

AUGUST 2025

The Top 5 Things You Need  
to Know as a Massachusetts  
Landlord in 2025

Can Landlords Charge  
Move-Out and Item Removal  
Fees in Massachusetts?

“Broker Fee  
Ban” Signed into  
Law via Budget;  
Zillow Application  
Fees Apparently  
Banned



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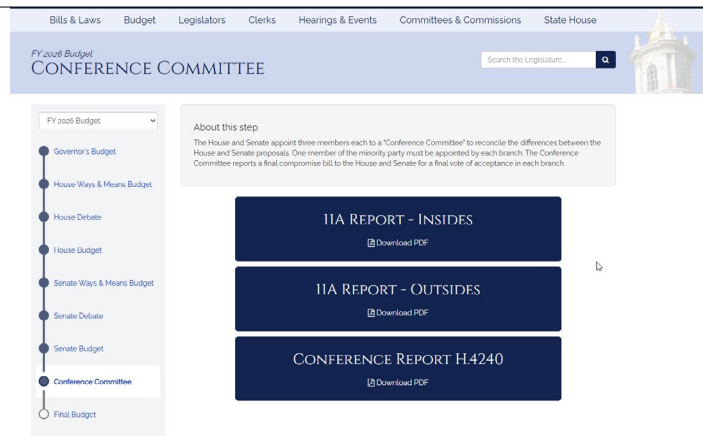
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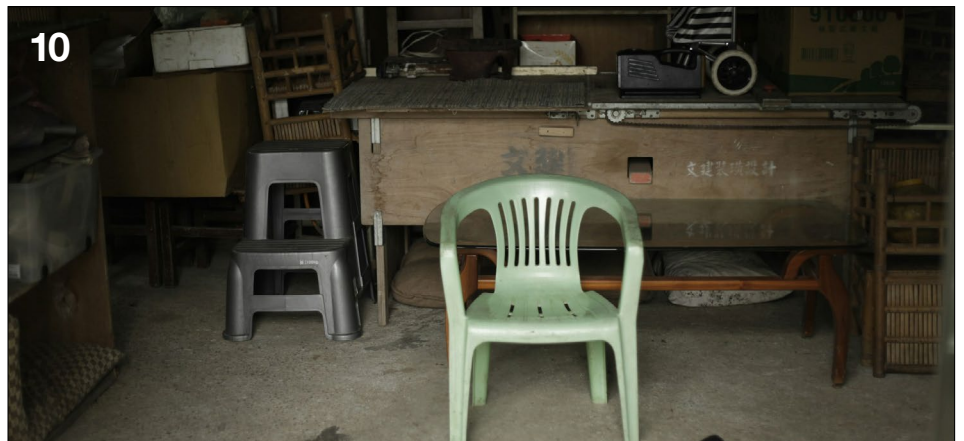
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## LETTER FROM THE EXECUTIVE DIRECTOR

# Politics, Ugh

## Our Letter from the Executive Director for August 2025 looks at changes happening legislatively.

July should have been a slow month on Beacon Hill. It usually is as people take time off to enjoy the mid-summer sun. Instead, July 2025 was oddly busy with a broker fee policy change and legislative hearings, both rare and unwelcome summer events.

The so-called broker fee ban is discussed extensively in this edition. It does very little, except to Zillow, whose whole model is no longer compliant (if it ever was).

It has also impacted my schedule, as I had to field calls from reporters who took the Governor's spurious press release at face value ("banning renter-paid broker fees"). I'm happy to talk to any reporter; I wish I were called more. But what the Governor said is simply not what the text said, nor what the bill did.

Landlord-required broker fees were already illegal. And any landlord not in compliance under the new wording can get in compliance by raising the rent to make the renter pay the fee over time. A renter can hire a broker on their own and pay the fee. Renters are still paying fees. Period.

Broker fees weren't even the largest story related to this budget. The broker fee change seems to be a decoy policy for a state budget rendered less certain than at any time in modern history because of federal funding cuts leveled directly at Massachusetts and our institutions. Section 8, international students, and public housing utility upgrades are all on the chopping block. I wouldn't be surprised if we had to re-budget some months from now, mid-fiscal year. This is a time when our governor should be rallying support for Massachusetts, a financial and intellectual engine of the United States economy. Instead, her administration whipped up a media frenzy over an illegal thing we've made illegal once again. I mean, really! Is this what we're paying for? Shameful.

Another unwelcome policy thing to happen in July is the scheduling of two bill hearings. Normally people try to take time off to enjoy our precious short New England summer, especially with kids, nephews and others off from school. Instead, under new rules ostensibly intended to increase transparency, hearings have been scheduled for July, while everyone is on vacation. Personally, it looks to me like an attempt to undercut the auditor's lawful demand to audit the legislature. "Look, we've changed!" Uh-huh, right.

You can see the frenzy of bills we have to contend with this session on our [policy page](#).

Fortunately, you can pay us to do all this objectionable work. Please [join as a member](#), encourage others to join, become a [property rights supporter](#) or increase your level of support.

Sincerely,  
Douglas Quattrochi  
Executive Director  
MassLandlords, Inc.



Point your camera app here to read more online.



# “Broker Fee Ban” Signed into Law via Budget; Zillow Application Fees Apparently Banned

**The Massachusetts Fiscal Year 2026 budget enacted a new change to broker fees for rental housing, sometimes called a broker fee ban. We review it and answer frequently asked questions.**

Legislators and media allies are taking credit for a “broker fee ban,” which passed into law as part of the state budget July 4, 2025. We’ll show how this “ban” only changes how costs land on renters. To echo one journalist we spoke with, “This is more complicated than I thought.” Brokers and landlords should be able to comply with minimal changes to process. Zillow will have to make substantial changes.

Unfortunately for renters, this law does not create better rental housing. It is housing affordability neutral.

## WHAT DOES THE BROKER FEE BAN SAY?

The Fiscal Year 2026 state budget contained a provision amending Section 87DDD1/2 of Chapter 112 of the General Laws. (The legislature might consider adopting revision management software, which would help eliminate shoehorned

section numbers like “three Ds and a half.”) The law is wordy, but it’s short enough to reproduce the full text here:

*A licensed broker or salesperson may solely contract with a prospective tenant to find rental residential real property for a tenant and present an offer to lease to the landlord or landlord’s agent and negotiate on behalf of the tenant or may solely contract with a landlord or landlord’s agent to find a tenant for a property. Any fee shall only be paid by the party, lessor or tenant who originally engaged and entered into a contract with the licensed broker or salesperson.*

In plain English, a rental broker can contract with either the renter or the landlord. Whoever hires them first is responsible for the fee.

## WHAT PROBLEM WERE WE TRYING TO SOLVE?

Earlier this year, advocacy on TikTok and other social media channels promoted some municipal ordinances intending to regulate broker fees, especially in Boston. The TikTok posts shamed unnamed brokers who allegedly did nothing but unlock the door to an apartment and then got paid one month’s rent. The primary misinformation was that Boston was somehow the only market in the country with rental brokers. (To the best of our knowledge, no one has conducted a

nationwide study of even the top markets, let alone all urban areas. Casual searches on Reddit for other major metro areas like Chicago indicate renter payment of brokers exists elsewhere.) The intent in all this was simply to eliminate broker fees paid by tenants.

## WASN’T IT ALREADY ILLEGAL TO CHARGE A JUNK BROKER FEE?

Yes. Under General Law Chapter 186 Section 15B, landlords may not charge anything other than first month’s rent, last month’s rent, a security deposit and the cost of changing the locks. Decades of case law have already established that landlords may not actually collect or even require anything with monetary value in excess of these four items. This means the following have been banned for decades:

- Pet deposit.
- Application fee, whether paid to Zillow or otherwise.
- Renter’s insurance, whether paid to the landlord or an insurance broker.
- Broker fee, whether paid to the landlord or a real estate broker.

Furthermore, real estate brokers have likewise already been regulated. Under 254 CMR 7.00, brokers may not charge a fee without a renter’s written consent. We wrote about this.



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FY 2026 Budget  
**CONFERENCE COMMITTEE**

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- House Ways & Means Budget
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- Senate Ways & Means Budget
- Senate Debate
- Senate Budget
- Conference Committee**
- Final Budget

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The House and Senate appoint three members each to a "Conference Committee" to reconcile the differences between the House and Senate proposals. One member of the minority party must be appointed by each branch. The Conference Committee reports a final compromise bill to the House and Senate for a final vote of acceptance in each branch.

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A screenshot of the Fiscal Year 2026 budget still does not reflect accurate status as of July 8, 2025. The budget was signed July 4. (Image: Public Domain)

Even before the new budget language, it was unlawful for a landlord to contract with a broker and require the tenant to pay that fee. And it was unlawful for a broker to charge a renter without an agreement in writing in advance of showing the apartment.

### IF IT WAS ALREADY ILLEGAL, WHY WAS IT COMMONPLACE?

Boston, Cambridge, Somerville and a few other markets are extremely tight markets for renters. Many renters will therefore rationally forgo some rights under statute in order to get the apartment they want. Couple this with lax enforcement, and it's easy to find landlords who are noncompliant. Some have said of their noncompliances, paraphrased, "I've been doing this for 40 years;" the reason is non-enforcement.

### WHAT WILL CHANGE BECAUSE OF THE LAW?

The law contains no enforcement language. In political science terms, Massachusetts is a "weak enforcement" state. We cannot actually enforce much, so we rely on scaring people into voluntary compliance. But people weren't following the law already. So here are four types of behaviors we expect to see, not all of which are compliant:

1. Some landlords and their brokers will continue to require unlawful broker fee arrangements. Renters will continue to pay because of a combination of lack of education, lack of enforcement and desire to get an apartment.
2. Some landlords will be scared into paying for the broker.

- a. Some percentage of these will raise the rent to recover this cost.
  - b. Some percentage will not raise the rent directly because of the broker costs. This is the sliver of the population actually addressable by this law.
3. Some landlords will prefer to consider an application from a renter represented by a broker, and renters will hire brokers at their own expense.

### WHAT DO GOOD BROKERS DO?

A broker is licensed by the state; all brokers are required to be licensed and are regulated under General Law Chapter 112 Sections 87PP through 87DDD1/2, a combined total of 20 sections of law. No one can call themselves a broker without being licensed (Section 87RR).



When representing a landlord, a good broker will screen applicants. This can involve more or less work depending on the state of the apartment. An apartment in good shape may have many households inquire during peak season. Good brokers maintain accounts with listing services and background check companies. They do some of the landlord's work to fill the unit. Surprisingly, a landlord-paid broker may also help renters by applying fair housing law and screening all applicants according to objective criteria.

When representing a renter, a good broker will help sift through hundreds or thousands of listings to find an apartment that meets their needs for which they can qualify. A good broker will also help a renter apply. For example, a Section 8 renter may not be able to explain the Section 8 program to their prospective landlords, but a good broker can. Or an international student may not know how to apply for

an apartment here without U.S. credit, but a good broker can help the renter pull their international credit, document income or savings, or otherwise qualify. Surprisingly, a renter-paid broker may help landlords by preparing passing applications the first try.

Good brokers are inherently dual-sided. Good brokers make the market.

Broker agreements can be scoped to one or more units. A broker could sign with a renter to show a single unit, or could agree to show an unlimited number of units until the renter accepts an offer of tenancy, or anything in between. A broker could sign with a landlord to rent a single unit, or to manage all vacancies in a building for a period of time, or anything in between.

Prior to the passage of this law, a good broker would disclose dual representation: They could represent the renter for the application and then represent the landlord for tenant

screening. This was commonly practiced especially in Section 8 and international student markets, where good brokers would charge half a month's rent to each side of the lease-up for duties and obligations to each.

### CAN BROKERS STILL MAINTAIN RELATIONSHIPS WITH BOTH LANDLORDS AND RENTERS?

Yes, nothing in the bill prohibits a broker from already knowing or having a professional relationship with both renters and landlords. If the relationship is formalized with a contract, then the person who signed the contract must pay for the broker. If both landlord and renter on a single transaction signed separate contracts, the first person to sign must now pay.

Non-contractual, informal relationships are not subject to the law. A broker could have a relationship with a network of housing providers, sign renters to pay



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all the fees, and then shop the renters around primarily to those in-network housing providers. Think about it this way: That's what brokers do anyway. The law does not ban brokerage, nor does it stipulate that brokers must operate arm's-length or contact only unknown landlords. It just clarifies who pays when a contract is in place. No contract? No change.

### CAN LANDLORDS REQUIRE RENTERS COME WITH THEIR OWN BROKER?

No, this was not allowed under General Law Chapter 186 Section 15B even before this law passed.

### CAN LANDLORDS STATE A PREFERENCE FOR RENTERS TO COME WITH THEIR OWN BROKER?

Probably not. Consider for a moment a different example. A fixed-income retiree approaches you and asks to prepay the year's lease. As the landlord, can you accept that offer? Chapter 186 Section 15B says we cannot require anything other than first, last, security or locks, and we cannot require any more than one month at a time. What if it's the renter's wish? Different judges have decided different things. Some limited case law has allowed prepayment if there wasn't a hint of the landlord requiring it; other cases have come down so hard on prepayment that unrelated evictions have been dismissed for the apparent violation. All this makes prepayment a legal gray area.

Expressing a preference for a renter to bring their own broker likely falls into the same gray area.

### CAN LANDLORDS AWARD MORE POINTS ON AN APPLICATION FOR RENTERS WORKING WITH A BROKER?

Apparently so. A good broker paid for by the renter can still make the landlord's job easier by preparing all information, running the background check and making sure the application has all required information the first time. If the broker knowingly submits false information, the broker's license could be on the line.

The following checklist will tend to increase compliance for any landlord who wants to give more points for an applicant working through a broker:

1. The landlord should work with any renter's broker and should not be exclusive to any one broker.
2. There should be no contract between the renter's broker and the landlord.
3. Applicants should NOT be advised to hire a broker at their expense. See above, "Can Landlords State a Preference for Renters to Come with their Own Broker?"
4. The renter should sign a contract with their broker per 254 CMR 7.00.
5. The landlord can award more points on an applicant qualifier for representation.

Talk with your attorney before modifying your applicant qualifier to award more points for representation; they will have to defend your decision.

To be clear, in all cases a broker paid by a renter should prepare the renter's application or do other meaningful work for the renter. This was always the case even before the new law.

### WHAT ABOUT ZILLOW? HOW ARE ZILLOW APPLICATION FEES NOW BANNED?

Zillow operates with a single real estate broker license in Massachusetts. This means it is subject to the new broker law. If Zillow ever engages a landlord first and subsequently charges a renter for their application, Zillow will not be in compliance.

Arguably, Zillow cannot be in compliance under its current business model. Zillow creates contractual obligations with both landlords and renters via its terms of use, which are required to use the service. It has to sign the landlord first before the renter can apply to an apartment. (If there were no listings, why would any renter enroll?) Under the law, Zillow as broker must therefore collect its fee from the landlord. Under present business practice, Zillow charges Massachusetts renters \$35 for an "application fee" that gives renters 30 days' access to apply to different landlords.

## Key Points

The budget signed July 4, 2025, requires that whoever hires a rental broker pays their fee.

The cost of housing will not decrease. Landlords who are forced to pay their broker's fee can raise the rent to pass costs through to the renter.

It was already illegal for landlords to charge renters a broker fee. The practice was widespread for lack of enforcement.

Zillow's application fee is likely noncompliant.

Whatever Zillow calls the fee is immaterial. Zillow must be a licensed broker to help renters apply. They are in fact a licensed broker. They have preexisting contractual relationships with landlords. The \$35 is a fee paid to a broker and subject to the law. Arguably, Zillow can no longer charge a \$35 application fee to Massachusetts renters.

It is unclear how Zillow could adapt its current model easily. Zillow may try to switch its model to charge the landlord \$35 for a signed agreement. It is difficult to imagine enforcing this, when a landlord and renter who find one another on Zillow may lie to Zillow and say they didn't end up signing a lease. In any event, presumably many more renters pay the fee than get apartments via Zillow, so Zillow's revenue may decrease.

Zillow likely will have an army of attorneys and lobbyists to carve out an exemption for itself. Alternatively, there may be litigation by or against Zillow. We have advised landlords since 2018 not to require or prefer the Zillow application. Landlords should use the MassLandlords rental application and treat screening as cost of doing business;



free things to check should be checked first, before paid data sources. Landlords can list on Zillow without using the Zillow application. To learn tenant screening, take our [crash course](#).

### CAN A LANDLORD OFFER ONE PRICE FOR REPRESENTED RENTERS AND ANOTHER FOR OTHERS?

Probably not. Showing two prices where a renter-borne cost is involved is likely to run afoul of Chapter 186 Section 15B, which prohibits landlords from requiring up-front costs other than the four listed.

### CAN A LANDLORD STILL HIRE A BROKER TO SCREEN TENANTS?

Yes, a landlord can still hire their own broker to do showings and review the prepared applications. The landlord will pay for the broker directly, and may raise asking rent to compensate.

### CAN A BROKERAGE HAVE AGENTS REPRESENTING BOTH RENTERS AND LANDLORDS ON THE SAME DEAL?

Apparently so. There is no case law yet, but the law seems to be about the person who holds the license rather than the organization for which they work. If there are multiple licensed brokers in an office acting independently on a deal, one licensee can represent renters and another can represent landlords. The fees can be different for each. The two brokers can collaborate on the same deal as long as the contractual obligations go with one

license on either side.

There is nothing in the law restricting brokers or brokerages from having informal or contractual relationships with one another.

### CAN A BROKER CHARGE HALF A MONTH'S RENT, OR THREE MONTHS' RENT?

Apparently so. There is nothing in the law limiting what a broker charges. Brokers are subject to the anti-discrimination law, General Law Chapter 151B Section 4, but otherwise brokers can adapt, change their services, and charge as much or as little as their market will bear.

### CAN A BROKER CHARGE RENTERS A FEE FOR NO APARTMENT?

Yes. 254 CMR 7.00 is explicit in allowing for a broker to charge a fee even if no apartment is obtained. The fee must be agreed to in writing.

One unintended consequence could be overstated broker promises to find an apartment. "Hire me for a fee and I'll submit your application to 100 apartments." Such shotgun approaches might generate large amounts of money for renter-facing brokers and still comply with General Law Chapter 93A even if the renter never finds an apartment as a result.

### WHAT WOULD HAPPEN IF WE ELIMINATED ALL MOVE-IN MONIES?

Eliminating move-in monies is a form of price control. As such, a phenomenon called "availability discrimination"

would result. This means landlords would hold apartments vacant longer waiting for a renter who fits the desired risk profile. This has been theoretically modeled and experimentally confirmed, see for instance [seminal work by Heikki Loikkanen, 1985](#).

### FOR RENTERS: WHAT SHOULD A RENTER EXPECT TO CHANGE?

Little will change. Under the new and existing law combined, a landlord can award more points for applicants that bring a broker. (It should not be a requirement.) The landlord should not say they are working with a particular broker and require you to pay for that one. You can hire your own broker at your own expense.

If you as a renter see a listing and contact the property owner, you may be directed to pay the landlord's broker. This would be unlawful, but there is no additional money for enforcement in the state budget. If you attempt to sue the landlord, you will lose the apartment, and the case will take several years.

When inevitably you find a non-compliant landlord, you should do what it takes to get the apartment. Always speak with an attorney. Apartments are in short supply, and we don't want you to do anything to hurt your chances. The fact that the legislature made a weak, unenforceable law is not your fault. You can attempt to enforce your rights once you have the apartment.

A landlord might suggest several brokers for you to evaluate and hire



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on your own. Alternatively, a landlord may say they are paying for the broker. A landlord who pays for a broker may increase the rent as a result.

Renters can look up a Certified Massachusetts Landlord™ to find whether there is additional enforcement available for any landlords operating noncompliantly.

#### WHAT WOULD BE THE PENALTY FOR A NONCOMPLIANT CERTIFIED MASSACHUSETTS LANDLORD™?

A Certified Massachusetts Landlord™ could have their certification revoked for non-compliance. This would remove them from the public lookup.

#### WHAT WOULD BE THE PENALTY FOR A NONCOMPLIANT LANDLORD IN GENERAL?

A renter would have to bring suit under General Law Chapter 93A for violation

of Chapter 112 Section 87DDD1/2. This could get the renter three times whatever the broker fee was, plus attorney's fees.

In actual practice, renters can be risk averse and may not litigate. See for instance the Ashley Security Deposit Story.

#### WHY DOESN'T THIS BILL FIX ANYTHING?

For starters, housing is very complex. There is insufficient technical expertise in the legislature to address housing as its own multidisciplinary problem. Pushing downs costs in one area cause them to spring up in another.

Second, as mentioned above, political science describes Massachusetts as a "weak enforcement" state. This means we rely on showy trials to scare people into voluntary compliance. In general, we don't have the resources to require correct behavior in every instance.

Overall, some landlords used to require unlawful broker fees. Those landlords are unlikely to read the law now. The new law comes with no additional enforcement. [M](#)

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# Can Landlords Charge Move-Out and Item Removal Fees in Massachusetts?

By Kimberly Rau, MassLandlords, Inc.

**Billing your former tenants for trash removal, abandoned items or other move-out costs may be lawful, but use caution.**

Can a landlord in Massachusetts charge their former tenant to remove items left behind once the tenancy has ended? The state is very strict about what move-in monies a landlord can collect, but what about fees for services performed after the renter has moved out?

State law is clear that the only move-in fees a landlord can assess are first and

last month's rent, a security deposit and actual costs for new locks. Other up-front charges, such as pet deposits, are unlawful. Mid-tenancy fees including pet rent are a bit of a gray area, but gray only because the appeals court decided the case of *Flemming v. Greystar* rather than the Supreme Judicial Court; otherwise, the ruling is clear. But what about when a tenant moves out, leaving furniture or other items behind? Can landlords have a clause in their lease for bulk item or trash removal? As with many aspects of being a rental housing provider in Massachusetts, it's not as simple as saying yes or no.

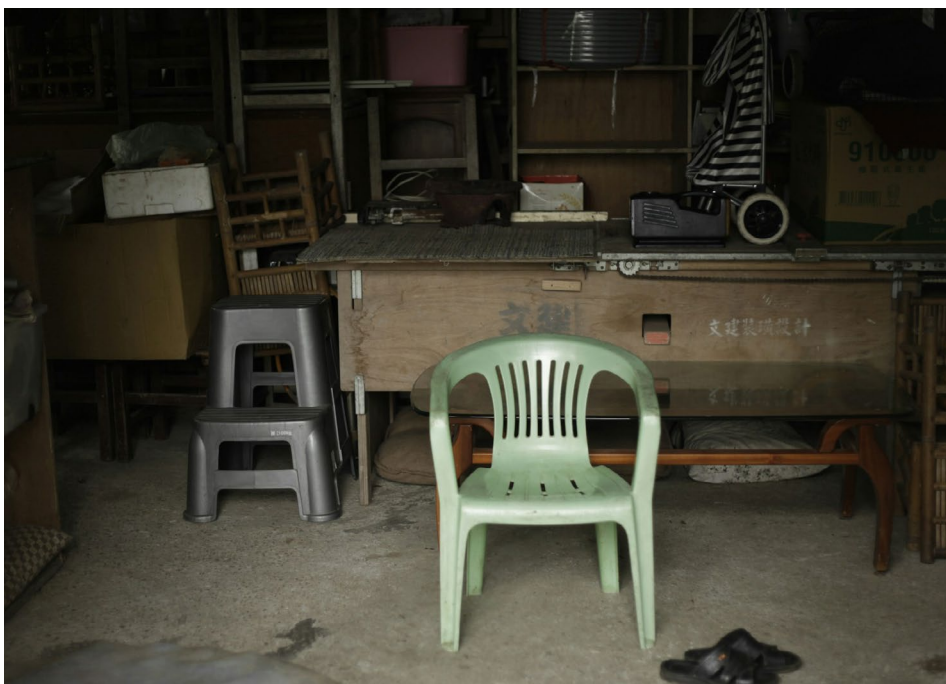
## MOVE-OUT FEES: LIKELY LAWFUL, PROCEED CAREFULLY

There's nothing in Massachusetts law that specifically prohibits move-out fees. But that doesn't mean you can charge your renters whatever you'd like after the fact. MGL Chapter 93A prohibits landlords from acting in unfair or deceptive ways. In other words, you should let your tenants know about any move-out charges for things like item removal at lease signing.

Your practices should be clearly described in the rental agreement, including what will happen to the items (such as disposal), and a cost estimate for removal. If you're not sure what to charge, you can call your city or town or check their website. Most municipalities will pick up furniture and appliances for disposal for a fee. You can refer to the fee or fee schedule in your rental agreement and include language along the lines of "fees are assessed based on the city's bulk trash fee schedule as posted at the time of move-out." This allows you to charge what your municipality actually charges, in case fees increase over the course of the tenancy.

Some cities will only pick up one large, or "bulky," item per week. If this is the case, your lease addendum could also include a provision that dumpster rental rates will be assessed if the number of items left behind exceeds what can reasonably be removed within a week or two. Be prepared to show receipts for actual dumpster rental costs if you go this route.

Another option before paying for a dumpster or bulky item pickup would be to place items outside and offer them



Did your renter leave a few things behind after turning in the keys? You can get rid of them, as long as you have permission in writing. (Image: Unsplash)

for free in local Facebook groups. Many things you may consider trash are things scrappers or furniture rehabbers might want. A “curb alert” on social media with photographs is one way to get rid of abandoned items. Search for community discussion pages and join your local “Buy Nothing” Facebook group. Make sure your municipality allows furniture to be placed outside. Have a backup plan if the items are not taken away within the allowed time frame.

Note: No one wants old mattresses, even for free, and many dumpster companies prohibit mattress disposal or charge a premium for the service. (Note that the law since 2022 has been that textiles including mattresses must be recycled.) Save the headache and schedule pickup with your city or town.

### YOU MUST HAVE RENTER PERMISSION TO REMOVE ABANDONED PROPERTY

Before you go about disposing of left-behind property, understand that you must have permission in writing from your former tenant to do so. And you have to know for sure they are out.

If the tenant has not returned keys and hasn’t explicitly told you they are moved out, they are still considered in possession of the unit. You cannot touch their things until you have both possession of the unit and permission to do so (either a lease clause or a text or email chain where the tenant specifically tells you they are out, and that you can dispose of their items).

### MOVE-OUT FEES AND ITEM DISPOSAL DO NOT APPLY TO EVICTIONS OR ABANDONED UNITS

If your tenant is evicted, you cannot simply dispose of their belongings. Landlords in Massachusetts are subject to the state’s move and store laws, which regulate removal and storage of an evicted renter’s belongings.

The law says the landlord must pay for the removal. The storage is technically at the former tenant’s expense, but if storage facilities require up-front payment, it will be at your expense until you can get reimbursed by your renter. Good luck with that, unless they actually come back for their things. You can file another



**Curb Alert: Find out what your city charges for bulky item removal, and include those prices in your lease.** (Image: Simon Hurry for Unsplash)

court case to recover your money, but collecting on judgments in your favor is often difficult.

This also applies to units that are abandoned without notice from the renter. You will need court permission to remove items from the apartment. That means you will need to formally evict the renter (even if they are unlikely to show up to court) and then follow move-and-store laws for anything left behind.

### DO NOT TOUCH THE SECURITY DEPOSIT

We can find no case law saying lease addendums for left-behind items are unlawful (let us know if you know of one). But under no circumstances should you deduct these charges from the security deposit.

Security deposit law in Massachusetts is very strict. Landlords may only deduct for actual expenses for damages unrelated to reasonable wear and tear. A unit full of left-behind furniture and/or garbage is unlikely to be considered “damage.” Therefore, the cost of a dumpster or flat-rate removal would be unlikely to qualify as a lawful reason to deduct from the security deposit. If your renter were to challenge your deductions and a judge sided with them, you could be facing triple damages and attorney’s fees. That’s not worth it for furniture removal.

If you want to charge your renter move-out fees such as deep cleaning or item removal, include those provisions in your lease and bill them separately.

### MY LEASE HAS A CLAUSE FOR MOVE-OUT FEES. HOW DO I COLLECT?

Since you cannot deduct move-out fees from a security deposit, your only recourse is to bill your renter after they move out. If you use RentHelper to collect rent, you may see some additional success with collecting on related invoices. With the tenant’s permission, RentHelper reports rent payments to the credit bureaus, allowing renters to build credit for their on-time payments (and incentivizes them to avoid negative marks from paying late). Ignoring a bill could land on their credit report. This is an advantage to using RentHelper to collect rent versus a free online bill pay service.

If you do not use RentHelper, or if your former tenant ignores the invoice anyway, you may have to return to court to get a judgment in your favor. If the move-out fees in your lease are considered lawful and do not run afoul of consumer protection laws, you may be successful in small claims court. However, this has not been tested in court yet (as far as we know).

Whether pursuing a judgment and subsequent collection is worth it is up to you.

Do you know of any court cases dealing with move-out fees in Massachusetts? Email us at [hello@masslandlords.net](mailto:hello@masslandlords.net). 

Point your camera app here to read more online







# The Top 5 Things You Need to Know as a Massachusetts Landlord in 2025

By Kimberly Rau, MassLandlords, Inc.

Being a rental housing provider can be tricky, but we're here to help take some of the mystery out of being a landlord. (Image: CC BY-SA 4.0 Jennifer Rau for MassLandlords, Inc.)

**From tenant screening and eviction sealing to energy efficiency, here's what you need to know to stay up-to-date as a rental housing provider in Massachusetts.**

Being a landlord can be a complicated business, especially in Massachusetts, where landlord-tenant laws are some of the toughest in the country. At MassLandlords our goal is to create better rental housing. We try to take the guesswork out of the game by helping all rental housing providers run sustainable, compliant, quality operations.

When you hear "sustainable," you might think about environmental conservation. That's one definition of the word. But at its core, sustainability means "able to be maintained at a certain rate or level." We want you to be able to stay in the rental property business for as long as you want to be a landlord. But that's a difficult proposition unless your business practices are compliant with the law and provide quality living experiences for those who choose to rent with you. That's where we come in.

In 2017, we published a "Top 5" article that covered some landlording basics, including advice on eviction and rental repairs. We recommend you read that article as well, especially if you are just starting out in the rental real estate

business. But first, read on to learn about the top 5 things you can do this year to become the best landlord you can be.

## 1. A VACANT UNIT IS BETTER THAN A BAD TENANT

Considering landlords rely on rent as a source of income, this first tip may seem counterintuitive. Vacancies mean no money coming in. And while this is true, it's also true that vacancies don't last very long, especially in areas of Massachusetts where the rental market is very tight.

What can last (seemingly) forever is the eviction process in Massachusetts. Eviction data we've collected shows that in 2022, the average summary process took 94 days. One in ten cases will take more than 197 days. There isn't comprehensive data from 2023 yet because some of those eviction cases are still going on nearly two years later.

That's a long, expensive time to be in court, no matter why you're evicting your tenant. If it's for nonpayment of rent, you might never be made whole. In theory, you can collect on monetary judgments in your favor, but it's not easy. If you end up with "professional tenants" like Massachusetts' own Russell and Linda Callahan, who spent 25 years unlawfully living in various rentals while not paying rent, you could be in for a real uphill battle.

So how do you avoid a bad renter? Unless you're clairvoyant, there's no way

to guarantee every person you rent to will be a model tenant. But your best chance in weeding out the obvious bad apples lies in proper tenant screening.

You can ask the obvious questions: How many of you smoke? How many animals do you have? (Be careful with emotional support and service animals; they do not count as pets.) How many people will be living here? Etc. But are the answers you receive honest? Fortunately, there's a better way to screen tenants than just going off gut feelings.

We offer a members-only applicant qualifier that gives landlords an objective, points-based set of screening criteria that complies with fair housing laws and gives tenants a chance to explain potential issues and correct things that may disqualify them from renting with you. Make sure your applicants list every adult over age 18 who will be on the lease, and run background checks on everyone. You can't deny someone a rental based on a past arrest, but criminal convictions are another story, though they too must be handled carefully.

Once you are ready to move forward with a tenant or set of tenants, use our agreement checklist to make sure you have all the documentation you need. Next, ensure your lease is compliant with all applicable laws (using one of our rental agreements is a good start) and add the addendums you need in order to make everyone feel comfortable. We have



**Don't ask "do you have any pets?" Instead, ask "how many animals do you have?" Thorough tenant screening is your best defense against professional tenants. (Image: CC BY-SA 4.0 MassLandlords, Inc.)**

optional clauses for rent adjustments, pets, noise and more.

In summary: Screen your potential renters thoroughly. Look for red flags, and don't be afraid to ask questions if something seems amiss (making sure your queries don't run afoul of anti-discrimination laws). When you choose a tenant, make sure your lease is comprehensive and lists every adult living there. It's better to lose a month of rent finding the right tenant than to rush into a decision that could put you in the middle of a nightmare.

## 2. EVICTION SEALING MAKES THE APPLICATION PROCESS TOUGHER.

Eviction sealing became law on May 5, 2025. While we suggest you read our full article on eviction sealing in Massachusetts, essentially, renters can petition to have no-cause-stated evictions immediately sealed from the public record. Evictions for nonpayment can be sealed after four years, as long as they state the reason for that eviction was economic hardship and have not had another eviction for nonpayment filed against them in that time. For-cause evictions may be sealed after seven years.

Without court data on evictions, landlords will be faced with either taking a chance on someone who claims they have no eviction history, or making their criteria to rent so strict that the only people who move in appear unlikely (at least on paper) to be evicted.

Remember our friends the Callahans, referenced above? If they move out of

state for a few years, they could come back, have their Massachusetts evictions sealed, and dupe a brand new landlord into thinking they're model tenants. That's bad news.

That means landlords have to get strict with tenant screening. Ask for paystubs, and beware of fake documents. When in doubt, run the numbers on the paystubs and see if the taxes match the pay. If you're still not sure, you can ask for bank statements, and don't rely on screen shots, which can be doctored.

Require and check references. Don't call the current landlord, who may be inclined to lie in order to offload a nightmare tenant. Call the landlord before that. If the applicant can't provide that information, that's a potential red flag. Find out why. A younger or student renter may not have prior rental experience. That's what cosigners are for. Cosigners must go through the same application and background check process.

Finally, an applicant may be able to have an eviction sealed, but they aren't allowed to lie. They are allowed to say they have "no record" of an eviction, not that they've never been evicted. The latest version of our rental application addresses this technicality and allows you to get a clearer picture of someone's rental history.

## 3. PLAN FOR MASS SAVE IN DESIGNATED EQUITY COMMUNITIES

Do you have rental properties in one or more of Mass Save's 21 designated equity communities? You probably have not participated in Mass Save because these towns are historically underserved, meaning you and your renters have paid in far more than Mass Save has redistributed back to you. This year we're fixing this. These communities are Boston, Brockton, Chelsea, Everett, Fall River, Framingham, Fitchburg, Lawrence, Lowell, Lynn, Malden, New Bedford, Oak Bluffs, Pittsfield, Quincy, Revere, Salem, Springfield, Tisbury, Woburn and Worcester. Property owners in these communities whose buildings are at least half-rented are eligible for fully funded, energy efficient upgrades.

Through Mass Save's three-year plan,

eligible landlords in these communities can get free weatherization, such as sealing windows or adding insulation, that will help reduce energy spend and utility bills. Landlords can also use the Mass Save program to convert from oil and gas heat to electric heat pumps. An added bonus: electric heat pumps can also provide air conditioning, reducing reliance on boxy window units. This increases tenant satisfaction, reducing turnover, and when it's time to find a new renter, your unit will be more marketable.

If you have old knob-and-tube wiring or asbestos in your home, you may have been previously ineligible for Mass Save incentives. Now, Mass Save will address these barriers to allow you to access energy efficient upgrades and keep your rentals running smoothly whatever the weather.

## 4. THINK ADUS.

As of 2025, accessory dwelling units (ADUs) are allowed by right across the state of Massachusetts. Communities cannot require a special permit for these buildings or place undue hardship on property owners looking to build an additional living space on their land.

There are size and setback restrictions, and building an ADU (also called granny flats or in-law apartments) may be costly depending on size and structure. But this is a great way to help address the housing crisis, especially in communities that seem loath to allow multifamily zoning by right. ADUs allow families to live together while maintaining separate residences. They also provide rental opportunities for those who may not be able to purchase an entirely separate property, and create additional housing units for people looking to rent something small.

If you are able to comfortably construct an ADU on your property, you have the opportunity for additional rental income, without some of the strain that comes from maintaining an entirely separate piece of land (the driveway is already being shoveled, the grass is already being cut, etc.). The more units at a given address, the more robust your business will be to in-unit setbacks like nonpayment.



## 5. TAKE ADVANTAGE OF MASSLANDLORDS OFFICE HOURS.

MassLandlords has a lot of great resources beyond rental forms. Besides training videos and a plethora of articles available 24/7, we also have members-only office hours over Zoom, allowing landlords from across the state to gather and learn more about rental housing.

These open-ended question-and-answer sessions are your chance to ask us anything about being a landlord in Massachusetts. They're moderated by staff and volunteers who have significant rental housing experience, including MassLandlords executive director Doug Quattrochi, attorney Jordana Greenman, attorney Adam Sherwin and helpline counselor Peter Shapiro.

Sometimes, the session may include a brief presentation (for example, attorney Sherwin's June 25 session focused on recent cases and case law). Others are completely open-ended. Please note that when attorneys are present, they can only answer questions about the law. They cannot help you with specific cases, and all questions should be posed as hypotheticals. If you do need specific business advice, you can always utilize our helpline, where operators can give business advice and suggest attorneys to consult with if you need legal advice.

Quattrochi holds his office hours the first Friday of the month. Attorney



**Regular ask-us-anything office hours allow you to get your questions answered about all aspects of landlording. (Image: CC BY-SA 4.0 MassLandlords, Inc.)**

Greenman holds office hours the third Wednesday of the month, and attorney Sherwin is on the fourth Wednesday of the month. Advance sign-up is required in order to keep sessions small and manageable. Occasionally, a holiday may interfere with the schedule (for instance, Quattrochi's typical session for July fell on Independence Day, so office hours were moved to Thursday, July 3). This will be reflected on our events page. Peter Shapiro does not presently have office hours listed for the summer, but his sessions will be posted as they are scheduled.

## CONCLUSION

Being a landlord can be overwhelming, especially in Massachusetts. But don't worry. With hundreds of resources right at your fingertips, we're here to help you be the best housing provider you can be.

Read our landlording articles, watch our training videos, use our landlord and rental forms, and make sure you join your community-specific real estate message board to connect with fellow housing providers. And if you're new to rental housing and want to make sure you're starting off on the right foot, sign up for our Crash Course in Landlording and Rental Real Estate.

Whatever you need, we're here to help. 

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# Housing Court Standing Order 1-23 Being Enforced: Separate Piece of Paper for Each Occupant at Tier 1

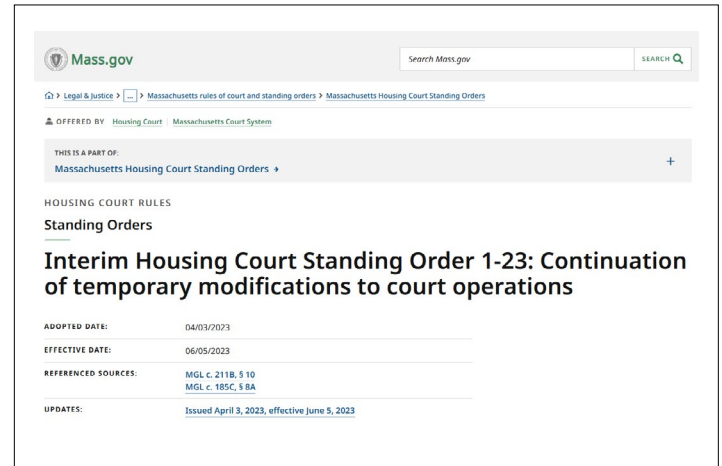
**Make sure you are serving the Tier 1 eviction notice multiple times, once for each occupant.**

Landlords, constables and sheriff departments are reminded that the Housing Court still operates under Interim Standing Order 1-23, which reads in part, “The plaintiff or plaintiff’s attorney shall serve on *each named defendant* a copy of the notice of the first-tier court event, as well as the information sheet.”

Who is a named defendant? Each occupant aged 18 or over, even if they are not on the rental agreement. (This should be the same list as on the notice to quit served previously.)

Remember there are three times when a defendant is served: 1) notice to quit; 2) summons and complaint; and 3) notice of tier one event. Unlike the notice or the summons, which are typically served on one sheet to the entire rented premises, the notice of the tier one event has always required separate pieces of paper and separate information sheets for each defendant.

The rules of civil procedure, Rule 4, provide the different behavior for the summons. “Upon commencing the action the plaintiff or his attorney shall deliver a copy of the complaint ... Upon request of the plaintiff separate or additional summons



A screenshot of the Mass.gov site for the Housing Court standing order, which has been in place since 2023.

shall issue against any defendant.” (Emphasis added.) Note that civil procedure covers much more than eviction, such that eviction develops its own procedures and standing orders.

If you fail to serve notice of tier one properly, a default judgment cannot be entered. The tier one notice is critical, as it contains the first court date. Section H of the standing order reads, “Default shall not enter if the plaintiff or plaintiff’s attorney has not complied with § 3(ii)(D) by filing with the court a completed constable’s or sheriff’s return of service for the notice of the first-tier court event.” Plus, the rest of your eviction could be derailed, as well.

Thanks to Attorney Jordana Greenman for this reminder: 

Point your camera app here  
to read more online





# Avoid Court and Costly Legal Fees with the MassLandlords Helpline aka Hotline or Mediation Service

By Kimberly Rau, MassLandlords, Inc.

**This member benefit acts as a hotline that can offer business advice to help you mediate with tenants, avoid court, and make better use of expensive attorneys.**

The MassLandlords helpline (sometimes known as the hotline or mediation service) is an often-overlooked premium benefit that offers rental housing providers business advice and legal information before their issue escalates to the point of court, or hiring a lawyer.

Being a landlord in Massachusetts can be tricky, but with the right guidance and know-how, you can manage your rentals confidently, knowing you're in compliance with the law.

MassLandlords offers lots of ways for members to get their questions answered. There are educational videos and articles, ask-us-anything office hours, and some regional networking events. But for members looking for extra assistance, there's the option to pay for one-on-one helpline business advice, designed to give you guidance on specific rental-related issues.

## LIKE A HOTLINE FOR ALL YOUR RENTAL QUESTIONS AND CONCERNS

Using the helpline is simple. Members can book a call with a MassLandlords coach for consultation on any number of rental-related issues, including landlord rights and responsibilities, nonpayment of rent, rent increases, evictions, fines, the state sanitary code and more.

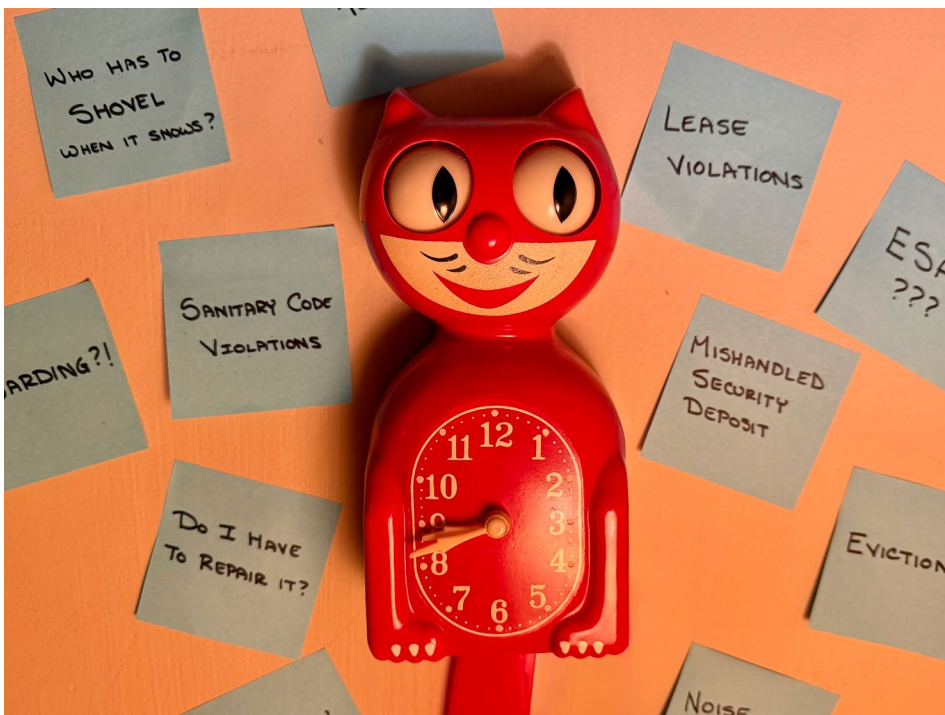
Unlike a true hotline, the lines are not continuously open. We do need to schedule your call in advance.

Some landlords call with concerns about landlord-tenant issues. If you are in conflict with your renters, the best course of action is to mediate the problem privately before things escalate. Our coaches can give you suggestions for how to mediate yourself or to engage state-funded, non-court mediators.

Helpline consultations are booked in 15-minute segments, so housing providers with basic questions do not have to pay for a full hour of time. Landlords with more involved housing questions can utilize multiple sessions to get the information they need. Prepaid helpline subscribers get a maximum of 45 minutes per call; pay-as-you go subscribers can talk until satisfied. Additional calls may be scheduled if necessary.

New members can add on helpline services when they join. Existing members can add it at renewal. When you reach out to book a helpline consult, we will reply and ask you for a credit card to keep on file, and schedule your session for a mutually convenient time.

Our coaches are not attorneys, but they are rental housing experts, each with



Don't wait – call the helpline and get answers before things get out of hand. (Image – cc BY-SA 4.0 MassLandlords, Inc.)

years of experience in landlording and property management in Massachusetts. They have extensive knowledge of landlord-tenant law, as well as mediation and housing court processes including eviction.

One of the benefits of the helpline is our coaches charge a fraction of what lawyers often do. (If you know for a fact you need legal advice, you should speak with your attorney or ask us to recommend one to you.) As of publication, our helpline rate is \$97 per hour, billed in 15-minute increments.

### “DON’T WAIT.”

Sue McMahon, one of our helpline coaches, said members call in frequently with questions about tenant issues, security deposits, notices to quit and tenant screening (use our [applicant qualifier](#) for an objective points system that meets the Department of Housing and Urban Development’s [guidelines for tenant screening](#)). The problem, she said, is that landlords often wait too long to seek help.

“Don’t wait,” McMahon said. “The biggest issue with landlords is they wait until the situation has become pretty intense and they panic.”

Often, these issues surround improper handling of security deposits, a particularly tricky area of landlord-tenant law in Massachusetts. Sometimes landlords want to withhold from the security deposit but have not taken the proper steps to be able to do so, such as obtaining a conditions statement at the start of tenancy, or having a receipt for damage repairs. Or, they may have neglected to pay out annual interest on the deposit.

“Usually they have taken matters into their own hands and escalated things, or may not have done some things as they should have. In this case, I will let them know they should have an attorney represent them,” McMahon added.

McMahon also takes calls from landlords who want to understand how to properly screen renters in order to stay in compliance with the law, or ensure they are getting the best possible renter for their property.

“I have had a few people reach out



Many rental housing questions and concerns can be addressed by our helpline in one phone call. (Image – Trintage for Unsplash)

later and thank me,” McMahon reported. “When in doubt, please reach out.”

### WHAT THE HELPLINE CAN (AND CAN’T) DO

The helpline is a great resource to learn what your options are in a given situation, or to receive business advice. Our coaches can help you interpret what a form says, tell you how the law works, share experience, troubleshoot and refer you to a lawyer.

The helpline is a fantastic program, but it does have its limitations. Coaches are not lawyers, and cannot give you legal advice. They will not speak with tenants (or their representatives) on your behalf, although they will give you tips on how to mediate issues with your renters. They also will not fill out forms on your behalf, or make repairs for you. If you do need legal representation, mediation or other professional services, our coaches can refer you to lawyers, community mediation and service providers. You are not obligated to use anyone recommended to you in order to benefit from the helpline.

Finally, for prepaid users, our helpline coaches will only help with issues that are new, after you have elected helpline coverage. You can do this when you join or renew. Pay-as-you-go users may get help for preexisting issues.

### CONCLUSION

There’s a lot that goes into being a landlord, especially in a tenant-friendly state like Massachusetts. Our included member benefits are designed to help you create sustainable, compliant, quality rental housing so your business is successful, and your renters have a good place to call home. But even the most experienced rental housing provider will sometimes have questions that go beyond the scope of our articles, video trainings and forums. Newer landlords may need more extensive hand-holding. Whatever you need, our helpline is cheaper than hiring a lawyer, and definitely more economical than spending months tied up in court, or a lengthy eviction process. [M](#)

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# INtheNEWS

Compiled by Eric Weld, MassLandlords, Inc.

## MassLandlords media mentions and appearances by association representatives.

*This edition of MassLandlords In the News features comments by MassLandlords Executive Director Doug Quattrochi in media outlets across the state following enactment of a new policy that requires landlords to pay real estate brokers' fees when they hire them, instead of forcing tenants to pay the fees as a move-in condition. The law was a two-sentence policy included in the \$61 billion state budget signed by Gov. Maura Healey on July 4. The policy was scheduled to take effect Aug. 1, 2025.*

### JULY 20, 2025

Quattrochi commented for a MassLive article overview on the brokers' fee policy by Tréa Lavery.

Quattrochi pointed out in the article that before the new legislation, as now, state law only allowed landlords to collect four fees: first and last months' rents, a security deposit and payment for changing locks on the rental. He acknowledged that didn't stop some landlords from illegally charging new tenants for brokers' fees.

"When you look at the problem that people were experiencing in Boston, Cambridge, Somerville and other

really tight real estate markets, it was noncompliant behavior," he said. But the only effect the new law will have, other than clarifying the existing rules, is to "scare some people who weren't following the law already into compliance."

[Read the article.](#)

### JULY 7, 2025

Quattrochi commented in a video article on Boston25 News by Drew Karedes on the brokers' fees legislation.

Critics point to the new law's ineffectuality, Karedes explains in the article, because landlords will compensate for raised brokers' fees. Lawmakers should focus more on increasing housing supply, critics suggest.

"They'll raise the rent, or they'll require the renter to bring their own broker," Quattrochi says of landlords. "I feel like this broker thing, it was two sentences' worth of work for the legislature, it's generated a lot more buzz than it's worth."

[View the article.](#)

### JULY 2, 2025

A WBUR article by Zeninor Enwemeka on the brokers' fee policy, which was pending at the time the article was published, includes comments from Quattrochi about the likely ineffectuality of the law.

He pointed out that state law already prohibits the practice of landlords

collecting brokers' fees from new tenants as part of move-in monies. Despite that, brokers' fees get pushed on to new tenants in tight markets like Boston, Cambridge and Somerville, because they recognize it as a necessary burden for getting rental housing.

"You can't just put a law out there and expect a whole bunch of people who weren't following it before suddenly to comply," Quattrochi commented. "Ultimately, if there's no enforcement, there's not gonna be anything different happening, sorry to say. So, we're not expecting this will really change a whole lot." Except, he added, some property owners may pay the fee and pass it on to their renters in the form of higher rent.

[Read the article.](#)

### JUNE 30, 2025

Quattrochi commented in a Boston Globe article by Samantha Gross and Matt Stout about the pending (at the time) brokers' fee policy change included in the \$61 billion budget bill.

Quattrochi noted that the brief language of the brokers' fee policy change might help admonish landlords who hire brokers and try to force prospective tenants to pay the fee. But the law doesn't give tenants any legal means to stop the practice. "Unless there's enforcement, people are going to be disappointed in our elected officials," he commented.

[Read the article.](#)




**THURSDAY, MAY 8**

Quattrochi offered comments in a Springfield Republican article by Namu Sampath on eviction sealing, a policy included in the Affordable Homes Act that took effect on May 1, 2025.

Quattrochi pointed out in the article that the eviction sealing policy “attempts to hide the data from landlords.” However, he said, landlords have alternative avenues for finding past eviction records.

Quattrochi noted that he proposed creating a protected class status against discrimination for renters to state Sen. Lydia Edwards, who filed the bill to enact eviction sealing policy. That would have been a more effective way to protect tenants. Instead, he said, eviction sealing “hides data and forces landlords to tighten their criteria.” That, in turn, will hurt good tenants by making it harder to qualify for rental housing. “Landlords don’t evict people for fun,” Quattrochi explained. “There is always a reason.”

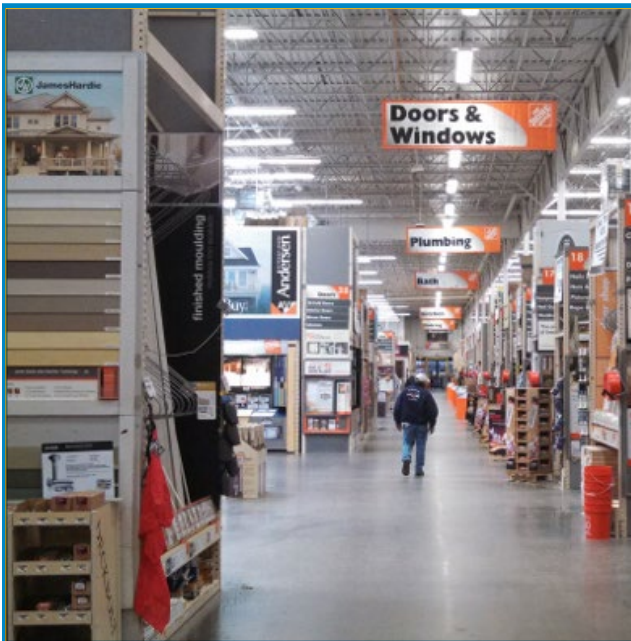
Read the article. (The Springfield Republican has a pay wall; the full article is also available [here](#).) 

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# Testimony opposed to Homesharing as drafted. 194 S.992 H.1473 An Act to expand housing opportunities through homesharing.

The homesharing bills as drafted would allow 3-day evictions, would not require going to court, and would open the door to economic subservience and other social ills.

MassLandlords filed testimony against two bills heard July 23. The PDF version is attached. Below is the text of the testimony.

## PRIMARY SPONSOR SUMMARY

As published at malegislature.gov, this is "Legislation to expand housing options through homesharing."

## WHAT IS HOMESHARING?

Homesharing is broadly speaking a barter system, where someone who has excess housing would barter it for labor. As such, homesharing sits at the intersection of landlord-tenant law and employment law.

Homesharing is not an established practice. The Wikipedia article on homesharing appears to have been created by someone with a personal interest in homesharing, and needs major renovation, as identified by Wikipedia editors. A search for "homesharing" and similar terms on Google Scholar shows it is an area of active research.

The emphasis in literature is to find ways to help seniors age in place. It is not yet decided that homesharing is best. See "More Than Just a Room: A Scoping Review of the Impact of Homesharing for Older Adults," Martinez et al, *Innovation in Aging* Vol. 4 Iss. 2, 2020. There are challenges with this approach.



Better communities. Better Policy. Better Lives.

Our legal purpose is to create better rental housing.

## Testimony opposed to Homesharing as drafted

**H.1473 An Act to expand housing opportunities through homesharing**  
**S.992 An Act to expand housing options through homesharing**

### Prepared for

The Joint Committee on Housing

General Court care of

Luke O'Roark, [luke.oroark@mahouse.gov](mailto:luke.oroark@mahouse.gov)

Meg Ribera, [meg.ribera@masenate.gov](mailto:meg.ribera@masenate.gov)

July 23, 2025

The cover of our PDF testimony.

## HOW DO THESE BILLS DIFFER FROM THE HOMESHARING DISCUSSED IN ACADEMIC LITERATURE?

A homesharer under this bill could be anyone. Academic literature is focused on homesharers as seniors or the disabled, who want help coping with the difficulties of daily life.

A homesharing property under this bill could be just about any rental property, so long as the owner resides in it, including a multifamily dwelling. Academic literature is focused on homesharing properties as cohabitation spaces where the sharer and sharee share a common kitchen and other interior common areas.



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### SUMMARY OF CONCERNS

#### ✦ Homesharing is already legal.

Long-term homesharing is already legal under existing landlord-tenant law or even simply the Airbnb platform, which does not limit rental duration. In order for a homesharer to comply, they must follow landlord-tenant law and, if they wish to obtain labor from their renter, they must follow employment law as well.

#### ✦ The state would have to draft rental agreement terms, an area in which it has little expertise.

Homesharing asks the state, via the Executive Office of Housing and Livable Communities, to become attorney to a homesharer and to draft terms for a written rental agreement for homesharing. The bill text reads, "The EOHLC shall set forth the terms of the homesharing agreement." Terms are not regulations. As hardworking and capable as the EOHLC staff may be, drafting terms, as opposed to regulations, would be highly unusual.

Rental agreement terms statewide are set by property owners, even to the extent where specific language (example: as in a security deposit conditions statement) is specified by statute. Such forms exist nowhere in the State House library or court systems. All such rental agreements are custom drafted for the occasion, for better or worse.

In a matter of a contract dispute, ambiguity in terms is usually construed against the drafter. If the drafter is the state, now potentially the state will be pulled into litigation on the meaning of terms and whether these terms disadvantaged one side or another as to their rights.

In a matter of enforcement, the state would need to have an enforcement mechanism to ensure that parties fulfill the terms. In political science terms, Massachusetts is a "weak enforcement" state. This means we cannot be looking over every homesharer's shoulder to ensure compliance (just as we do not look over every landlord's shoulder now).

The EOHLC terms will be only as good as the enforcement mechanism, which is to say, no good at all, as there is no enforcement in the bill text. The bills specifically prohibit access to Housing Court summary process (eviction), as discussed next.

#### ✦ Homesharing negates important landlord-tenant protections.

There are over 50 years of landlord-tenant law encoded in General Law Chapter 186, which this bill seeks to avoid. It reads, "Parties shall be exempt from existing state law pertaining to the relationship between landlords and tenants and the eviction process set forth in MGL Chapter 186." This means renters would have no right to access a court for eviction procedure. (Which procedure should apply is unclear; perhaps the home sharer need only call the police or ICE? Disgraceful!) The bill eliminates protections for survivors of domestic violence (Chapter 186 Section 24), renters living in substandard conditions (Chapter



186 Section 19), renters being harassed by their landlord (Chapter 186 Section 14), and renters suing their landlord for common area safety violations (Chapter 186 Section 15E), among twice as many additional protections. It is hard to imagine how much work would have to be done to rebuild such protections for homesharers and how much complexity this would create in statute.

#### ➤ **Homesharing negates important employer-employee protections.**

There are over 100 years of employment and labor law, which the bill has not even considered. For example, anyone performing labor for another in Massachusetts is either a contractor or an employee. Unless someone offers their services generally to a wide audience and meets half a dozen other tests, they are an employee. In this case, the homesharer would have to withhold taxes, obtain workers' compensation insurance, abide by antidiscrimination protections, and do much more with respect to the homesharee. The requirements to withhold taxes and obtain workers' compensation insurance apply even in trade or barter circumstances. It is hard to imagine who would be a homesharer who would also attend to employment law.

#### ➤ **Homesharing is not limited to seniors.**

The bill text makes reference to the Executive Office of Elder Affairs, but there is no prohibition whatsoever on any person becoming a homesharer whether senior, disabled or not. This means younger people with full capacity to live a normal day-to-day life may seek to become homesharers. They may seek to do so specifically to avail themselves of the exemptions (or loopholes) created by the law.


#### ➤ **Homesharing mimics the conditions of domestic violence by creating economic subservience.**

It is easy to imagine the bills opening the door to modern slavery, human trafficking and more. Imagine a situation where someone who cannot afford market rent agrees to enter into a homesharing relationship with the fully capable homesharer of an owner-occupied multifamily. The homesharer threatens the homesharee with an "emergency" three-day termination notice (as allowed by these bills) unless they perform an indecent act. What is the homesharee to do? The state would have created exactly the conditions under which domestic violence thrives, that is, economic subservience.

MassLandlords has expertise fighting this dynamic, see for instance, [Trespasser or Tenant? Superior Court Case Helps Define the Difference](#), about a property owner seeking to remove a former romantic partner without a lawful summary process (eviction process). In the case *Slavin v. Lewis*, we wrote an amicus brief on behalf of the renter (yes, the renter). The courts then stated unequivocally that renters have a right to summary process.

The implications of homesharing as drafted are too far-reaching to contemplate further.

#### **RECOMMENDATION: OUGHT NOT PASS**

We recommend the committee vote these bills as ought not to pass. It is very hard to imagine the homesharing bills succeeding as drafted. Whatever good intentions may be held by the petitioners can surely be addressed by other means while preserving employer-employee and landlord-tenant protections. There are myriad ways to imagine providing at-home care for seniors and the disabled without having to upend landlord-tenant and employment protections. 

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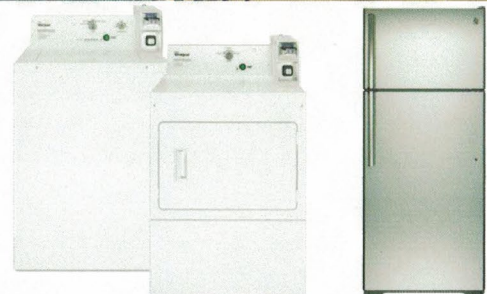
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# REGIONAL

## MassLandlords Upcoming events

See details under each region

### 2025 AUGUST

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

### 2025 SEPTEMBER

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

## STATEWIDE

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

FRI  
08/1

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, AUGUST 1<sup>ST</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

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

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

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

Topic: First Friday Office Hours with Doug Quattrochi August 1, 2025

Time: Aug 1, 2025 12:00 PM Eastern Time (US and Canada)

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

WED  
08/20

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

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#### THIRD WEDNESDAYS WITH ATTORNEY GREENMAN NEXT ON WEDNESDAY, AUGUST 20<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 Start
- 5:30 pm Zoom Chat ends

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#### PARTICIPATION IS EASY

We have two formats of online events:

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Topic: Third Wednesday Office Hours with Attorney Greenman  
August 20, 2025

Time: Aug 20, 2025 04:30 PM Eastern Time (US and Canada) Join Zoom

Meeting <https://us02web.zoom.us/j/88991294191>

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

WED  
09/20

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**

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**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*.

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### **SECOND WEDNESDAYS WITH PETER SHAPIRO NEXT ON WEDNESDAY, SEPTEMBER 10<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**

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- 5:30 pm Zoom Chat ends

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### **PARTICIPATION IS EASY**

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Topic: Second Wednesday Office Hours with Peter Shapiro September 10, 2025

Time: Sep 10, 2025 04:30 PM Eastern Time (US and Canada)

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- +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: 814 6590 5450

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

Find your local number: <https://us02web.zoom.us/j/81465905450>

### **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.](#)

## Fourth Wednesday Office Hours with Attorney Sherwin. Recent cases and case law. Open Q&A. 5:30 pm - 6:30 pm Zoom.

WED  
09/24

Attorney Sherwin will start his office hours by discussing any recently concluded cases or case law of interest.

After that, 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 Sherwin's discretion and as time allows.



Attorney Adam Sherwin of The Sherwin Law Firm



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 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.

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## FOURTH WEDNESDAYS WITH ATTORNEY SHERWIN NEXT ON WEDNESDAY, SEPTEMBER 24<sup>TH</sup>

Except for holidays and where his schedule requires otherwise, Attorney Sherwin will be available to members on the fourth Wednesday of every month.

### ZOOM CHAT AGENDA

- 5:30 pm Start
- 6:30 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.



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

**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: My Fourth Wednesday Office Hours with Attorney Sherwin  
September 24, 2025

Time: Sep 24, 2025 05:30 PM Eastern Time (US and Canada)

Join Zoom Meeting <https://us02web.zoom.us/j/86805496956>

Meeting ID: 868 0549 6956

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

Dial by your location

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

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Will be emailed and viewable [online](#)

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

**PRICING**

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Registration is required.

Registration in advance is required.

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

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

Add just this event to your calendar:

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

**NORTHERN WORCESTER COUNTY METROWEST**

**MetroWest Property Owners Association  
Marlborough Dinner Meeting, 5:30 pm:  
Annual Summer Picnic**

MEET AND NETWORK WITH YOUR FELLOW MWPOA MEMBERS,  
FEAST ON A CLASSIC BARBECUE  
ORDERED BY DANA FOGG

TUE  
08/12

MWPOA Members must register for this meeting on the MassLandlords Website at this link: <https://masslandlords.net/spotlight-event/2025-08-12-marlborough/> prior to the meeting.

Please send an RSVP no later than Thursday, August 7th so we can plan on buying the right amount of food.

There is no charge for MWPOA Members. Non-MWPOA MassLandlords Members may also register at the above link by purchasing a \$12 ticket for the sumptuous feast and soft drinks.



Prepare for a sumptuous feast and soft drinks.

**TUESDAY, AUGUST 12<sup>TH</sup>**

**MWPOA DINNER MEETING AGENDA**

- 5:30pm Barbecue
- 7:00pm Ends

**LOCATION**

[Marlborough Fish and Game](#)  
1 Muddy Ln  
Marlborough, MA 01752

**PRICING**

- Open to the public. Membership is not required!
  - Public and non-MWPOA members: \$12
- MWPOA members only: No charge.  
Registration is required.

This event will not be recorded.

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

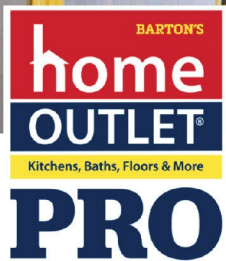
This event is operated by volunteers at a partner association.



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

## Cambridge Crash Course, 8:30 am: The MassLandlords Crash Course in Landlording: Elevate Your Landlord Game

**SUN  
09/7**

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

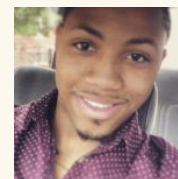
This fast-paced course is strictly limited to 16 participants to allow for detailed discussion and Q&A. Course tuition includes:

- Small group session with the Executive Director, a trained presenter and experienced landlord, and the attorney.
- A comprehensive agenda, see below.

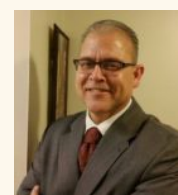
- Your choice of two books:
  - o *Every Landlord's Tax Deduction Guide* by NOLO,
  - o *The Good Landlord* by Peter Shapiro,
  - o *Getting to Yes* by Roger Fisher, and/or
  - o *The Housing Manual* by H. John Fisher.
- A bound summary of all material presented.
- Breakfast pastries, coffee, tea.
- 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

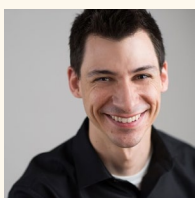
"I found this course extremely useful. It was completely professional and gave me a great new perspective." -Nicholas

"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

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

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

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purchase of an event ticket sustains our nonprofit model.

#### **SUNDAY, SEPTEMBER 7TH**

#### **CRASH COURSE AGENDA**

##### **In-Person Course Agenda**

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

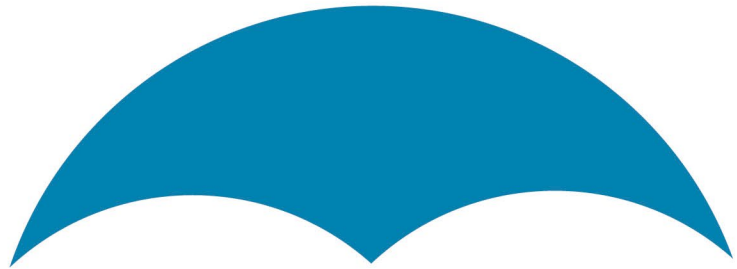
**ACCESSING FROM THE T**

- 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](#)



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**FOOD**

## • Breakfast:

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

## Lunch:

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

\*Please email [hello@masslandlords.net](mailto:hello@masslandlords.net) if you have any dietary restrictions and need a special meal.

\*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](#).

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**GREATER SPRINGFIELD**

## Springfield Chat, 6:30 pm - 7:30 pm: Meetup

MON  
08/11

No presentation, no registration desk, just meeting up to chat and get to know one another. We need landlords & property managers large & small to attend. We can share our experiences and learn from one another.

- Past attendees have:
- Made valuable local connections.
- Talked about local real estate developments.
- Learned more about city government.

Attendees will leave having made some connections in a friendly and informal setting.

**MONDAY, AUGUST 11TH****CHAT AGENDA**

- 6:30 pm Start
- 7:30 pm Chat ends

**LOCATION**

Stephen Bosco has graciously offered the use of his space at:

287 High St.  
Holyoke, MA 01040

**PARKING**

On street parking is free after 5pm and is available along High St in front of the building and additionally along Suffolk St (For GPS use 40 Suffolk St).

**HOW TO FIND US**

Take the elevator to the third floor and turn left to proceed to Room 310, located towards the rear of the building.

**FOOD**

We will have finger sandwiches from Subway and bottled water available. Bring your own coffee if you want!

**PRICING**

This event is closed to the public.

- Members: No charge.

This event is operated by volunteers.

Add just this event to your calendar:

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

## Springfield Crash Course, 8:30 am: The MassLandlords Crash Course in Landlording: Elevate Your Landlord Game

SAT  
10/25

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.

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- Michael Murray



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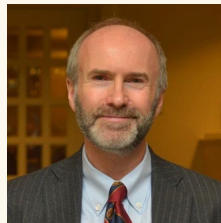
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*"Great overview of being a landlord in MA"* -Crash Course Graduate

*"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

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*"Doug's presentation was excellent. He was very clear and provided detailed explanations."* -Larry

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

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

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

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#### OUR PRACTICE AREAS

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

##### COMMERCIAL & RESIDENTIAL REAL ESTATE

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

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, OCTOBER 25TH

#### CRASH COURSE AGENDA

#### IN-PERSON COURSE AGENDA

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- 8:45 - Rental markets
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  - 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

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

#### FOOD

##### • Breakfast:

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

##### • Lunch:

- o Assorted gourmet sandwiches
- o Garden salad
- o Pasta salad
- o Assorted pastries
- o 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.

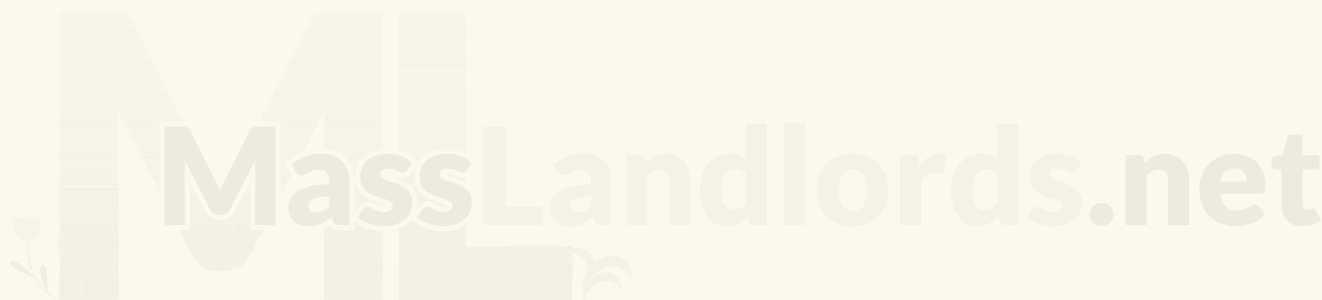
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# MEMBERSHIP BENEFITS



## RENTAL FORMS

Download a complete set of up-to-date rental forms (applications, leases, notices to quit, and more).



## LEGAL STANDING

Vote in MassLandlords elections, serve on boards, and be represented in policy discussions with local and state officials.



## CERTIFICATION

Become a Certified Massachusetts Landlord™.



## HOME DEPOT SAVINGS

Members save on most items at Home Depot stores and online, including appliances, lighting, lumber, hardware, paint and more.



## SERVICE PROVIDER DIRECTORY

Search for service providers or be listed as one (electricians, managers, realtors, attorneys, plumbers, snow removers, and much, much more).



## VIDEOS, ANALYSIS, & SPREADSHEETS

Watch past events, learn about the laws, and access spreadsheets you can build on like our heat pump vs furnace calculator.



## MESSAGE BOARDS

24/7 access to Massachusetts Landlords for advice and/or to contribute your professional expertise. Plus, a message board to sell or purchase investment properties.



## SEARCH EVICTIONS

Search eviction records by address for acquisition due diligence.



## EVENTS

Weekly networking and education at virtual events.



## COLLECT CHECKS ONLINE

Virtual office manager free trial at RentHelper.



## CREDIT SCREENING COUPONS

Save on SmartScreen credit reports.



## ENTITY FORMATION SAVINGS

Create LLC's or Inc's for a low, members-only fixed price via New Leaf Legal.

## MassLandlords Thanks Our Property Rights Supporters

Property Rights Supporters make monthly contributions earmarked for policy advocacy.

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## 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:

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