The background of the entire page is a photograph of a snowy winter scene. In the foreground, several large, dark tree trunks stand in a row, their branches bare and dusted with snow. The ground is covered in a thick layer of white snow. In the background, a residential building is visible, with warm lights glowing from its windows and a porch. The sky is a pale, hazy blue, suggesting a clear or slightly overcast day.

**Ask Your  
Representative  
or Senator to  
Co-sponsor An Act  
Preventing Fires and  
Secondhand Smoke in  
Non-Smoking Rental  
Housing**

---

**Mass. Climate Bill Paves Way  
for Gas Companies to Lead  
Geothermal**

---

**Renter Appeals Own Win  
in Housing Court, Secures  
Additional Damages Under 93A**

# Contents

**3** Letter from the Executive Director

**4** Ask Your Representative or Senator to Co-sponsor An Act Preventing Fires and Secondhand Smoke in Non-Smoking Rental Housing

**6** Renter Appeals Own Win in Housing Court, Secures Additional Damages Under 93A

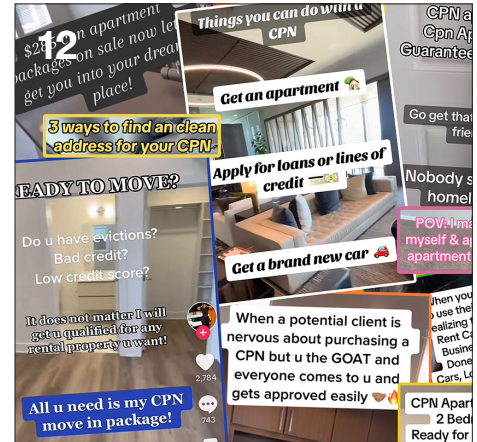
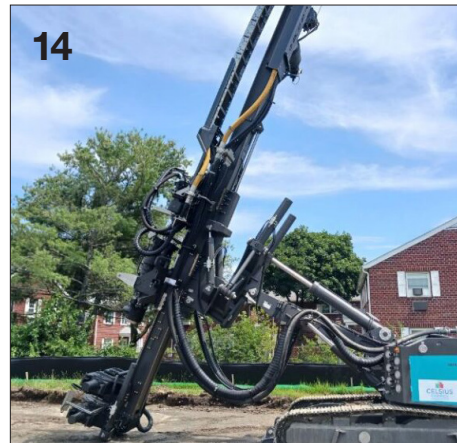
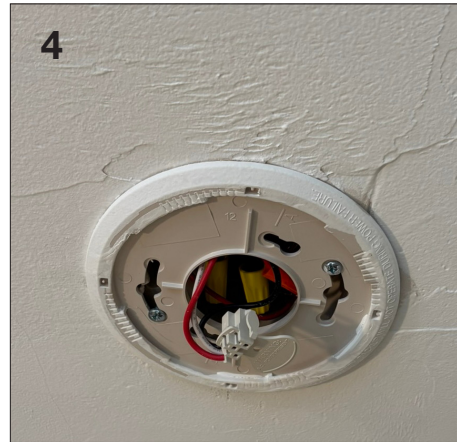
**10** Issue IRS form 1099-NEC for Contractors by January 31 Each Year.

**12** Landlords Beware: “Renter ID” and “Consumer Protection” Numbers May Mask True Credit Scores, Identities

**14** Mass. Climate Bill Paves Way for Gas Companies to Lead Geothermal

**18** MassLandlords In the News for February 2025

**22** 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**

Michele Kasabula, President, through 2025  
 Steffen Landrum, Treasurer, through 2025  
 Russell Sabadosa, Secretary, through 2027  
 Alec Bewsee, through 2025  
 Erin Zamarro, through 2028

**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**

Honeylyn Estopace

**CREATIVES**

Paul Ssemanda, Jen Rau

**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

**PARTNER ASSOCIATIONS**

MWPOA Frank Hays and team

SWCLA Mark Marzeotti and team

NWCLA Brenda Coven Watson 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 David Trinks, CC BY 2.0

<https://unsplash.com/photos/a-group-of-trees-in-a-snowy-area-it90ikzA3s8>

LETTER FROM THE EXECUTIVE DIRECTOR

# Building What the Market Won't

**Our Letter from the Executive Director for February 2025 reviews the ongoing work we're doing with information systems, a grant application and a fire safety bill.**



In January we continued laying track for where we want to go with monthly dues and our management information systems. We heard back about a grant application for Mass Save. Finally, we also drafted and filed a fire safety bill. I will talk mostly about our software in this edition because many have experienced site slowdowns and other issues.

We continue to work on our website. At long last, we have allocated developer resources to identifying why it takes 15 seconds to load some pages. I suspect this will be due to third-party software. When we first started MassLandlords 10 years ago, we chose WordPress as our website framework. It's still good overall. But the plugins we've relied on have not grown with us. And we've moved our WordPress site into a larger, more professional open-source framework. Suffice it to say, something is no longer working. We'll find the slowdown and fix it soon.

We continue to work toward our implementation of monthly dues. I have also been spooling up separate software to manage our internal data. It is a difficult balancing act to get the right level of automation. We have a very small team, and I have professional software expertise, so I am doing the best I can for the organization. We always have to prioritize security, so it's never a straight line to our goals. Software is very expensive, as well.

Mass Save offered the chance for us to build organizational capacity. This is why we applied to be a Mass Save Community First Partner with the cities of New Bedford and Fall River. They need landlords like us to represent the program to landlords who have yet to participate. We can move the needle on adoption because we know the sticking points. Unfortunately for us, our application was rejected. The reviewer wrote, "While the social justice aspect of this work was represented from the landlord perspective, the application scored low in its discussion of social justice for renters and other priority populations." I would have thought that a landlord's social justice impact on renters was obvious at this point. We'll try again next time. Our apologies to the renters in these towns, who may be stuck with no insulation and bad heating a while longer.

Sometimes people agree with us. That is why our fire safety bill has successfully been filed in the state Senate: SD.912 "An Act preventing fires and secondhand smoke in non-smoking rental housing" is now ready for cosponsoring. We have a detailed call to action in this edition.

Please remember that we continue to run members-only office hours and in-person meetups, as well as record video content. You can find a whole bunch of personal interactions on our [events and videos](#) page.

Thank you for supporting our mission to create better rental housing. We've got your back only because you've got ours. Please [join as a member](#), encourage others to join, become a [property rights supporter](#) or increase your level of support. We aim to hire both a full-time educator and policy advocate.

Sincerely,  
 Douglas Quattrochi • Executive Director, MassLandlords, Inc.

Point your camera app here to read more online.



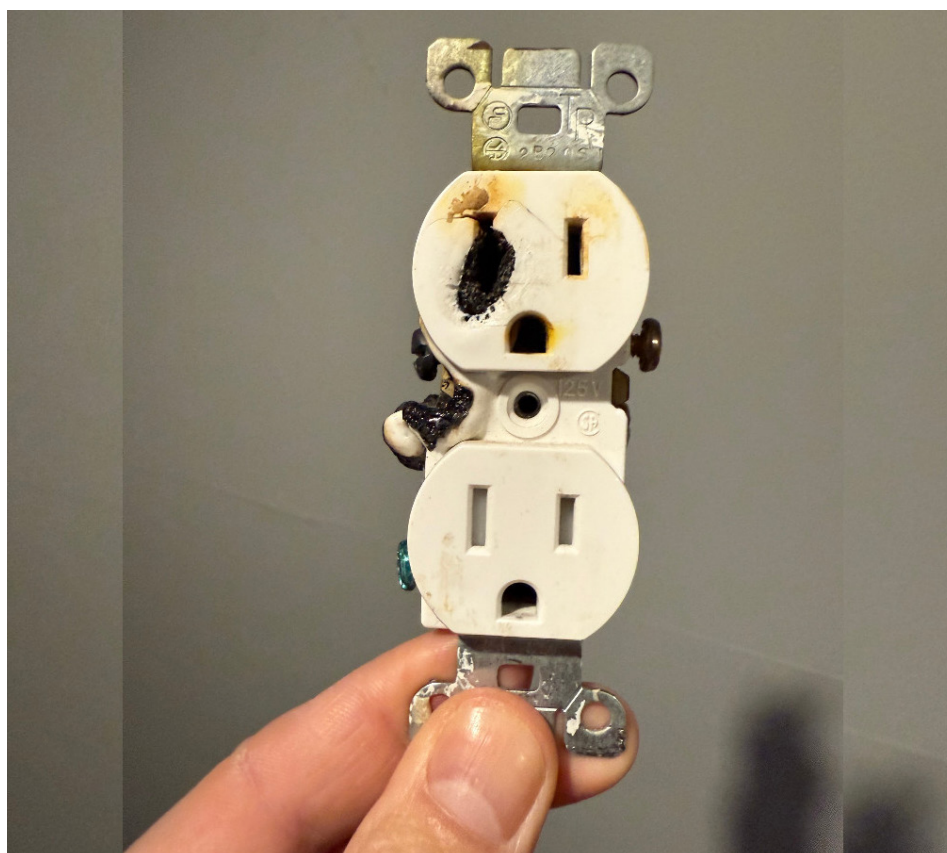
# Ask Your Representative or Senator to Co-sponsor An Act Preventing Fires and Secondhand Smoke in Non-Smoking Rental Housing

Senator Keenan has sponsored legislation that would make rental housing much safer by allowing landlords to properly enforce no-smoking rental agreements.

MassLandlords drafted, and Senator Keenan graciously agreed to sponsor, [legislation to help non-smoking renters and their landlords enforce lease provisions for non-smoking properties](#). Fire safety in rental housing is being critically undermined by smokers in no-smoking housing who take down their smoke alarms. This leaves all occupants of the building at risk of not just secondhand smoke from tobacco and cannabis but also fire from all causes.

When a landlord speaks to such a renter, the answer is usually, "I'm not smoking." If the landlord files a for-cause eviction, they will be almost entirely unable to enforce the no-smoking rental agreements. The rules of evidence for smoking are applied too stringently. Even with witnesses, landlords routinely lose for-cause cases against smokers.

Landlords can try to file an eviction for "no cause stated." But this could end up mired in counterclaims for months. Meanwhile the smoking would continue unabated.



This real image from a Massachusetts apartment gives a reminder that the leading cause of fire is electrical. Here a recalled Instapot managed to avoid tripping an older generation breaker. CC BY-SA 4.0 MassLandlords

Under our proposed legislation, if the fire department saw smoke detectors on the ceiling at the start of the tenancy, and the fire department does not see them now, then the renter is presumed to be smoking. There is no valid reason for any

renter to take down a smoke detector. Our bill has the added public policy side effect of encouraging more frequent and *voluntary* public inspections of rental properties.

**ASK YOUR REPRESENTATIVE AND SENATOR TO CO-SPONSOR SD.912**

Since the pandemic (if not earlier), cross-branch sponsorship is possible, meaning a representative can sponsor a bill in the senate or vice-versa. Look up your state representative and senator using the "Find My Legislator" tool. Ask them to co-sponsor Bill SD.912, An Act preventing fires and secondhand smoke in non-smoking rental housing.

**CAN I EMAIL MY LEGISLATORS WHERE I OWN PROPERTY?**

Yes! The strongest request is with the legislator where you live and vote. If possible, call and email your personal representative and senator. Then call and email the legislators for where your renters reside, too.

**WHAT SHOULD I SAY WHEN I CONTACT THEM?**

Tell your legislator that you are a constituent. Give them your address or the rental property address. Tell them you offer non-smoking housing and have a problem with renters taking down smoke alarms putting everyone at risk. Ask if they will co-sponsor SD.912.

**WHAT IF THEY HAVE QUESTIONS?**

Email us at [hello@masslandlords.net](mailto:hello@masslandlords.net) to schedule a phone call or Zoom. Our staff will attend and answer any questions or concerns your legislator may have.



An all-too common sight in rental housing. This puts the lives of other renters at risk.




This real image from a Massachusetts apartment shows what one renter did to prevent smoke setting off their alarm. This would be hilarious if it weren't potentially deadly. CC BY-SA 4.0 MassLandlords

**WHEN DO I HAVE TO ASK?**

Ask now! We have only until the bill is assigned to a committee to add cosponsors. This could be weeks, or it could be tomorrow.

**SHOULD I TELL MASSLANDLORDS I'VE REACHED OUT?**

Yes! We keep a list of all legislators and their receptivity to policy proposals, including fire safety in rental housing. 

**WHERE IS THIS BILL?**

This bill has been filed in the Massachusetts state Senate. This is the start of a new two-year legislative session.

Point your camera app here to read more online

**WHERE CAN I SEE THE TEXT AND LEARN MORE?**

Visit our dedicated page. There we have the full text broken into pieces and explained, the bill number, and a complete summary with additional frequently asked questions for the technically minded.





**Protect Your Family & Your Property with Massachusetts Lead Paint Inspections Services**

**Get Massachusetts lead paint compliance letter today!**

PHONE: 508-762-8847  
EMAIL: [tadasenvironmental@gmail.com](mailto:tadasenvironmental@gmail.com)

Get A Free Consultation at [www.maleadinspections.com](http://www.maleadinspections.com)






1 Arcadia St.  
Dorchester, MA 02122

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

Inspections@asapenvironmental.com  
[www.asapenvironmental.com](http://www.asapenvironmental.com)

**HEALTHY HOMES FOR BETTER LIVING!**

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

Call Toll Free: 800-349-7779

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

# Renter Appeals Own Win in Housing Court, Secures Additional Damages Under 93A

By Kimberly Rau, MassLandlords, Inc.

**In *Ndoro v. Torres*, a judge ruled the tenant did not have a claim under the state's consumer protection laws. That determination was reversed upon appeal by the tenant.**

A landlord who lost her eviction case found herself back in court when her tenant appealed her own victory, stating

that the court erred when it determined that the housing provider had not violated the state's consumer protection laws. The appeals court agreed with the renter's argument, determining that additional damages as well as attorney's fees were in order.

The landlord originally filed a no-cause summary process to regain possession of the rental, even while charges of sanitary code violations were active. The summary process case centered on the renter's counterclaims of violation of

warranty of habitability and of Chapter 93A, which governs consumer protection. The first court stated the landlord had fixed the sanitary code issues in a reasonable amount of time; the tenant and the appeals court disagreed. How long is too long to wait to fix a sanitary code violation?

## **BOARD OF HEALTH; CTI INSPECTIONS CORROBORATE RENTER'S CONCERNS**

Maritza Torres began renting her Lowell home from Phyllis Ndoro in 2015. At the time of the lawsuit, court documents stated Torres had signed a lease and had a rent subsidy for the apartment, administered by Community Teamwork, Inc. (CTI) of Lowell.

Court records state that Torres informed Ndoro that there were problems with the bathroom's subfloor in July 2021. After that, the Lowell Board of Health and CTI performed two inspections each at the property between October 2021 and March 2022. They issued a total of four written notices between them, each citing multiple violations of the state sanitary code.

The first notice came from the city of Lowell on Oct. 27, 2021. It cited the following code violations: broken bathroom tiles and water damaged walls around the shower; loose railings on an exterior ramp; a broken outlet in the kitchen along with a leak and damaged cabinet floor under the sink; a shower that did not "keep water," along with a leaking shower head and a broken outlet in the bathroom; bedroom doors with keyed locks and missing doorknobs; and a broken kitchen window.



The Aiken Avenue address in Lowell where tenant Maritza Torres claimed her landlord waited months to fix sanitary code violations. (Image: [Google Earth](#))

Massachusetts law requires landlords to “substantially complete” indicated repairs within 14 days. A board of health may be stricter than that, depending on municipality: Many landlords are given 24 hours of turnaround time. In this instance, Ndoro was instructed to fix the violations no later than Nov. 10, 2021. Court documents state she did not perform those repairs by the deadline.

CTI inspected the property on Nov. 24, 2021, and found the same issues the Lowell board of health had. CTI’s notice specifically detailed the damage to the bathroom floors, along with other code violations that were not specified in the prior inspection, including broken smoke and carbon monoxide detectors. Ndoro was instructed to substantially make the repairs by Dec. 11, 2021, and did not meet that deadline.

CTI returned to the property on Jan. 24, 2022, and noted that the rental again failed inspection. The notice following the visit specifically instructed Ndoro to install a new floor in the bathroom. When board of health inspectors visited again on March 29, they issued an additional notice of violation, instructing Ndoro to replace the bathroom floor within

10 days, along with other necessary repairs. The board of health also stated that Ndoro would have to pay \$300 for each violation not addressed within the indicated timeframe.

Then, on April 1, 2022, CTI informed Ndoro that she would not be receiving rental subsidy payments until she completed all the required repairs. It also stated that unless she requested a re-inspection by April 15, CTI would begin the process to terminate her contract for housing assistance payments on June 1.

CTI notified Ndoro on May 27, 2022, that the apartment passed their inspection. That was seven months after the first inspection, and more than nine months after court documents state Torres reported her concerns to Ndoro.

**HOUSING COURT AWARDS POSSESSION TO TORRES, DISMISSES MOST COUNTERCLAIMS**

While this was going on, Ndoro filed a no-cause-stated eviction in September 2021 to have Torres and her family removed from the property. At that point, Torres filed multiple counterclaims with

the court, including breach of warranty of habitability, violations of Chapter 93A, breach of quiet enjoyment and retaliation.

At the bench trial, Torres waived the breach of quiet enjoyment counterclaim and did not bring it up during her appeal.

The judge found the rotting floorboards left for nine months were a danger to Torres and her children’s safety, and constituted a violation of the warranty of habitability. He awarded possession and \$1,170 in damages to Torres. However, the judge in the case, Gustavo A. del Puerto, stated that Ndoro had not engaged in deceptive acts or practices (violating Chapter 93a) because the cited issues were corrected in a reasonable length of time. Torres’ other counterclaims were also dismissed.

**TENANT APPEALS OWN WIN**

Torres appealed the decision, and the appeals court sided with her, reversing the original decision.

“Ndoro’s approximately nine-month delay in replacing the rotting bathroom underflooring also constituted a sufficiently substantial and material breach of the implied warranty of habitability which...established a violation of c. 93A,” wrote appeals judge Paul Hart Smyth.

The court rejected Ndoro’s claim that she did not know how serious the damage to the floor was until she got to court, noting that both agencies had specifically mentioned the subflooring in their reports.

During the appeals process, Ndoro reportedly stated that supply chain issues and labor shortages due to the Covid-19 pandemic had caused delays in completing the repairs. The court could not entertain this claim because it had not been made in the original hearing, but noted that even if it could, Ndoro would have lost.

“Ndoro’s testimony that the Covid-19 pandemic made it generally more difficult to retain contractors ‘between 2020 and early 2021’ did not address her delay in hiring a contractor to repair the condition of the bathroom floor of which she was first notified by Torres in July 2021,” the appeals court response reads.



The board of health doesn’t play around. If you are given a deadline to substantially complete repairs, you must do so, or request an extension if necessary. Lack of communication could have negative consequences. (Image: Towfiq Barbhuiya for Unsplash)

“We note there was no evidence that Nodoro contacted the Lowell board of health to either request an extension based on contractor unavailability or to appeal from any of the above-referenced notices of code violations,” it continues.

The final blow to Nodoro’s case was the fact that the floor was repaired only when CTI threatened to cut off her housing subsidy payments, which amounted to \$1,341 per month.

The appeals court sent the matter back to housing court where the damages owed Torres, including attorney’s fees, will be calculated.

Nodoro’s attorney, Thomas D. Kennedy, was quoted in a Mass. Lawyers Weekly article about the case, in which he called the term “reasonable time” subjective.

“It was our position, as evidenced by the pleadings, that the landlord repaired the defects within a reasonable amount of time,” Kennedy said in the article. “It is very difficult to define what is reasonable, especially under circumstances such as these.”

**ADVICE FOR LANDLORDS:  
CREATE A PAPER TRAIL**

Waiting the better part of a year to make necessary repairs to your rental property, especially when you have been given a much tighter deadline by the board of health, is too long. Sometimes delays happen, but it’s important you handle them correctly.

In this case, landlord Nodoro claimed she had attempted to fix the rotting bathroom floor, but pandemic-related delays and shortages prevented her from accomplishing that task. The appeals court stated there was no evidence Nodoro had requested an extension based on this.

Did Nodoro attempt to repair the bathroom floor before CTI revoked the housing subsidy she received for the rental? Perhaps, but she had no proof. The appeals court would not have upheld the original court’s decision even if it could have entertained the argument because of that.

This shows the importance of documenting everything you do as a

landlord. Did you call 15 plumbers before someone finally agreed to come out and fix your tenant’s leaky toilet? Make a note of the times you called. (You can also get a call log from your telephone provider if you need to.) Did a repairman cancel? Make sure you document that. Did supply chain issues make fixing the deck a longer process than anticipated? Save that email you got from Lowe’s backordering your lumber.

And, always, communicate these delays with your tenant. Think about which you would prefer from your renter if they were going to be a few days late with the rent. Would a little explanation (“My employer forgot to put in payroll, I will pay you first thing Monday.”) alleviate a lot of frustration? Probably.

**CONCLUSION**

We are not suggesting what happened in Nodoro’s rental was Torres’ fault, and neither did Nodoro. Court documents state Nodoro did not attempt to argue that Torres’ actions had caused the damage

Name Search			
Showing 1 to 9 of 9			
Party/Company	Case Number	Case Type	File Date
Torres, Maritza	<a href="#">08H77CV000165</a>	Housing Court Civil	08/15/2008
Torres, Maritza	<a href="#">09H77SP001241</a>	Housing Court Summary Process	04/15/2009
Torres, Maritza	<a href="#">12H77SP004551</a>	Housing Court Summary Process	11/13/2012
Torres, Maritza			11/18/2013
Torres, Maritza			01/12/2015
Torres, Maritza			10/08/2015
Torres, Maritza	<a href="#">20H77SP000836</a>	Housing Court Summary Process	02/18/2020
Torres, Maritza	<a href="#">21H77SP002935</a>	Housing Court Summary Process	09/10/2021
Torres, Maritza	<a href="#">96H77SP002950</a>	Housing Court Summary Process	12/02/1996

Some of these are possibly the same Maritza Torres. Some are certainly not.

Who’s who? The Northeast Housing Court has nine entries for Maritza Torres, but most of them cannot be attributed to the defendant in this case. The courts offer us no way to differentiate between individuals, a problem for renters and landlords. (Image: masscourts.org)



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 valuations
- ✓ FREE leasing services - only tenants pay broker fee
- ✓ FREE lease renewal services for existing clients
- ✓ FREE property upgrade consults
- ✓ FREE rental pricing recommendations
- ✓ FREE vendor recommendations for handymen, cleaners, snow removal and more
- ✓ No commitments or contracts for rentals

CALL TODAY FOR YOUR FREE CONSULTATION WITH CAMBRIDGE SAGE:

☎ 617-833-7457

✉ SAGE@CAMBRIDGESAGE.COM



CAMBRIDGE SAGE


to the property. And we don't have much evidence to suggest Torres had been a problem tenant before. We tried to search her name in the court database, but the state system is not good at differentiating between people of the same name. There were nine entries in the Northeast Housing Court for "Maritza Torres," and none of them had any sort of identifier to tell us who was who. We had to go to public records to determine that some of them were definitely not the same person, and a couple of them could be "our" Torres – but we wouldn't be able to swear to it.

This is why proper tenant screening is so important, especially as eviction sealing goes into practice. If you are seeing red flags with any potential tenant, check their references. The current landlord may lie to get a headache tenant to move, so check with the landlord before that if you have to.

It's true that Massachusetts is a very tenant-friendly state, and even if Torres (the renter) had done something to ruin the subfloor in the bathroom, it would have been Ndoro's (the landlord's) responsibility to fix it. This is true even if you have a signed conditions statement showing that you rented out a perfectly up-to-code unit. You can always pursue reimbursement later, but you have to keep the rental livable in the meantime.

This is why it's important to perform annual inspections on the rental, so you can catch problems early, and communicate with your tenants if there are delays on repairs. If you do end up in court, you can prove that you attempted to fix the issue at hand, and show documentation of any holdups in the process.

Renting to someone who does not have a negative rental history does not guarantee a problem-free tenancy. Even

if Torres had been in court many times before (which is not necessarily what we discovered), the court determined twice that she was in the right this time. But performing lawful, proper tenant screening, and practicing effective communication should help you avoid some landlord headaches. 

Point your camera app here to read more online



# Issue IRS form 1099-NEC for Contractors by January 31 Each Year.

Since 2013 if not earlier, all LLCs have had the option to indicate the taxation status as shown here on this August 2013 revision. The latest revision has the same option. If the LLC is type “S” or “P,” you as payor must issue form 1099-NEC. Public domain.

## To find out if your contractor is a 1099 contractor, you should issue form W-9. Forms 1099-NEC are due by Jan 31.

Landlords, property managers and investors who pay non-employee contractors more than \$600 in a tax year must report these payments on form 1099-NEC. [Read the Internal Revenue Service instructions.](#) A contractor is a 1099 contractor if you paid them at least \$600 in services (including parts and materials), and they’re not a corporation that pays its own taxes. This means you have to mail the contractor and the IRS a form 1099-NEC.

Note: LLCs are not necessarily corporations that pay their own taxes! For tax purposes, LLCs can be treated as either pass-through partnerships or pay-on-their-own corporations. You need to know which they are.

## HOW CAN YOU TELL IF AN LLC IS A 1099 CONTRACTOR?

Ask them to fill out form W-9. You’ll see when you view it that there’s a section where they must indicate their tax status.

Ideally, give this form to a contractor before you hire them. If they are unwilling to fill it out, this may indicate a general non-compliance with the rules.

## WHAT HAPPENS IF I DON’T ISSUE FORMS 1099-NEC?

This will dramatically increase the chances of an audit. If an audit finds you failed to report amounts on 1099-NEC, you will owe the tax the contractor should have paid, plus penalties and interest. An audit may also substantially decrease your quality of life: It takes time to respond to auditor demands and the process can be unfriendly, depending on the auditor.

## WHAT IF I FORGOT, CAN I ISSUE THE FORMS LATE?

Yes, better late than never.

## WHERE DO I GET FORM 1099-NEC?

Small landlords can order information returns by U.S. mail. Make sure to visit the employer page, not the individual taxpayer page. Make sure to order both forms:

- Form 1099-NEC
- Form 1096 is the cover sheet to form 1099-NEC

You can also order instructions.

Larger landlords may find your accounting software can file forms for you. [ML](#)

Point your camera app here to read more online





# Protect Your Home

**JJM** INSURANCE  
AGENCY

tel. 508-791-1141

info@JJMInsurance.com

fax 508-753-5630



## ARTICLE YOU MAY HAVE MISSED

### Homeowners Beware: New Law Exempts BlueHub, Lenders from Consumer Protection, Usury Laws, Despite 20% APRs.

On Nov. 20, Gov. Maura Healey signed the state's \$4 billion economic development bill into law as Chapter 238 of the Acts of 2024, and exempted the nonprofit BlueHub Capital from the state's consumer protection laws.

Point your camera  
app here to read  
more online.



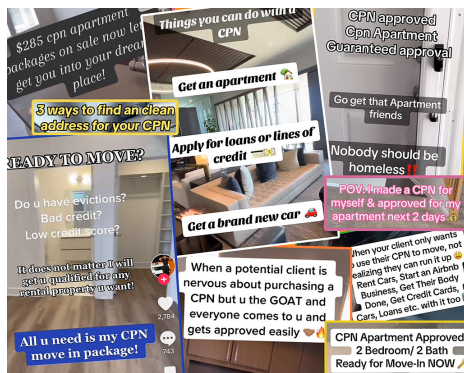
# Landlords Beware: “Renter ID” and “Consumer Protection” Numbers May Mask True Credit Scores, Identities

By Kimberly Rau, MassLandlords, Inc.

These fraudulent numbers look exactly like social security numbers and may even pull up a credit score for potential renters. But using them to hide the truth is unlawful.

This article covers the importance of social security numbers to the credit screening process, and the role that credit scores play in tenant screening. A person’s credit score can mean the difference between getting approved for a rental, being rejected, or being required to find a co-signer before they are allowed to move in.

Due to this, some individuals choose to circumvent the system and use an “alternative” social security number,



Social media is full of claims that using a CPN is a legal way to make your rental dreams come true. But the truth is a different story. (Image: Fair Use)

called a credit protection number (CPN) or renter identification number. These numbers can provide renters with a clean slate, or even a falsified credit history, but they are illegal to use.

This article discusses how CPNs are created and used, how to spot a fake CPN and ways to effectively screen tenants in light of this information.

This article contains sensitive information and may only be ready by logged-in members. [Log in to read the article here.](#)

Point your camera app here to read more online



**DUDLEY SERVICES**

PROUDLY SERVING EASTERN & CENTRAL MASSACHUSETTS

**VERMICULITE & ASBESTOS ABATEMENT SINCE 1987**

- ✓ Vermiculite Removal Services
- ✓ Vermiculite Inspection Services
- ✓ Asbestos Flooring Removal & Painting Services
- ✓ Complex Asbestos Abatement Project Planning Services
- ✓ Asbestos Removal Services- Boilers, Pipes, Furnaces & Ducts

✉ [dudleyservices@gmail.com](mailto:dudleyservices@gmail.com)

[www.dudleyservices.com](http://www.dudleyservices.com) | [www.vermiculiteremoval.com](http://www.vermiculiteremoval.com)

**Real Estate 101: Development & Finance**

**Earn Harvard Certificates in Real Estate**  
Live Online Programs | 11am-1pm | 4 sessions each

[exced.gsd.harvard.edu/real-estate](https://exced.gsd.harvard.edu/real-estate)

HARVARD UNIVERSITY GRADUATE SCHOOL OF DESIGN  
EXECUTIVE EDUCATION



## Schedule Calls With Our Staff for Business Advice and Legal Information

~~Average attorney rate: \$250/hr~~

For Just  
**\$97/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/helpline/>

# Mass. Climate Bill Paves Way for Gas Companies to Lead Geothermal

By Eric Weld, MassLandlords, Inc.

**Networked geothermal projects like Eversource's Framingham pilot get an important boost via the state's new climate law.**

From out of intense legislative negotiations last summer over the state's new climate change bill, gas companies emerged with considerable power in the ongoing transition away from fossil fuels. Partly as a result, a geothermal pilot project, operated in Framingham by Eversource, has gained increased scrutiny. Eversource is one of the state's largest gas companies.

An Act Promoting a Clean Energy Grid, Advancing Equity, and Protecting Ratepayers, Ch. 239 of the Acts of 2024, became law on Nov. 21, 2024, following a long period of wrangling between the house and senate that pushed the bill beyond the close of the legislative session. The law is the third climate-related legislation adopted by the state since 2022. It follows on the heels of climate packages signed by Gov. Charlie Baker in 2021 and 2022 that codified the state's commitment to greenhouse gas reduction, and redefined reduction targets to 50% of 1990 levels by 2030, 75% by 2040, and to net zero carbon emissions by 2050.

The law notched some restrictions on gas companies in expanding natural gas service, in an effort to nudge the state toward its decarbonization goals. At the same time, it also redefined their scope of service to include geothermal energy, and continued gas utilities' power of eminent domain.



**Eversource, one of the state's largest gas companies, bored 90 holes deep into the neighborhoods around Concord Street in Framingham to create a series of pipes as part of its geothermal network pilot. The state's new climate law allows gas companies to broaden their scope of service to add geothermal energy service. Image: Eversource source photo.**

## A LIST OF CLIMATE CHANGE INITIATIVES

Ch. 239 also includes a litany of provisions that build on preceding climate change legislation pushing the state and its citizens to reduce and eventually eliminate fossil fuel combustion.

Landlords and renters may be most impacted by the law's incentives to expand electric vehicle charging stations, and adjustments to income eligibility for energy assistance. Other provisions include empowerment of residents living near newly proposed energy projects, who will have input in permitting and siting of new

infrastructure; and a change to include "embodied carbon" in the management of greenhouse gas emissions.

These provisions have been broadly covered across other media.

We want to examine the carve outs in the law that favorably position gas utilities to compete for a swath of new demand for renewable energy, and potentially take private land for public use.

## GAS COMPANY PLUS GEOTHERMAL

The new climate change law permits an expansion of the definition of "gas company" in a way that broadens

# 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.

## ASSET STRATEGY

Helping you Create, Manage, Protect & Distribute Wealth®

781-235-4426 - ext. 135  
info@assetstrategy.com  
www.assetstrategy.com

allowable services to also include providing geothermal energy. “A gas company may make, sell or distribute utility-scale non-emitting thermal energy, including networked geothermal and deep geothermal energy,” states the law’s Section 47.

The term “gas company” itself is antiquated. It applies to any corporation that provides natural gas energy service. But many of these companies have long provided energy services beyond just natural gas. S. 47 acknowledges this. “‘Gas company,’ a corporation originally organized for the purpose of making and selling or distributing and selling, gas within the commonwealth, even though subsequently authorized to make or sell electricity.” In that regard, it could be argued, a redefinition to include geothermal energy was necessary.

But the expanded definition is also practical, writers of the law might say. Gas utilities own infrastructure, lots of it: miles of underground pipelines, fleets of equipment, storage and processing facilities, compression and monitoring

stations, not to mention legions of trained personnel.

While some of the very services these companies offer – sales and distribution of gas-fired energy – is a contributor to climate change, they will also play, and are playing, an integral part in moving away from use of their traditional product in favor of non-polluting forms of energy, such as geothermal. As such, their infrastructures – which are huge and expensive to develop – are already in place and can be more easily converted to renewable services, such as geothermal, than it would be for a new company to start from scratch.

### ALL EYES ON FRAMINGHAM PILOT PROJECT

In fact, Chapter 239’s allusion to networked geothermal for gas companies nods to Eversource’s pilot project in Framingham that links together 37 buildings of mixed use for geothermal energy. The pilot is the first geothermal system operated by a public utility in the nation. (Networked geothermal

systems have been in place on some college campuses for several years. Mt. Holyoke College and UMass-Lowell have geothermal systems in place, and Smith College is amid installation.)

Geothermal energy has been around for a while, used around the world in large-scale and small, individual settings. It is by far the most efficient form of energy available because it uses the very stable temperatures beneath the earth’s surface (~55 degrees Fahrenheit) to naturally warm or cool indoor temperatures above ground. Geothermal systems achieve this by constantly circulating fluid through underground pipes, where it’s either warmed or cooled as needed, then back above ground and through buildings’ interiors, where the affected fluid conditions the air.

Geothermal energy is not new, but networked geothermal systems like the Framingham project, that link together multiple customers in their neighborhood, are new.

The Framingham pilot project went online with its first customers in 2024

and will be monitored for two full heating-cooling seasons to determine its effectiveness, efficiency and viability as a model. It is a closely watched project, in and beyond Massachusetts, partly because of its potential to provide a viable pathway away from fossil fuel energy for whole communities of customers at a time. If deemed successful, it could unleash a trend for other utilities and energy companies to develop similar geothermal networks, and make a huge difference in achieving zero carbon emissions.

National Grid, the state’s largest public energy utility – or “gas company” in outdated parlance – also has geothermal network projects in stages of development, in Lowell and Boston, with plans to launch in 2025.

**ADVANTAGE: GAS COMPANIES**

There are six investor-owned natural gas companies operating in Massachusetts, and four municipal gas companies. There are also nearly two dozen companies that provide geothermal services, a few of which specialize in that energy source.

With their infrastructures, resources and access to millions of customers, the largest gas companies – Eversource,

National Grid and Berkshire Gas Company – will have clear advantages in building and expanding geothermal networks.

**CONTINUED POWER OF EMINENT DOMAIN**

The latest climate law continues the right of Massachusetts gas companies and other energy providers to apply for eminent domain in siting pipelines, energy generation and other facilities. Power companies are also granted the right to enter private lands to conduct surveys to inform eminent domain requests. Gas and energy companies may petition the Department of Public Utilities’ (DPU) Energy Facilities Siting Board for taking private property in order to construct energy facilities after failed attempts to reach an agreement with landowners. They are also required to provide copies of petitions to the city or town and property owners.

The board is empowered, in the climate change law, to consider public interest in its adjudication of eminent domain. The board is required to hold at least one public hearing in a municipality affected by the eminent domain request.

There are a few cases of eminent

domain exercised in Massachusetts going back several decades, mostly for surveying purposes, some by out-of-state companies. For example, Western Massachusetts Electric Company, a subsidiary of Eversource, petitioned the DPU in 2011 to take land in West Springfield and Chicopee for easements needed for transmission lines. Tennessee Gas Pipeline LLC took land by eminent domain in Otis State Forest in 2016 for pipeline expansion, and eventually paid the state \$640,000.

It’s unclear how the power of eminent domain may be used going forward. However, as gas companies are newly empowered to pursue networked geothermal projects, and if such projects become a trend, it’s conceivable that eminent domain petitions might increase. Networked geothermal sites require boring miles of deep wells for running pipes, as well as land for above-ground operation facilities.

Eminent domain requests may also be affected by the climate law’s expanded rights of residents living in areas of proposed new energy facilities to challenge permits.

**HARD-FOUGHT RESTRICTIONS ON NATURAL GAS**

While the new climate law positioned gas companies to lead parts of the state’s transition to non-carbon-emitting power sources, it also ended some of the companies’ options for expanding natural gas sales and service.

The bill ends the “right to service law,” a requirement that natural gas companies must provide gas service to any customer in their area who requests it. Instead, the new law requires them to consider if new gas service requests align with the state’s carbon reduction goals, and gives them the right to offer alternative energy service when it’s available. Alternatives could include geothermal in the near future.

The bill also allows utilities to retire segments of leaky gas line or apply short-term fixes instead of replacing them at high cost. This is an alteration to the state’s Gas Leaks Act.



Print Page < Prev Next >

**AN ACT PROMOTING A CLEAN ENERGY GRID, ADVANCING EQUITY AND PROTECTING RATEPAYERS**

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

SECTION 1. Section 30 of chapter 7C of the General Laws, as appearing in the 2022 Official Edition, is hereby amended by striking out, in line 4, the words “the energy consumption of” and inserting in place thereof the following words:- the: (i) energy consumption of; (ii) energy efficiency of; and (iii) greenhouse gas emissions directly attributable to.

SECTION 2. Said section 30 of said chapter 7C, as so appearing, is hereby further amended by striking out, in lines 10 and 11, the words “energy conservation maintenance and operating procedures” and inserting in place thereof the following words:- maintenance and operating procedures for energy conservation, energy efficiency and greenhouse gas emissions reductions.

**Chapter 239 of the Acts of 2024, the new Massachusetts climate law, is the third legislation in a three-year period addressing climate change and seeking to codify the state’s zero carbon emission reduction goals. The latest climate bill positions gas companies to lead the way in developing geothermal networks, such as the Eversource pilot network in Framingham. Image: cc by-sa mass.gov.**





**DEMERLE HOEGER LLP**  
REAL ESTATE LAW

**WE ARE REAL ESTATE**

**WE ARE NEW ENGLAND**

**OUR PRACTICE AREAS**

**MORTGAGE DEFAULT SERVICING**

- ★ Foreclosures
- ★ Litigation
- ★ Bankruptcy
- ★ Evictions
- ★ Condominium Association Lien Actions
- ★ Code Enforcement Actions

📍 **10 City Square,  
Boston, MA 02129**

📞 **617-337-4444**

📠 **617-337-4496**

**LANDLORD-TENANT LAW**

- ★ Evictions
- ★ Lease Agreements
- ★ Security Deposit Law
- ★ Lead Paint Law
- ★ Rent Collection Actions
- ★ Code Enforcement Actions

**COMMERCIAL & RESIDENTIAL REAL ESTATE**

- ★ Purchase-and-sale Agreements
- ★ Lease Agreements
- ★ Title and Settlement Services
- ★ Title Issues
- ★ Title Insurance Claims
- ★ Real-estate Litigation
- ★ Condominium

**CIRCUITOUS ROUTE TO GOVERNOR'S DESK**

The climate change law was delayed more than a year as lawmakers in the house and senate debated its impacts on gas companies.


Following legislative negotiations spanning multiple sessions, the bill passed in the senate in summer 2024, but stalled in the house for several weeks and beyond the end of the 193rd session in July. Some house lawmakers hoped for less robust reforms for natural gas utilities. Legislators in both chambers continued to negotiate beyond the session and reached a compromise bill for the governor's signature.

The November enactment of the law might be significant. Massachusetts was the first state to pass climate legislation after the Nov. 5, 2024, national election, and the law could serve to codify important climate initiatives. Already, within the first days of the new presidential administration, climate change policies have been scaled back.

The new administration has stopped issuing new permits for wind farms and immediately began the process of withdrawing from the Paris Agreement, an international climate change treaty, for the second time (joining Iran, Libya and Yemen as the only countries not adopting the agreement).

Policies always change when a new presidential administration assumes governmental control. Given the layers of federal government, it's difficult to predict which specific policies will further shift. However, on the campaign trail, the president pledged to repeal the Inflation Reduction Act. The IRA, signed into law by President Biden in August 2022, includes extensive initiatives and funding to transition away from fossil fuel energy and mitigate climate change-related impacts. If the current administration follows through on that pledge, in full or part, it could mean sizable decreases in federal funding for climate change-related endeavors. Some Massachusetts lawmakers are calling for increased

spending of remaining IRA funds in anticipation of possible federal claw back attempts.

Massachusetts has a long way to go to reach its greenhouse gas reductions and net zero emissions goals by 2050. To achieve those goals, it will need all the cooperation it can get from gas companies and property owners. 

Point your camera app here to read more online





# IN the NEWS

## MassLandlords In the News for February 2025

Compiled by Eric Weld, MassLandlords, Inc.

### MassLandlords media mentions and appearances by association representatives

This edition of MassLandlords In the News features frequent comments in the Boston Globe in articles on brokers' fees, eviction sealing, Mass Save, air conditioners and other topics.

#### JANUARY 4, 2025

MassLandlords Executive Director Doug Quattrochi commented for a *Boston Globe* article by Spencer Buell on the issue of brokers' fees and who should pay them.

Often, when renters approach real estate brokers for assistance in finding housing, or when landlords hire brokers for finding and screening renters, tenants are charged a fee for the service. Legislation was introduced as part of last year's housing bill that would have banned the practice of charging renters for the brokerage fee, but was not part of the final bill. (Quattrochi was also quoted in a *Globe* [article](#) about that legislation.) Several legislators have publicly

announced they will take up the issue again in the new session.

"Whoever hires the broker should have to pay," Quattrochi is quoted in the article. Quattrochi's quote follows a similar quote from Greg Vasil, CEO of the Greater Boston Real Estate Board. The article then notes that neither GBREB nor MassLandlords supports the proposed bill. GBREB opposes banning the practice. Their stance is partly due to concern that such legal action would shift the burden onto landlords in all cases, even when renters hire brokers.

MassLandlords' position, misrepresented in the article, is that landlords are already prohibited, under General Law Chapter 186 Section 15B, from charging a renter anything other than first month's rent, last month's rent, a security deposit equal to the first month's rent and the cost of changing the locks. This means landlord-required broker fees are already banned. Furthermore, under 254 CMR 7, brokers may not charge renters a fee without a written agreement to do so. The bill is pointless.

Several commenters noted, banning renters from having to pay brokers'

fees wouldn't make a sizable impact on rent prices, and may drive them up if landlords raise rents to compensate for brokers' fees that they pay.

[Read the article.](#)

Quattrochi was also quoted in a related article published July 16, 2024, on WBUR. "They're not going to stop using the broker because of this rule," Quattrochi said about landlords, regarding the potential passage of a rule banning the practice of requiring renters to pay brokers' fees. "They're just going to increase the rents to cover that cost."

[Read the article.](#)

#### JANUARY 1, 2025

Doug Quattrochi commented in a *Globe* article by Sabrina Shankman examining the new Mass Save three-year plan that will pay for energy efficient updates of rentals in low- and moderate-income communities in Springfield, Fall River, Worcester, Boston and other cities. Quattrochi points out a big advantage for landlords of converting from fossil fuel-operated furnaces to electric heat pumps: air conditioning, in addition to efficient heating. Adding air conditioning via heat pumps to rentals will increase

tenant satisfaction, reduce turnover and boost marketability, notes Quattrochi in the article.

Quattrochi comments further in the article, imparting that landlords are enthusiastic about the Mass Save changes, which he called “transformative” in their potential to help transition away from carbon-emitting energy sources. “Everyone has to or we’re all doomed by climate change,” he says.

[Read the article.](#)

**OCTOBER 23, 2024**

Quattrochi commented early in a *Globe* article by Jim Morrison about the eviction sealing provision included in the Affordable Homes Act, a massive housing bill signed into law in August 2024.

“There’s a landlord problem, which is that landlords might end up renting to ‘professional’ tenants,” Quattrochi says in the article. He points out that sealing eviction records from public scrutiny not only blinds housing providers from prospective tenants’ histories; it also blocks journalists and researchers from overseeing courts.

The eviction sealing law is scheduled to take effect on May 3, 2025.

Meanwhile, NBC10 reported, on Dec. 18, 2024, that the Callahans, a couple of “professional tenants” who had lived illegally for free in rentals for 25 years,

were finally arrested for defrauding property owners in Massachusetts. With the eviction sealing law in place, couples like the Callahans will be empowered to defraud more landlords.

[Read the Globe article.](#)

**JULY 3, 2024**

The MassLandlords online resource on [state eviction data and housing court statistics](#) was featured in a *Globe* article by correspondent Lindsay Crudele headlined “Eviction takes its toll on more than one’s finances.” The article describes some of the psychological, physical and practical impacts on people’s lives when they are evicted from their homes.

MassLandlords has compiled eviction and housing court data since May 2020. The article cites the page. “By April 2024,” it says, “more than 13,000 cases were seen in the state, according to data from MassLandlords and the Massachusetts Housing Partnership.”

[Read the article.](#)

**JUNE 24, 2024**

Quattrochi was quoted in an article about safe installation of window air conditioners, by *Globe* correspondent Ava Berger, that ran as midsummer temperatures reached into the high 90s. The article provides several tips and practical suggestions for how to safely

install window air conditioners.

Quattrochi comments on landlords’ legal responsibility to create a “safe and habitable living environment,” such as water, heat, kitchen facilities and hygienic residences. Air conditioning may not be a legal requirement for rentals to be considered safe and habitable, but that doesn’t mean landlords shouldn’t provide them, Quattrochi is paraphrased. “This is a good example of where the policies aren’t keeping up with the real world,” he said. “If you can provide it, you should.”

Window air conditioner installation is a popular topic. A MassLandlords article published several years ago on [installing a window air conditioner](#) in a vinyl replacement window continues to be heavily referenced.

[Read the Boston Globe article.](#) 

Point your camera app here to read more online



**TEAM**  
*Impressa*  
Where experience counts

 **Real Estate Sales & Leasing**

 **A Contemporary Real Estate Brokerage**

**menard-bostonrealestate.com**

barbara@teamimpressare.com  
617-935-3044

 **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>

## MassLandlords Thanks Our Property Rights Supporters

Property Rights Supporters make monthly contributions earmarked for policy advocacy.

### OWNERS COOPERATIVE

**\$100 and Up.** Arrow Properties, Inc.. Jim Duffy. Fairfield Realty Trust. Haddad Real Estate. Hilltop Group Holdings. Rich Merlino. 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. Mike Horgan. Brian Keaney. Mary Norcross. Jim O'Brien. Liz O'Connor. PCPA LLC. Shamrock Management. Slope Properties LLC. Bob Smith. Michael Totman. Urban Lights LLC. Nancy Wang. 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. Sean Doherty. Michael Donahue. Bob Finch. Lucille Fink. Dana Fogg. Royce Fuller. GMC Property Management LLC. Haverhill Multi-Family, LLC. JCCarrig Real Property. Karen Jarosiewicz. King Craft Property Mgmt. Geri Ledoux. Matthew Maddaleni. Kristina Midura-Rodriguez. Vincent Monaco. Jill Monahan. Darlene Musto. Alex Narinsky. Liz O'Connor. Olson Apartments. Glenn Phillips. Cheryl Popiak. Ted Poppitz. 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.** 11020 Overlook LLC. AAMD MGT. Bernard Welch Realty Inc. Chris Adler. Bob Allen. Lori Amara. Rob Barrientos. Ray Boylan. Broggi R.E. & Property Mgmt Inc. Nigel Brooks. Corofin Properties. Demers Enterprises. Nisha Deo. Liz Dichiara. Dietschler Properties. Energywise homes, Inc. Deborah Entwistle. Matt Explosion. Cristina Ferla. Margaret Forde. Justin Forkuo. Forge Property Management. Alan Fournier. Ross W. Hackerson. Hancock Holdings LLC. Mike Hempstead. JD Powers Property Management LLC. JMG Realty & Investments. Catherine Jurczyk. Kee 55, Inc. Agency Account C/O Ercolini. John Kubilis. Altagracia Lama. Jo Landers. MassBay Group. Shane McGlone. Ana Monte. Murphy Realty. Michael Ozog. Mary Palazzo. Benjamin Perry. Jesse Pianka. PJM Property Management. Alvan Pope. Tara Pottebaum. Property Realty Group LLC. Kathryn Rivet. Lisa Rizza. Cary-Amy Rose. Michael Siciliano. John Siri. Joann Strub. Summit Rentals LLC. Topaz Realty Trust. Vadim Tulchinsky. Snaedis Valsdottir. Mark Waitkevich. Stuart Warner. Westmass Apartments LLC. Carole Winkler Wells. Kim Wu.

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

To join, complete a pink sheet at any MassLandlords event or sign up online at [MassLandlords.net/property](https://MassLandlords.net/property).

# 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](mailto:lucas@mergogroup.com) • (617) 990-6201 • [mergogroup.com](http://mergogroup.com)

# REGIONAL

## MassLandlords Upcoming events

See details under each region

### 2025 FEBRUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					First Friday Office Hours 12:00PM-1:00pm	1
2	3 SWCLA 7:00PM-9:00PM	4	5	6	7 First Friday Office Hours 12:00PM-1:00pm	8
9	10	11 MWPOA 5:30PM-8:00PM	12 Second Wednesday Office Hours 4:30PM-5:30pm	13 NWCLA 7:00PM-9:00PM	14	15
16	17	18	19 Third Wednesday Office Hours 4:30PM-5:30pm	20	21	22
23	24	25	26	27	28	

### 2025 MARCH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3 SWCLA 7:00PM-9:00PM	4	5	6	7 First Friday Office Hours 12:00PM-1:00pm	8
9	10	11 MWPOA 5:30PM-8:00PM	12 Second Wednesday Office Hours 4:30PM-5:30pm	13 NWCLA 7:00PM-9:00PM	14	15
16	17	18	19 Third Wednesday Office Hours 4:30PM-5:30pm	20	21	22
23	24 Worcester Meetup 6:00PM-8:00PM	25	26 Fourth Wednesday Office Hours 5:30PM-6:30pm	27	28	29
30	31					

**STATEWIDE**

**First Friday Office Hours with Executive Director Doug Quattrochi. No Presentation. Open Q&A. 12 pm - 1 pm Zoom.**

FRI 02/7

We'll be having open office hours about **any rental real estate topics** you may care to bring. You can also ask about MassLandlords services or share feedback.

**We will not address questions in private.** We will have a group discussion about topics of interest to attendees. Questions will be answered at Doug's discretion and as time allows.



MassLandlords Executive Director Doug Quattrochi



We'll be having a free-flowing group conversation. Ask us anything related to MassLandlords.

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

**Members register for no charge 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.

**FIRST FRIDAYS WITH EXECUTIVE DIRECTOR DOUG QUATTROCHI NEXT ON FRIDAY, FEBRUARY 7<sup>TH</sup>**

Except for holidays or where his schedule requires otherwise, Doug will be available to members on the first Friday of every month.

**ZOOM CHAT AGENDA**

- 12:00 pm Start
- 1:00 pm Zoom Chat ends

Remember you can watch videos anytime at live events and training videos.

**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.

**ZOOM CHAT 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: First Friday Office Hours with Doug Quattrochi February 7, 2025

Time: Feb 7, 2025 12:00 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/87160486778>

Meeting ID: 871 6048 6778

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)
- +1 689 278 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
- +1 669 900 6833 US (San Jose)

Meeting ID: 871 6048 6778

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

Find your local number: <https://us02web.zoom.us/j/87160486778>

**PRICING**

This event is closed to the public.

Members: No charge.

Registration is required.

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [open questions and answers](#).

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

This event is operated by MassLandlords, Inc. staff.

This Zoom Chat 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.](#)

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

Add just this event to your calendar:

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

**Second Wednesday Office Hours with Peter Shapiro. No Presentation. Open Q&A. 4:30 pm - 5:30 pm Zoom.**

WED 02/12

We'll be having open office hours about any rental real estate legal topics you may care to bring. This meeting is a great opportunity for members to learn from an experienced non-attorney counselor.

We will not address questions in private. We will have a group discussion about legal topics of interest to attendees. Questions will be answered entirely at Peter's discretion and as time allows.

Attendance is capped at ten attendees for depth of discussion. If an office hours is full, check another person's office hours or try again next month.



Peter Shapiro runs Good Landlord Consulting Services (GLCS) and is a MassLandlords Helpline Counselor



**We'll be having a free-flowing group conversation. Ask us anything related to landlord-tenant communication or best practices.**

Part of this event will be presented by **Peter Shapiro**. A graduate of MIT's Master's Program in City Planning, Peter founded the Housing and Mediation Services Program at Just A Start Corporation, a nonprofit housing group in Cambridge, MA. Since 1990, Peter and his team have been providing landlord

counseling, mediation, training, landlord support groups, and homelessness prevention assistance across metro Boston and statewide. Peter now provides Helpline and Member services for MassLandlords, and also provides landlord counseling and mediation for the City of Boston. Peter is the author of: *The Good Landlord -- A Guide to Making a Profit While Making a Difference.*

**Members register for no charge 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.

**SECOND WEDNESDAYS WITH PETER SHAPIRO NEXT ON WEDNESDAY, FEBRUARY 12<sup>TH</sup>**

Except for holidays and where his schedule requires otherwise, non-attorney counselor Peter Shapiro will be available to members on the second Wednesday of every month.

**ZOOM CHAT AGENDA**

- 4:30 pm Presentation
- 5:30 pm Zoom Chat ends

Remember you can watch videos anytime at [live events and training videos.](#)

**PARTICIPATION IS EASY**

We have two formats of online events:

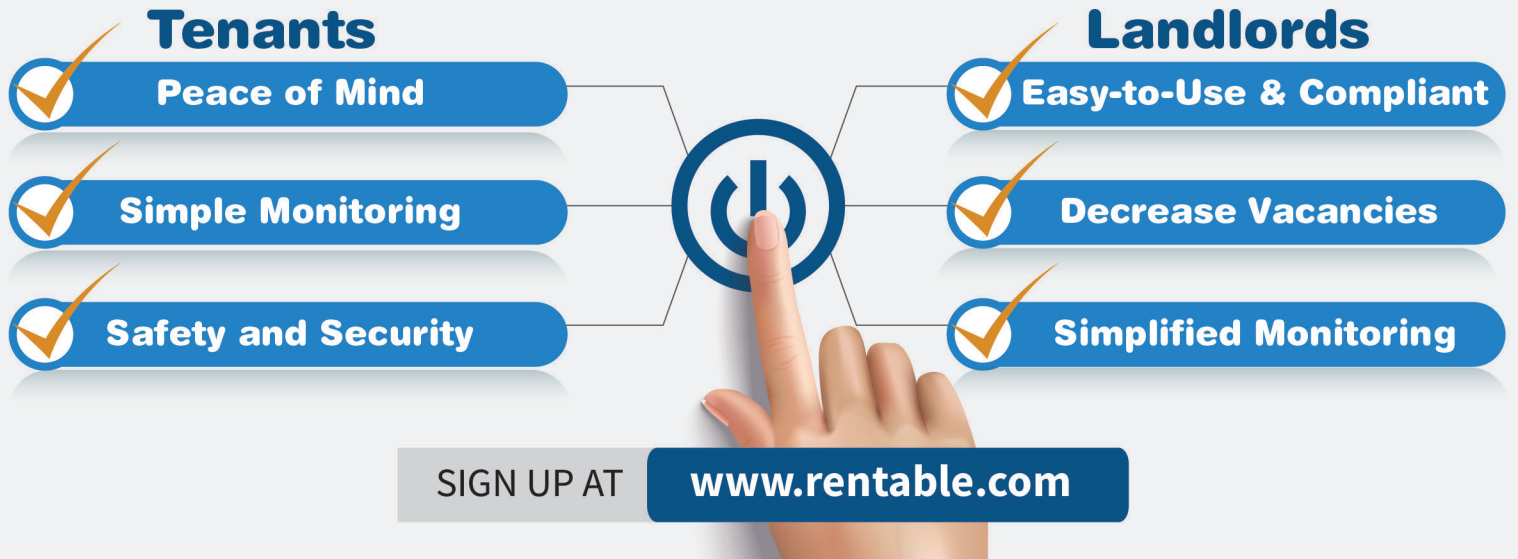
- **Virtual meetings** include optional audience participation via video, phone, and screenshare and, unless stated otherwise, are not recorded.
- **Webinars** have limited participation options (typed questions only) and, unless stated otherwise, are recorded.

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,





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



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.

### ZOOM CHAT 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: Second Wednesday Office Hours with Peter Shapiro February 12, 2025

Time: Feb 12, 2025 04:30 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/88224197311>

Meeting ID: 882 2419 7311

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

Dial by your location

- +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)
- +1 646 876 9923 US (New York)
- +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
- +1 386 347 5053 US

Meeting ID: 882 2419 7311

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

Find your local number: <https://us02web.zoom.us/j/88224197311>

### PRICING

This event is closed to the public.

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

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [open questions and answers](#).

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

This event is operated by MassLandlords, Inc. staff.

This Zoom Chat 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 rental real estate networking and training series.

Add our entire event calendar to yours:

Google: add our entire event calendar to Google calendar.

Outlook: add our entire event calendar to Outlook.

Add just this event to your calendar:

Google: add just this event to Google calendar.

**Third Wednesday Office Hours with Attorney Greenman. No Presentation. Open Q&A. 4:30 pm - 5:30 pm Zoom.**

WED  
02/19

We'll be having open office hours about any rental real estate legal topics you may care to bring. This meeting is a great opportunity for members to learn from an experienced attorney.

**We will not enter attorney-client privilege. We will not address questions in private.** We will have a group discussion about legal topics of interest to attendees. Questions will be answered entirely at Attorney Greenman's discretion and as time allows.



Attorney Jordana Greenman



**We'll be having a free-flowing group conversation. Ask us anything related to landlord-tenant law or closings.**

Part of this presentation will be given by **Attorney Jordana Roubicek Greenman**. She is a real estate lawyer, recipient of the Super Lawyers Rising Star award 2012-2020, and one of Boston Magazine's Top Lawyers of 2022 and 2023. Her practice - with offices in Boston and Watertown - includes 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 an instrumental part of the team spearheading legal action opposing the Massachusetts and Boston eviction moratoriums, and is very active within the legal community. Attorney Greenman is a member of the Real Estate Council for the Massachusetts Bar Association and the Real Estate Bar Association, writes columns for the Massachusetts Lawyers Journal and Real Estate Bar Association News, and regularly leads legal seminars for first-time homebuyers and small-property owners.

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

**Members register for no charge 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.

**THIRD WEDNESDAYS WITH ATTORNEY GREENMAN NEXT ON WEDNESDAY, FEBRUARY 19<sup>TH</sup>**

Except for holidays and where her schedule requires otherwise, Attorney Greenman will be available to members on the third Wednesday of every month.

**ZOOM CHAT AGENDA**

- 4:30 pm Presentation
- 5:30 pm Zoom Chat ends

Remember you can watch videos anytime at live events and training videos.

**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.

# RENTHELPER

## WORRIED ABOUT COURT?

Try a payment plan.

The only rent collection service with mandatory credit reporting.

It really works.

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

### ZOOM CHAT 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: Third Wednesday Office Hours with Attorney Greenman  
February 19, 2024

Time: Feb 19, 2025 04:30 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/85875885936>

Meeting ID: 858 7588 5936

Passcode: Will be emailed and viewable

Dial by your location

+1 301 715 8592 US (Washington DC)  
+1 305 224 1968 US  
+1 309 205 3325 US  
+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)  
+1 646 931 3860 US  
+1 253 205 0468 US  
+1 253 215 8782 US (Tacoma)  
+1 346 248 7799 US (Houston)  
+1 360 209 5623 US  
+1 386 347 5053 US  
+1 408 638 0968 US (San Jose)  
+1 507 473 4847 US  
+1 564 217 2000 US  
+1 669 444 9171 US  
+1 669 900 6833 US (San Jose)  
+1 689 278 1000 US  
+1 719 359 4580 US

Meeting ID: 858 7588 5936

Passcode: Will be emailed and viewable [online](#) Find your local number: <https://us02web.zoom.us/j/85875885936>

### PRICING

This event is closed to the public.

- Members: No charge. Registration is required.

Registration in advance is required.

This event will not be recorded.

Slides and handouts if any will be uploaded to [open questions and answers](#).

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

This event is operated by MassLandlords, Inc. staff.

This Zoom Chat 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 [rental real estate networking and training series.](#)

Add our entire event calendar to yours:

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

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

Northern Worcester County Landlord Association Fitchburg Dinner Meeting: Attorney Lindley: Leases and Evictions

THU 02/13

Join us for our monthly meeting. This month we will hear from Farber and Lindley, LLC to learn about eviction proceedings and tips and tricks to improve leases.

After many years of operating successful legal practices, Attorneys Lawrence J. Farber and Carl W. Lindley Jr. founded Farber & Lindley LLC Attorneys at Law. The firm's mission is to provide experienced, skilled, and aggressive representation to businesses and individuals in the Pioneer Valley and beyond.

The cornerstone of their locally owned practice has always been and will remain the representation of landlords and property managers in all facets of property management and the landlord-tenant relationship. However, they offer so much more. Whether it is in the area of employment law, discrimination, or personal injury, the attorneys at Farber & Lindley LLC Attorneys at Law have the experience, knowledge, and skill to represent you in and out of court.

Meetings are open to the public! Zoom tickets are \$10. Zoom meeting information will be provided the day of

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

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

THURSDAY, FEBRUARY 13TH

NWCLA DINNER MEETING AGENDA

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

- 7:00pm Dinner, Networking & Presentations
o Networking draws from 25 towns including Fitchburg, Gardner, Leominster, Athol, Holden, Ayer, Orange, Ashburnham, Spencer, Ashby, Lunenburg, Townsend, Westminster, Princeton, Sterling, Lancaster, Shirley, Groton, Pepperell, Winchedon, Templeton, and Hubbardston.

LOCATION

British American Club
1 Simonds Road
Fitchburg, MA 01420

FOOD

- Dinner will be provided.

PRICING

Open to the public. Membership is not required!

- Public and non-NWCLA members In Person: \$20

- Public and non-NWCLA members Zoom: \$10
• NWCLA members only In Person: No charge.

This event will not be recorded.

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

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

This event is operated by volunteers at a partner association.

METROWEST

SOUTHERN WORCESTER COUNTY

Southern Worcester County Landlord Association Southbridge Dinner Meeting: Eviction Sealing Law & More with Doug Quattrochi

MON 02/3

Our speaker will be Doug Quattrochi, Executive Director of MassLandlords.net. His main topic will be the recently enacted Massachusetts Eviction Sealing Law which goes into effect the 5th of May.

The law is complex, involving several different procedures for different types

Advertisement for Law Office of W. Matthew Iler, Jr. featuring a portrait of the attorney, a door with a red 'EVICTIONS' sign, and contact information: E: miler@ilerlawoffice.com, T: 617.835.1626, www.ilerlawoffice.com

Advertisement for Witman Properties featuring a large photo of a townhome complex, the company logo, and text: PROPERTY MANAGEMENT, We specialize in the ongoing management and maintenance of single family, multi family, commercial rental properties and vacant properties. Information (413) 377-5335, witmanproperties.com

of tenant evictions. In a nutshell, tenants have the right to seal their eviction records from public view and have them removed from their credit reports. Consequently, the law takes away a critical screening tool from landlords.

Doug will further explain this new law and how we might navigate through it. He will also talk about the new legislative session and update us on member benefits.

Come out to meet John and get your flooring jobs booked now just in time for the New Year!

**MONDAY, FEBRUARY 3RD**

**SWCLA DINNER MEETING AGENDA**

- 7:00p Event Start

**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.

- SWCLA members only: 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: Give Your Business a Spring Cleaning**

SAT  
04/5

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.

**COURSE GRADUATE TESTIMONIALS**



*"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**



*"Mr. Quattrochi presented the course in a comprehensive and easy to follow step-by-step format. His*

*PowerPoint presentation was provided to us, in a binder, as part of the course, and I took notes right on the pages. I find this part to be an effective tool because I can refer to it anytime I need to follow procedure. There's more to it, but for a fun day, I personally, recommend this course to anyone in the Real Estate landlording/ investing business, beginners in this profession as well as experience professionals."* - **Edwin Rivera**

*"This has really been a great deal. 2 books, 8 hours 'class' time, bound notes/slides -- impressive value!"* - **Dawn**

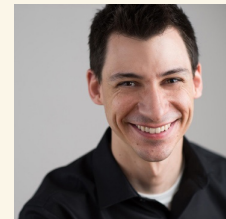
*"I found this course extremely useful. It was completely professional and gave me a great new perspective."* - **Nicholas**

*"I'm glad there was more in depth discussion than just reading off the slides. I appreciate the opportunity for questions and practice."* - **Crash Course Graduate**

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

*"Great overview of being a landlord in MA"* - **Crash Course Graduate**

*"Covered a lot of ground concisely, but still enough time for questions and insight. Worth every penny."* - **Crash Course Graduate**



**MassLandlords Executive Director Doug Quattrochi**



**Attorney Adam Sherwin of The Sherwin Law Firm**

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, APRIL 5TH**

**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.
  - o Airbnb.
- 9:00 - Property selection
  - o Lead paint.
  - o Charging for utilities.
  - o Climate change risk.
  - o Heat pumps.
  - o Vinyl plank vs. hardwood floors.
  - o Landlord trade-offs repairs vs. cleaning.
- 9:40 - Marketing and advertising
  - o Getting the right applicants.
  - o Small business branding tips and tricks.
  - o Where to advertise.
- 10:05 - Break for ten minutes
- 10:15 - Finish marketing and advertising
- 10:35 - Applications and tenant screening
  - o Criminal, credit, and eviction background checks.
  - o Discrimination and fair housing.
  - o Interactive tenant screening workshop.
  - o Section 8.
- 11:30 - Tenancies
  - o Lease vs Tenancy at Will.
  - o Move-in monies.
  - o Security deposits.
  - o Pet rent.
- 11:50 - Break and Lunch, with free form Q&A
- 12:20 - Warranties and covenants
  - o Water submetering.

- o Sanitary code.
- o How to raise the rent fairly.
- o Support animals.

- 12:40 - Dispute resolution
  - o Eviction notices to quit.
  - o Court process.
  - o Move-and-store
  - o Relocation assistance.
- 1:40 - Break for ten minutes
- 2:50 - Maintenance, hiring, and operations.
  - o Tax advantages.
  - o Property managers.
  - o Contractors.
  - o Building permits.
  - o Extermination
  - o LLCs and trusts.
  - o Grants and alternative funding.
- 3:10 - Break for five minutes
- 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.



The **LARGEST IN-STOCK SELECTION**

# FLOORING & TILE

At The Guaranteed Lowest Price



**HOME OUTLET PROS SAVE EVERY DAY!**

+ Earn Additional Volume Discounts

Learn more at [homeoutlet.com/ForPros](http://homeoutlet.com/ForPros)

**Chicopee** 1956 Memorial Drive (413)536-0960

**Springfield** 685 Boston Road (413)782-8664

**Auburn** 77 Southbridge Street (508) 791-920

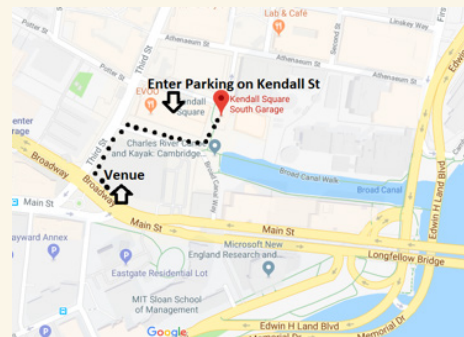
### ACCESSING FROM THE T

- 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:
  - 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:

- 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
- Card payments only. Events are cashless.

This event will not be recorded.

Slides and handouts if any will be uploaded to [Massachusetts Crash Course in Landlording and Rental Real Estate](#) .

**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 [rental real estate networking and training series.](#)

Add our entire event calendar to yours:

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

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

**GREATER SPRINGFIELD**

**Springfield Crash Course: The MassLandlords Crash Course in Landlording: Give Your Business a Spring Cleaning**

SAT 05/3

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.

**COURSE GRADUATE TESTIMONIALS**



*"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*



*"Mr. Quattrochi presented the course in a comprehensive and easy to follow step-by-step format. His PowerPoint presentation*

*was provided to us, in a binder, as part of the course, and I took notes right on the pages. I find this part to be an effective tool because I can refer to it anytime I need to follow procedure. There's more to it, but for a fun day, I personally, recommend this course to anyone in the Real Estate landlording/investing business, beginners in this profession as well as experience professionals." - Edwin Rivera*

*"This has really been a great deal. 2 books,*

*8 hours 'class' time, bound notes/slides -- impressive value!" -Dawn*

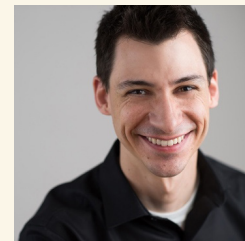
*"I found this course extremely useful. It was completely professional and gave me a great new perspective." -Nicholas*

*"I'm glad there was more in depth discussion than just reading off the slides. I appreciate the opportunity for questions and practice." -Crash Course Graduate*

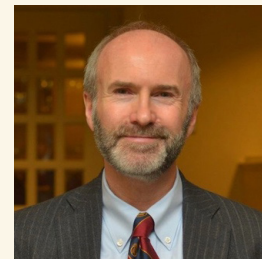
*"If I had done this 20 years ago. Oh my goodness!" -Crash Course Graduate*

*"Great overview of being a landlord in MA" -Crash Course Graduate*

*"Covered a lot of ground concisely, but still enough time for questions and insight. Worth every penny." -Crash Course Graduate*



**MassLandlords Executive Director Doug Quattrochi**



**Attorney Peter Vickery, Esq. Attorney and Counselor at Law, is also MassLandlords Legislative Affairs Counsel**

Part of this presentation will be given by **Doug Quattrochi**, Executive Director, MassLandlords, Inc. Doug was a founding member of MassLandlords in 2013. He became the association's first Executive Director under new bylaws in 2014. Since then, he has scaled the organization from a core of 160 members in Worcester to approximately 2,500 dues paying businesses from Pittsfield to the Cape, and from an all-volunteer team to approximately 20 full and part-time staff plus 50 volunteers. Doug has been instrumental in advancing democratic governance mechanisms, including



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

“Doug’s presentation was excellent. He was very clear and provided detailed explanations.” -Larry

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

“Your answers to member’s questions were most helpful.” -Liz

Part of this presentation will be given by **Peter Vickery, Esq.** 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.

**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 3RD**

**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.
  - Airbnb.
- 9:00 - Property selection
  - Lead paint.
  - Charging for utilities.
  - Climate change risk.
  - Heat pumps.
  - Vinyl plank vs. hardwood floors.
  - Landlord trade-offs repairs vs. cleaning.
- 9:40 - Marketing and advertising
  - Getting the right applicants.
  - Small business branding tips and tricks.
  - Where to advertise.
- 10:05 - Break for ten minutes
- 10:15 - Finish marketing and advertising
- 10:35 - Applications and tenant screening
  - Criminal, credit, and eviction background checks.
  - Discrimination and fair housing.
  - Interactive tenant screening workshop.
  - Section 8.
- 11:30 - Tenancies
  - Lease vs Tenancy at Will.
  - Move-in monies.

- Security deposits.
- Pet rent.
- 11:50 - Break and Lunch, with free form Q&A
- 12:20 - Warranties and covenants
  - Water submetering.
  - Sanitary code.
  - How to raise the rent fairly.
  - Support animals.
- 12:40 - Dispute resolution
  - Eviction notices to quit.
  - Court process.
  - Move-and-store
  - Relocation assistance.
- 1:40 - Break for ten minutes
- 2:50 - Maintenance, hiring, and operations.
  - Tax advantages.
  - Property managers.
  - Contractors.
  - Building permits.
  - Extermination
  - LLCs and trusts.
  - Grants and alternative funding.
- 3:10 - Break for five minutes
- 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:
  - 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

\*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
- Card payments only. Events are cashless.

This event will not be recorded.

Slides and handouts if any will be uploaded to [Massachusetts Crash Course in Landlording and Rental Real Estate](#) .

**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 [rental real estate networking and training series.](#)

Add our entire event calendar to yours:

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

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



## Got Unbuildable Land?

**PAYING PROPERTY TAXES ON it WITHOUT ANY ROI? NOT SURE WHAT TO DO WITH it?**

We are seeking an urban parcel to create a fast-growing forest. Planting trees in urban neighborhoods transforms them in numerous positive ways.

- Donate part of your unbuildable land.
- Reduce your property tax burden.
- Create your legacy.
- Help improve people's lives.

Write us at [hello@masslandlords.net](mailto:hello@masslandlords.net)

# 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

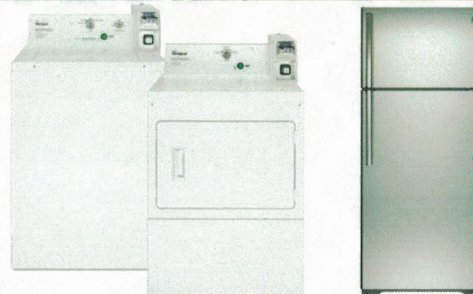
**All Sizes and Styles To Fit Your Needs:  
Washers, Dryers, Refrigerators, Ranges,  
Microwaves, Wall Ovens, Cooktops,  
Air Conditioners and more!**

**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](http://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

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

Support better housing policy and housing journalism in Massachusetts.