lands on them. Remind them to use two hands when lifting any pot, and to use caution when getting anything out of a cabinet above or beside the stove.

**Your renter may have trouble getting the stove to work.**

Your tenant may call you and say the stove isn't working: They are getting a mysterious "P" or other symbol or noise, and the pan is not getting hot.


This is either because the pan is not induction compatible, or the pan is too small for the coil. Some stove models will not accommodate an unusually small pan on its power burner. The stove will sense this and refuse to run.

Solution: Ask them to test their pan for compatibility using the magnet trick. If this isn't the issue, ask them to try using a larger pan that is induction compatible. If the problem persists, consult your owner's manual.

**CONCLUSION**

An induction stove is certainly not the cheapest stove or range you could

purchase for your rental unit, but the cheapest option is not always the best option, and this is the case here. Induction stoves are safer, more efficient cooking appliances. Installing one puts you in compliance with proposed legislation that will eventually ban new gas stoves in housing units, and updated kitchen appliances are always attractive to potential tenants.

Have you installed induction stoves in any of your rental units? If you have an experience you'd like to share, or would be willing to provide a tutorial for other landlords, we'd like to hear from you! Email us at [hello@masslandlords.net](mailto:hello@masslandlords.net). 

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**ARTICLE YOU MAY HAVE MISSED**

**Should Landlords Ban Vaping in Their Rental Units?**

Lots of rentals in Massachusetts ban smoking of any kind. In 2016, when marijuana was legalized for recreational use in Massachusetts, landlords had to decide whether they could, or should, control its consumption in their rentals. While banning smoking may seem like a no-brainer for some landlords, other options are not as straightforward. Vape pens, also called vaporizers, are much harder for landlords to effectively ban. And perhaps you shouldn't try.

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# How to Wisely and Securely Take Time Away from Your Rental Business

By Eric Weld, MassLandlords, Inc.

Sipping cocktails on a tropical beach while collecting rent can provide essential rest and relaxation, as long as you plan well for your absence and appoint a backup manager in your stead. Image: CC BY-SA 123rf

## Getting a refreshing break as a landlord is a matter of taking the time and forethought to put necessary parts in place in your absence.

Landlords need vacations too. But how do you take time away from a business that is fraught with so much unpredictability? In an industry that combines people and houses, circumstances can change any second, and your attention can be called for any hour of any day. Putting out fires – mostly metaphorical, but sometimes literal – comprises an important percentage of a small housing provider's job.

The good news is, taking a break from the volatility of this business can be done. But it requires a good share of forethought and planning. Whether you're a landlord or not, leaving your property

for weeks at a time carries some risk: vulnerability to break-ins and vandalism, untimely malfunctioning of house systems and appliances, the weather.

If you are a landlord, that risk is multiplied as you add in people living in and on your property. In some cases, the source of risk could even be your renters. If you have a tenant that is inclined to misbehave, they might be more apt to do so if they know you'll be away.

And no matter what your break consists of – whether it's remaining in town on a mental health "staycation," sipping Mai-tais on a tropical beach or playing Indiana Jones searching through cobwebs in Egypt for ancient artifacts – you are still responsible for the code-adhering safety and function of your tenants' dwellings. You're also partly responsible for overseeing the smooth communal living of all your tenants, and making sure bills are paid, rents are collected, grounds are kept and vendors are met.

How does a mom-and-pop (i.e., non-corporate) landlord step away from this range of responsibilities with some peace of mind so they can relax and recharge?

## VIRTUAL LANDLORD?

Some might argue, in this day of global interconnectivity, that it's possible to manage rental properties from afar. Tenants have your contact information. If anything arises, they know to call you. You can communicate and schedule with vendors, groundskeepers and your tenants online, via phone and through email, just as you would at home. Contractors can video call and show you exactly where a leak is occurring.

In theory, remote landlording can work. As long as you have a cell signal, it's conceivable to manage rental properties from anywhere in the world. Rent collection software, like [RentHelper](#), automates that process. Some landlords have even posted comments [online](#) about



handling emergencies as urgent as water pipe leaks from thousands of miles away, especially if, wisely, they had automatic leak shut-off valves installed. No need to appoint a backup manager; they counsel.

It could work. But is it advisable?

Operating a rental business without having a backup property manager or other designee available locally is highly risky. Cell signals aren't always dependable. And if you're several time zones afield, you could be getting phone calls at odd hours when you're asleep, or when your vacationing mental state is altered by whatever is legally available where you are.

At other times, someone may need to be on the rental premises to let a repair technician into a unit. Or what if your snowplow person fails to show up on a stormy morning, you can't reach them, and your tenants need to get to work? If a water line breaks and you get a frantic call that water is pouring into the basement, would you really want to be a 10-hour flight away, without a go-to person to contact? Imagine the stress waiting in a long line at airport security while your property is flooding because no one is there to shut off the water.

Then there's the people factor. A dispute between or among tenants can quickly escalate without deft intervention. Phone calls to tenants from another time zone or country might not be sufficient and could turn into a morass of jumbled misinterpretations exacerbating the problem. And managing

lease terminations and transitions to new tenants, including screening, from a distance seems untenable.

Some businesses lend themselves to remote management. As long as you have a cell signal and a phone, you could conceivably maintain business functions from thousands of miles away as a stock trader, consultant, web designer or a virtually based landlords association.

Some might add landlording to that list. But renting homes to people is, in many ways, still a hands-on business.

### SOMEONE YOU CAN TRUST

That said, you can certainly take time away from your rental business. But, just as you wouldn't leave your home without appointing someone you know and trust to look after it, you also should not leave your business, even temporarily, without assigning a backup manager.

It's the first step in planning to be away from your business.

Many mom-and-pop landlords are able to appoint family members as fill-ins while they're away. A spouse, if they're not traveling with you. Your adult child or children, parents, or other relatives. Family members can work well because they have a personal connection to the property and may look after it more assiduously. (Added bonus: they might fill in for free.)

Many landlords make acquaintances with other landlords after some time in the business. MassLandlords' series of events is an ideal way to

network, meet other landlords and build a support system.

It can work well to enlist your other landlord friends to watch over your properties while you're away. Fellow landlords make exceptional backup managers because they know the business, what to watch and be ready for, how to work with tenants, and when things typically happen. As a business arrangement, you could offer to exchange the favor when they want to skip town for a stint.

It's ideal when your replacement manager is familiar or experienced with the landlord-tenant business, but it's not absolutely necessary. If you have a trusted and willing friend who has no landlord experience, you could appoint them to handle minimal oversight, especially if you only plan to be gone for a few days, and not very far away. They could act as point person for minor issues, such as letting in vendors or receiving deliveries, but would contact you with anything pressing. (Of course, you would never ask an untrained person to screen tenants, handle security deposits, lease a unit or handle other types of heavy lifting.)

The main point of assigning a backup while you're away is to know that someone you trust is on hand, keeping an eye on your rentals and tenants, and letting you know if something needs your attention.



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## HIRING A MANAGER

Finally, for those who plan to, or would like to, head out of town frequently and don't have family, friends or others that they feel they can trust, hiring a permanent property manager might be the best option.

Especially if you have a growing rental business with several units and more planned, hiring a manager will free up your time for long-term strategizing. Instead of spending so much of your time on the day-to-day operation of the business, you could focus on watching for and purchasing more properties, procuring funding as needed, and supervising your growing management team. And with a property manager in

place, getting away will be less stressful and more enjoyable.

Hiring a permanent manager also allows you to establish a relationship of trust with the person overseeing your rentals, which will save you untold time and effort over the long run.

## PREPARE YOUR BACKUP MANAGER

Once you have a backup property manager in place – a permanent hire or temporary appointee – you'll need to take two more steps.

The first is to provide your backup with everything they will need in your absence. That includes your contact information and some kind of itinerary. It's especially important for them to know where you

plan to be in case you'll be visiting locales with potentially weak cell signals or going off grid for spells.

Also provide them with 1) a spreadsheet of all your tenants, their unit numbers and phone numbers, and names of all people living in the unit; and 2) a list of preferred vendors with contacts, ideally with notes about their past work for you. As you're building those lists, always include two important vendors: a plumber and an exterminator. Problems addressed by both of these vendors can get much worse very quickly if not serviced in a hurry.

Other information to pass on to your backups might include a company credit card for paying vendors, a sample rental agreement, property rules, keys or access to keys for every rental unit, and any rent collection instructions if they'll be handling that task.

You might also provide tips about certain tenants and any special issues to be aware of. And ask your backup to keep a log of what took place while you were away, and details of interactions with tenants, so you are well-apprised when you return.

## LETTING TENANTS AND OTHERS KNOW

The second step before leaving is to let your tenants know you will be gone. This can be done via a group communication, like an email or a note in their mailbox. It's not necessary to pinpoint the exact dates you will be away. In fact, in some cases, it may not be advisable if you have tenants who might take advantage of your absence by, say, throwing a massive kegger. You can keep the details vague regarding where you will be and for how long.

In that communication, be sure to include the name and contact information of the person you're leaving in charge. Let tenants know to call your fill-in in case of any issues (implication: don't call you while you're on vacation). If necessary, you could tell them, your fill-in manager will contact you.

In the event you'll be away during rent collection, remind your tenants that rent will be due on the regular schedule,



**A flooded basement like this one can be a landlord's worst nightmare, and it's ten times worse if you went on vacation several countries away and didn't appoint a backup manager.**



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and payable in the usual manner. If you take cash, ask them to set the cash aside for you in an envelope, to keep their budget on schedule. You will collect it when you return.

If you have a go-to handyman or handywoman or other regular vendors, you might consider also informing them that you will be away and that they may receive calls or requests from your backup person. You could even consider writing a note to your vendors granting your fill-in authority to place orders or schedule service, to remove any uncertainty they might have.

### PUT IT IN PLACE IN ADVANCE

Vacations and professional conferences can be planned in advance, allowing you time for putting all these steps in place. But sometimes you might be called out of town in a hurry, like a family emergency, an unfortunate illness or sudden death of a family member.

When that happens, it's best to have a plan already in place. Before it is

necessary, set up as many of these steps as you can for when they are needed. Establish a go-to person that will act as your backup when the need arises. If you haven't already, create lists of vendors and tenant information, saved on a spreadsheet that can be easily updated. Make printed copies of these lists and post them somewhere visible. Devise a packing list now that you can quickly access when you plan to, or are called to, leave town.

Get a lockable key box and put copies of all unit keys in it, as well as keys to any storage sheds, basements or gates. Key boxes, or key cabinets, are typically made weatherproof, and close and latch with a secure key lock. If you don't want to leave the box out in view, put a reminder on your packing list to either set it out or give it to your backup manager when you leave.

It also wouldn't hurt to let your tenants know in advance who your backup person will be in case you are not available.

Sometimes you can't avoid having to leave town, and at those times it's essential to have a plan in place. Also, things can happen unexpectedly, and you could end up being away longer than you'd planned. Maybe a family emergency detains you at a remote location. Or you arrive at your vacation home to find it needs repairs, keeping you there longer. With an away plan in place, you'll be much better equipped to deal with surprises.

### VACATION TIMING

As a landlord, there are better times to be away than others. If you are able to choose and plan the time of year, or of the month, that you will go away, there are a couple considerations.

For example, if you know you have tenants with leases ending soon, it might not be the best time to take a vacation. You'll probably want to be present for final business like inspecting the rental unit for any damages, and handling the return of any security deposit due. And



whether or not you have a new tenant lined up, you'll want to be around for collecting and depositing move-in monies like last month's rent and security deposit, and for tending to any move-in issues. If you're seeking a new tenant, you will be screening applicants. And unless you have a network lock, you or your backup will need to be present to hand over unit keys to your new renter.

Also, if you handle rent collection, the first of the month might be a time to avoid being away. Some landlords might feel secure leaving rent collection to another person, but it may need your intervention if a tenant pays late or not at all.

As for times of the year, every season has its landlord challenges. Summer brings severe rain, thunder and lightning storms that can cause damage and need immediate attention. Winter snowstorms require timely clearing of walkways and driveways. Spring mud and autumn

leaves can muck up properties and gutters if not tended to.

Take your pick.

In terms of risk, the shoulder seasons of early fall and late spring might be the best window, weather-wise, to be away from your property. But no guarantees. Just make sure you have trusted backup management, vendors and service providers in place. And having a dependable weather app is common sense. A good weather app can notify you when, for instance, there's an icing or other type of weather event that you may need to follow up on.

### THE FUNCTION OF VACATION

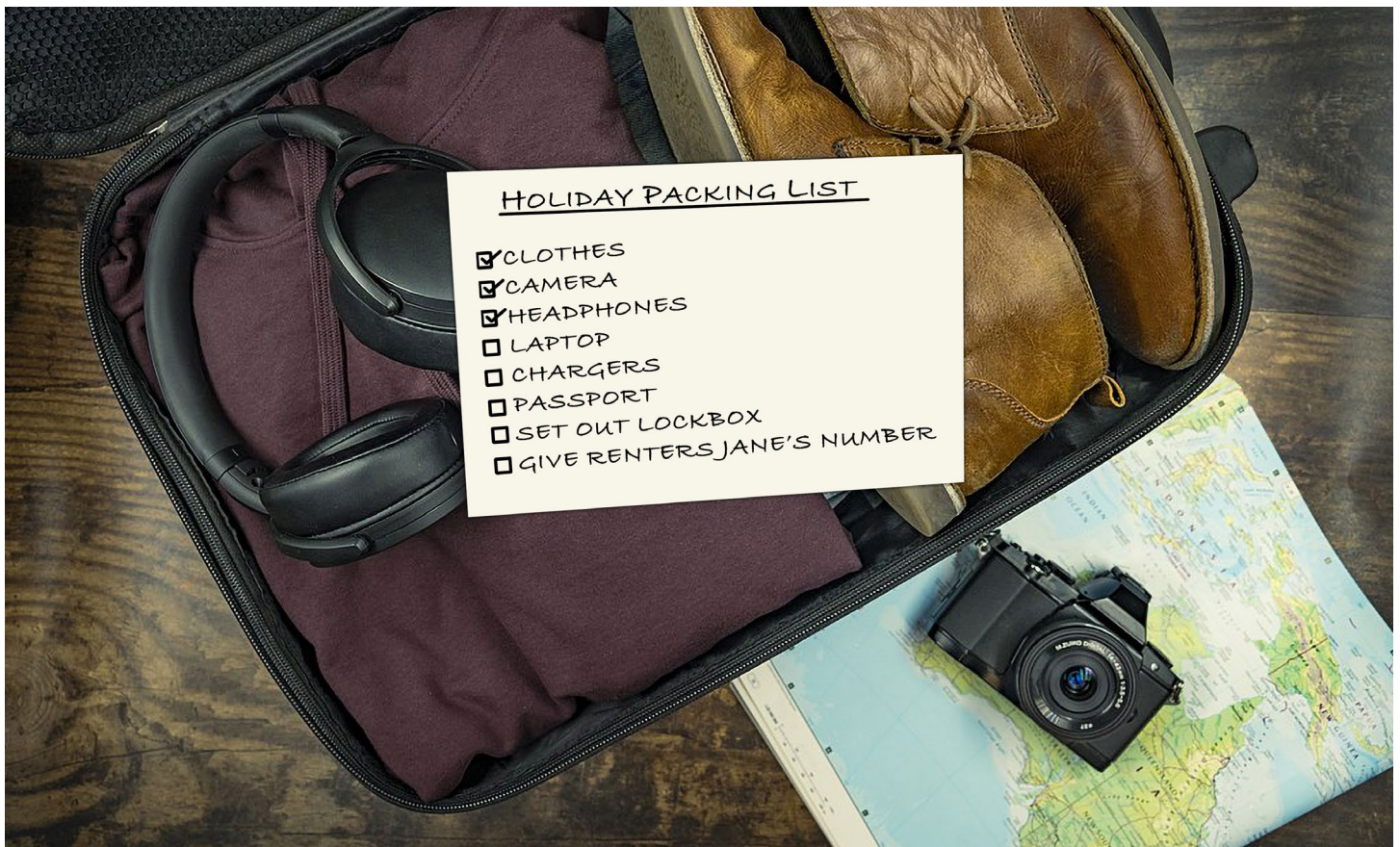
Landlords deserve vacations just like anyone else. And like homeowners, some feel more at ease than others being far away from their properties.

But vacation has an important function: to provide relaxation and revitalization so you can return to your

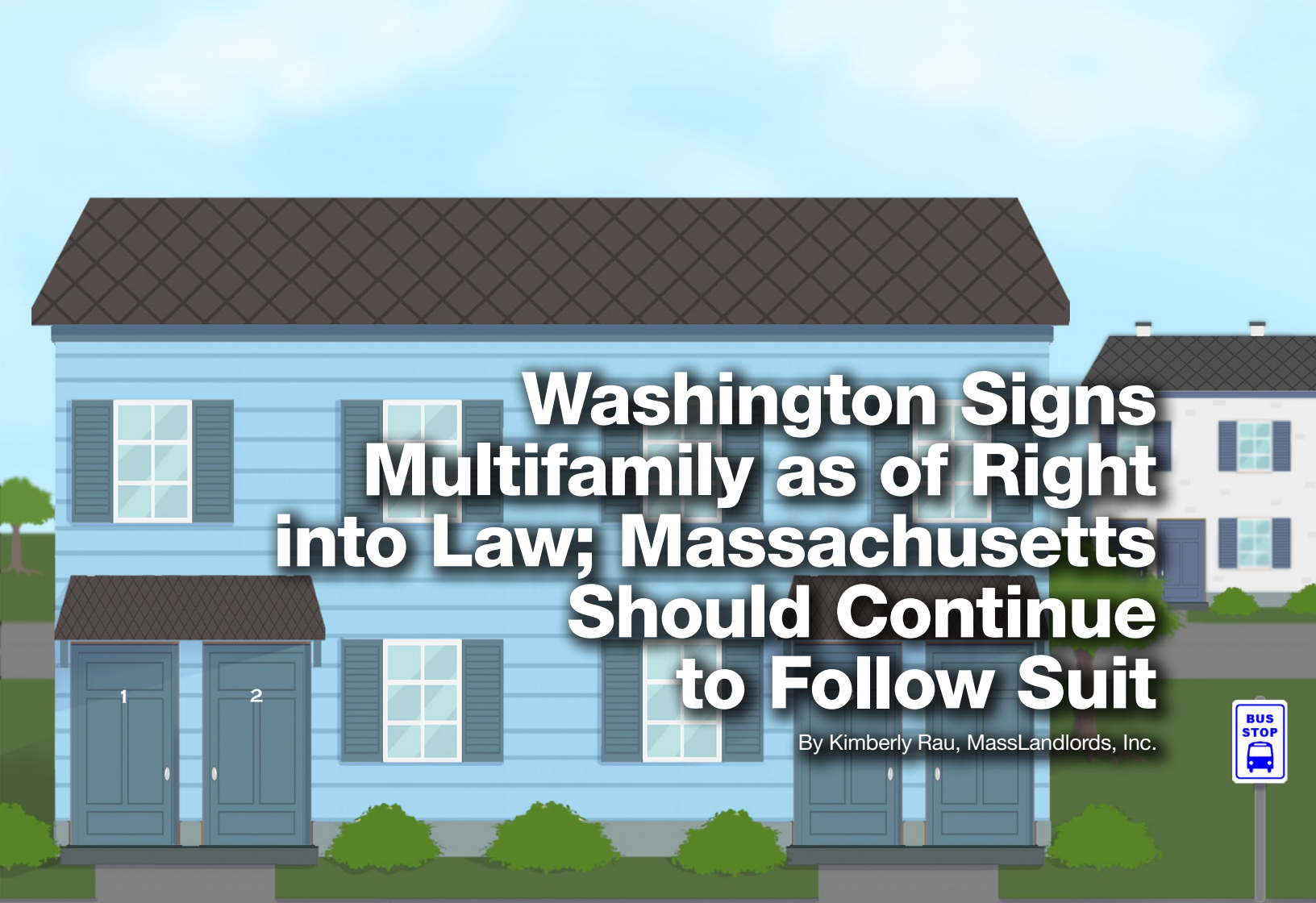
business with renewed energy and enthusiasm. Removing stress by having a sound plan in place for your absence is the best way to make your vacation work for you and provide the rest and rejuvenation you need.

Having someone you can trust to watch over or run your business while you are away is the most important step to ensuring a successful foray out of town. And how much time and thought you put into your away plan correlates with how well things will go while you're gone. [M](#)

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Among tasks you can do now is creating a packing list so that it will be ready and accessible when you're planning to leave. Image: cc by-sa [familydestinationsguide.com](https://commons.wikimedia.org/wiki/File:FamilyDestinationsGuide.com) Wikimedia Commons



# Washington Signs Multifamily as of Right into Law; Massachusetts Should Continue to Follow Suit

By Kimberly Rau, MassLandlords, Inc.

New legislation in Washington state removes zoning exclusions from most cities, allowing the option for four-family residences on many plots. (Image License: CC-BY-SA Jennifer Rau MassLandlords)

## Creative zoning solutions are one answer to the national housing crisis; single-family restrictions are harming growth.

This past May, Washington Governor Jay Inslee signed House Bill 1110 into law. The new law legalizes duplexes in all residential areas of cities with populations over 25,000, and four-unit homes in all residential areas of cities with populations over 75,000, with options for even greater zoning density for neighborhoods close to transit, or for units of affordable housing.

While removing zoning restrictions will always be met with opposition from certain groups, this is a step in the right direction to alleviate aspects of

the housing crisis. Massachusetts has already enacted some policy around zoning changes. Washington provides an example of what could be next.

### AN OVERVIEW OF HOUSE BILL 1110

Lawmakers in Washington state have introduced multifamily zoning bills before, but had not been successful in getting them passed into law, until this year. House Bill 1110 eliminates laws against multifamily zoning in most neighborhoods in cities with populations greater than 25,000. This does not make it illegal to build a single-family home on a lot; instead, House Bill 1110 makes it unlawful for neighborhoods or communities to create zoning ordinances that prohibit multifamily zoning for residential neighborhoods.

For cities with populations between 25,000 and 75,000, duplexes must be allowed in most residential neighborhoods. Four-unit construction would be allowed if at least one unit meets affordable housing requirements. Neighborhoods within a half-mile of major transit stops, parks or schools would also be compelled to allow four-unit construction.

For cities with populations greater than 75,000, all residential areas may now have four-family homes. If any of the two units are affordable, six-family homes may also be constructed. Six-unit construction is also permitted in neighborhoods near major transit stops, parks or schools.

Rep. Jessica Bateman (D-Olympia), who was the lead sponsor of the bill, noted in an interview that this law



will apply to any future homeowners' associations. It does not, however, apply to existing homeowners' associations.

"We can't change the land use of a contract that already exists that people entered into when they purchased a home," Bateman told Volts, a podcast about eliminating fossil fuels.

This law is particularly timely, as Washington will need approximately 1 million new homes over the next two decades to keep up with its population growth. Oregon and California have passed laws to eliminate single-family zoning restrictions, and other states are exploring the issue.

### ARE THERE ANY PLACES IN MASSACHUSETTS WITH ZONING AS OF RIGHT LAWS?

Massachusetts has not eliminated single-family zoning restrictions, but it has taken steps in that direction.

In January 2021, then-Governor Charlie Baker signed the Housing Choice Act, also known as Chapter 358 of the Acts of 2020, into law. This reduced voting thresholds for certain big zoning decisions within municipalities.

The Housing Choice Law allows pro-density zoning changes in cities and towns to be enacted by a simple majority vote, instead of a super majority vote (where two-thirds of a voting body would need to vote in favor of change). Notably, zoning that will allow the construction

of accessory dwelling units on single-family properties will be easier for municipalities to enact with this change. Communities including Salem and Arlington are moving forward with ADU-friendly zoning. We hope many others will follow suit.

The MBTA Communities Act separately became effective in the fall of 2022. This act is a set of zoning standards that requires all communities serviced by the Massachusetts Bay Transit Authority to have at least one "zoning district of reasonable size" where multifamily housing is allowed as of right. These districts must have a minimum gross density of 15 units per acre, and be suitable for families with children and not age-restricted. They also must be within a half-mile of a commuter station, subway station, ferry terminal or bus station.

MBTA communities without zoning that meets the new requirements were required to submit an action plan at the beginning of 2023. Some communities had not submitted plans as of March 2023. Others, including Brookline, submitted a brief plan of action. At least in Brookline, actual implementation of said plan has been the subject of debate within the community. However, Attorney General Andrea Campbell issued an advisory reminding communities that compliance with the MBTA zoning law is mandatory, and failure to comply could result in

civil action. Furthermore, it could run municipalities afoul of federal and state fair housing laws.

### WHY AS-OF-RIGHT ZONING IS ONE ANSWER TO OUR HOUSING PROBLEMS

The housing crisis in America is a multi-faceted issue, with no single solution. But removing single-family zoning restrictions, as House Bill 1110 and the MBTA Communities Act both do, is certainly a step in the right direction.

The most obvious benefit to as-of-right zoning ordinances is that more housing units equals more housing. If you can place four housing units where one might have gone, you're allowing three more families to have a home. More housing inventory not only provides more housing options, it also theoretically makes housing more affordable. Less inventory = higher demand and higher prices. More inventory = lower prices.

This may seem like bad news to you as a landlord. Housing providers may be concerned that more inventory will result in rents dropping, but historically, this has been a very rare occurrence. The more likely "worst case" scenario is that your rents will remain constant. And there's a silver lining: You would also have the option to build more units. More housing means more tenants, which gives you more stability as a landlord. If you have just one tenant, and that renter falls

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on hard times and misses the rent, your entire operation is without income until the situation is rectified. But what are the odds that multiple units would have the same problem at the same time? Your income stream will be less volatile if it is spread out among more units.


More housing units also have the potential to help the environment. A 2021 article from California YIMBY ("Yes in My Backyard") reports that "a world with more apartments is a world with fewer greenhouse gas emissions." The article states that single-family homes are less energy efficient, using more energy than multifamily homes, especially for heating the space. This is a big deal in Massachusetts, where winters can be brutal. More efficient homes save money on heating costs, and reduce greenhouse gas emissions.

Making sure these multifamily units are close to public transportation reduces an individual's reliance on cars, another boon for the environment. Individual health and wellbeing also gets a bonus when exercise is built right into your day.

### CONCLUSION

Housing is a complex issue. Too often, landlords are left out of the discussion, and this is one reason why Massachusetts continues to fall behind on housing policy. If Washington recognizes that it is going to need a lot more housing, maybe Massachusetts will too before long.

And for many people, safe, accessible housing starts with you. It's why we've consistently put our support behind legislation that promotes good housing for all, and drafted some of our own bills as well. The housing crisis and climate

change don't have simple solutions, but if we stand together, we can continue to work in the right direction for everyone. 

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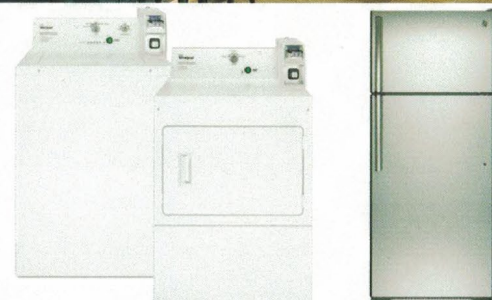
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# REGIONAL

## MassLandlords Upcoming events

See details under each region

### 2023 AUGUST

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY                                  | FRIDAY                                    | SATURDAY |
|--------|--------|---------|-----------|---|---|----------|
|        |        | 1       | 2         | 3   | 4   | 5        |
| 6      | 7      | 8       | 9         | 10  | 11<br>Rooming Houses<br>12:00pm - 12:45pm | 12       |
| 13     | 14     | 15      | 16        | 17  | 18  | 19       |
| 20     | 21     | 22      | 23        | 24<br>Virtual Meeting<br>12:00pm - 1:00pm | 25  | 26       |
| 27     | 28     | 29      | 30        | 31  |   |          |

### 2023 SEPTEMBER

| SUNDAY | MONDAY                         | TUESDAY  | WEDNESDAY                               | THURSDAY  | FRIDAY   | SATURDAY                                     |
|--------|--------------------------------|--|---|---|--|--|
|        |                                |  |   |   | 1  | 2  |
| 3      | 4                              | 5  | 6<br>Virtual Meeting<br>5:00pm - 6:40pm | 7   | 8  | 9<br>Cambridge Crash Course<br>8:30am-4:00pm |
| 10     | 11<br>SWCLA<br>7:00pm - 9:00pm | 12<br>MWPOA<br>5:30pm - 8:00pm                     | 13<br>Worcester<br>5:30pm - 8:30pm      | 14<br>Virtual Meeting, NWCLA<br>5:00pm - 6:40pm,<br>7:00pm - 9:00pm | 15   | 16   |
| 17     | 18                             | 19<br>Eviction Moving & Storage<br>5:00pm - 6:40pm | 20                                      | 21  | 22<br>Veteran Programs and<br>Services<br>12:00pm - 1:00pm | 23   |
| 24     | 25                             | 26   | 27                                      | 28  | 29   | 30   |

## STATEWIDE

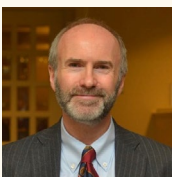
## Virtual Meeting: Public Welcome Free: Rooming Houses and Renting by the Room

FRI  
08/11

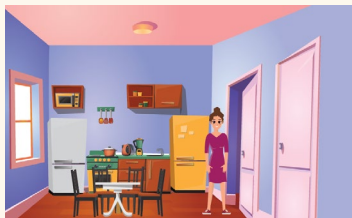
This presentation will review the difference between a roommate and a lodger. You need a license for one but not the other. We will contrast both with normal tenancies and with special situations. We will explain:

- Separate vs. joint-and-several rental agreements.
- Sanitary code requirements with shared kitchens and bathrooms.
- What makes a lodging house?
- Licensing and zoning restrictions on lodging houses.
- Agency as leaseholder and congregate housing.
- And more!

Attendees will leave knowing how to compliantly rent to different individuals or groups. This helps all kinds of households get and keep affordable housing.



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



Rooming houses come in all shapes and sizes, but what are the differences between roommates, a lodging house and a standard rental?

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

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### FRIDAY, AUGUST 11TH

#### VIRTUAL MEETING AGENDA

- 12:00 pm Presentation
- 12:45 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](mailto:hello@masslandlords.net) for live, real-time help signing in and using your technology.

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

#### 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 August 11, 2023

Time: Aug 11, 2023 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/82310790215>

Meeting ID: 823 1079 0215 Passcode: Will be emailed and viewable online

Dial by your location

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+1 309 205 3325 US +  
1 312 626 6799 US (Chicago)  
+1 646 876 9923 US (New York)  
+1 646 931 3860 US



+1 301 715 8592 US (Washington DC)  
 +1 253 215 8782 US (Tacoma)  
 +1 346 248 7799 US (Houston)  
 +1 360 209 5623 US  
 +1 386 347 5053 US  
 +1 408 638 0968 US (San Jose)  
 +1 507 473 4847 US  
 +1 564 217 2000 US  
 +1 669 444 9171 US  
 +1 669 900 6833 US (San Jose)  
 +1 689 278 1000 US  
 +1 719 359 4580 US  
 +1 253 205 0468 US  
 Meeting ID: 823 1079 0215 Passcode:  
 Will be emailed and viewable online  
 Find your local number: <https://us02web.zoom.us/j/82310790215>

### 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 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 [The Complete Landlords' Guide to Lodging and Rooming Houses in Massachusetts](#).

**Members register for no charge in just a few clicks!**

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

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### STATEWIDE

## Virtual Meeting: Veteran Programs and Services

FRI  
08/11



Veteran status is protected from discrimination. This means housing providers must understand veteran services and subsidies, or else risk making bad decisions based on stereotypes. Many veterans are thriving and some take advantage of social services, participation in which landlords cannot refuse. At this event, we will explain:

- Difference between veteran status and active military status.
- Types of social services available specifically to veterans, including financial, substance abuse and behavioral clinics.
- How to respond when an applicant or resident says they are receiving services.
- And more!

Veterans in Massachusetts can be single or with a family, so landlords with all unit types from studios through larger units should attend. Landlords with studios, one bedrooms and two bedrooms are especially likely to speak with a veteran or related case worker.

Attendees will leave knowing how to offer equal housing opportunity and support veterans as they take advantage of the services made specially available to them.



Veterans, Inc. was founded as a Worcester nonprofit in 1990. They have since become a multistate organization offering over a dozen services to veterans.



**Giving preference to veterans or military members when renting a unit is just as problematic as denying someone a rental because they are or were in the armed forces. Don't consider military or veteran status, or anything that follows from it, when choosing your tenants.**

Part of this event will be presented by **Sully Roberts and Bill of Veterans, Inc.** Veterans, Inc. helps veterans and their families find housing, get and remain healthy and well, find jobs, raise a family, and overcome trauma and substance abuse. Unlike other social services agencies, Veterans, Inc. maintains long-term relationships with clients and does not abandon someone once they get an apartment.

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3 Days Only



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**GUARANTEED LOWEST PRICE**

**FRIDAY, SEPTEMBER 22ND**

**VIRTUAL MEETING AGENDA**

- 12:00 pm Presentation
- 1:00 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](mailto:hello@masslandlords.net) for live, real-time help signing in and using your technology.

If joining a virtual meeting, please use the zoom “test audio” feature.

You will be allowed to talk to others if your microphone is good and there is no background noise. We reserve the right to mute anyone for any reason. Attendees without a microphone or who don’t want to be heard can type questions.

**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: Veterans Virtual Meeting  
September 22, 2023

Time: Sep 22, 2023 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/83508420179>

Meeting ID: 835 0842 0179

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

Dial by your location

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+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)  
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Registration in advance is required.

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

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

## Cambridge Crash Course: The MassLandlords Crash Course in Landlording

SAT  
09/9



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- Lunch sandwiches, sodas, chips, cookies; all dietary requirements satisfied, please notify us when you purchase a ticket.
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to use "MassLandlords Crash Course graduate" on your marketing material.

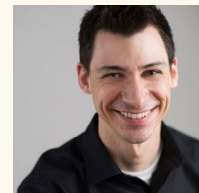
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*"If I had done this 20 years ago. Oh my goodness!" -P.*



MassLandlords Executive Director Doug Quattrochi



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

# DO YOU HAVE A LANDLORD EXIT STRATEGY?

Are you:

- *Interested in a tax-efficient legacy plan?*
- *Interested in selling your investment property?*
- *Concerned about triggering taxes & replacing the income?*
- *Interested in Passive Real Estate eligible for 1031 Exchange tax benefits?*



Securities offered through Concorde Investment Services, LLC, (CIS), member FINRA/SIPC. Advisory Services offered through Asset Strategy Advisors, LLC (ASA), a SEC Registered Investment Advisor. ASA is independent of CIS.

This is for informational purposes only, does not constitute individual investment advice, and should not be relied upon as tax or legal advice. Please consult the appropriate professional regarding your individual circumstance. There are material risks associated with investing in private placements, DST properties and real estate securities including illiquidity, general market conditions, interest rate risks, financing risks, potentially adverse tax consequences, general economic risks, development risks, and potential loss of the entire investment principal.

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info@assetstrategy.com  
www.assetstrategy.com

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

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**SATURDAY, SEPTEMBER 9TH**

### 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
  - o Tenant Screening Workshop
- 11:30 - Tenancies
  - o Lease vs Tenancy at Will
  - o iCORI
  - o Security deposits
  - o Subsidies
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  - o Late fees
  - o Water and electrical submetering
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- o Record keeping

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

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## LOCATION

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

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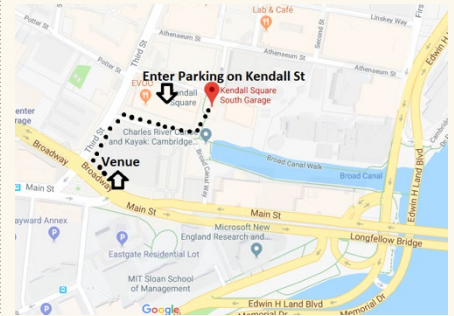
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## PARKING

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



## 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](mailto:hello@masslandlords.net) if you have any dietary restrictions and need a special meal.

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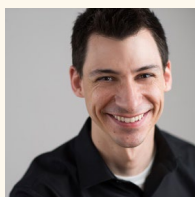
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# FORD'S HOMETOWN SERVICES

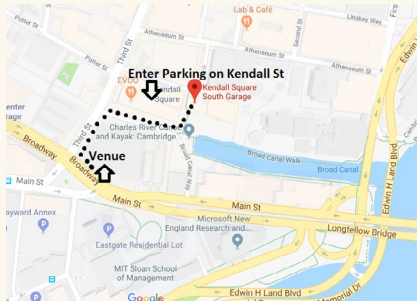


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PEST AND LAWN  
PROFESSIONALS**

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and is a short walk from the venue, [click here for details](#)



## FOOD

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  - o Fresh bagels, large muffins, cinnamon rolls, coffee cake slices and scones with cream cheese, butter, and jam
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SUN  
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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**

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## SUNDAY, JANUARY 21ST

### CRASH COURSE AGENDA

#### IN-PERSON COURSE AGENDA

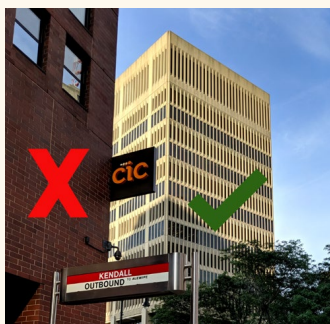
- 8:30 am - Introduction of MassLandlords and course participants
- 8:45 - Rental markets
  - Urban, suburban, rural
  - Luxury, college, professional, working, subsidized, rooming houses
- 9:00 - Property selection
  - Lead paint (Legal highlight)
  - Utilities
  - Bones vs surfaces
  - Amenities
  - Repairs and renovations
  - Durable vs beautiful
  - What if I'm stuck with what I've got?
- 9:40 - Sales and marketing 101 for rental property managers
  - Marketing rentals
  - Sales process
  - Staying organized
  - Branding a small business
  - Getting more or fewer calls
  - Tips and tricks
- 10:05 - Break for ten minutes
- 10:15 - Finish sales and marketing
- 10:35 - Applications and screening
  - Criminal, credit, eviction
  - Discrimination
  - Tenant Screening Workshop
- 11:30 - Tenancies
  - Lease vs Tenancy at Will
  - iCORI
  - Security deposits
  - Subsidies
- 11:50 - Break and Lunch, with free form Q&A
- 12:20 - Warranties and covenants
  - Late fees
  - Water and electrical submetering
  - Warranty of habitability
  - Inspections
- 12:40 - Dispute resolution
  - Eviction notices
  - Eviction process
  - Move-and-store
  - Housing Court vs District Court
  - Rent control
- 1:40 - Break for ten minutes
- 2:50 - Maintenance, hiring, and operations
  - Keeping the rent roll and expenses
  - Filing taxes
  - To manage or not to manage
  - Tenants as customers
  - Notifying tenants
  - Extermination
  - Monitoring contractors
  - Lease violations and conflict resolution
  - Record keeping
- 3:40 - Overview of books and resources for further education
- 3:45 - Review of unanswered questions
- 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

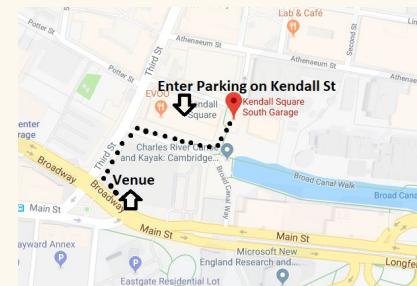
- Exit the Kendall T stop on Main St.

- 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.

#### PARKING

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



#### FOOD

- Breakfast:
  - Fresh bagels, large muffins, cinnamon rolls, coffee cake slices and scones with cream cheese, butter, and jam
  - Fresh fruit platter
  - Assorted fruit juices and coffee
- Lunch:
  - Assorted gourmet sandwiches
  - Garden salad
  - Pasta salad
  - Assorted pastries
  - Soda, juice, water

\*Please email [hello@masslandlords.net](mailto: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
- Members: \$250

This event will not be recorded.

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

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

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Add just this event to your calendar:

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### GREATER SPRINGFIELD

## Springfield Crash Course: The MassLandlords Crash Course in Landlording

SAT  
10/7



Learn everything you need to succeed as an owner or manager of residential rental property in Massachusetts.

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

- Small group session with the Executive Director, a trained presenter and experienced landlord, and the attorney.
- A comprehensive agenda, see below.
- Your choice of two books:
  - Every Landlord's Tax Deduction Guide by NOLO,
  - The Good Landlord by Peter Shapiro,
  - Getting to Yes by Roger Fisher, and/or
  - The Housing Manual by H. John Fisher.
- A bound summary of all material presented.
- Breakfast pastries, coffee, tea.
- Lunch sandwiches, sodas, chips, cookies; all dietary requirements satisfied, please notify us when you purchase a ticket.
- A MassLandlords ballpoint pen.
- A MassLandlords certificate of completion and permission to use "MassLandlords Crash Course graduate" on your marketing material.

You will receive a box packed with your personalized signed certificate, your choice of two books, course notes, pen, and half a dozen other pieces of literature.

### TESTIMONIAL

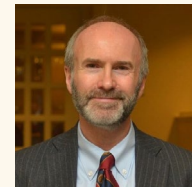


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MassLandlords Executive Director Doug Quattrochi



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



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staggered and democratically elected Board of Directors. Doug also oversees the RentHelper spin-off, which is expanding access to electronic banking for those of us who are unbanked or underbanked. Prior to MassLandlords, Doug held leadership roles in various Massachusetts startups, two of which are still operating. Doug holds a Master of Science in Aerospace Engineering from the Massachusetts Institute of Technology.

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

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

Part of this presentation will be given by **Peter Vickery of Bobrowski & Vickery, LLC**. Attorney Vickery practices law in Western Massachusetts where he focuses on landlord-tenant law

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

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#### **SATURDAY, OCTOBER 7TH**

#### **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
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- o Lease violations and conflict resolution
- o Record keeping

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

Please note that end time may vary based on questions.

### LOCATION

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

### 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
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C: 413-251-3190

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**ML** [MassLandlords.net](http://MassLandlords.net)

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- ✓ Municipal fines or assessments,
- ✓ Building disasters
- ✓ Sleepless nights

Schedule a consult: **774-314-1896** or [hello@masslandlords.net](mailto:hello@masslandlords.net)

Details and Prepayment:

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



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