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**Why Would a Landlord Raise the Rent 100%?**

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**Spanish Rental Agreements and How To Navigate Language Barriers**

**Why “Greed” Needs to Leave the Debate**

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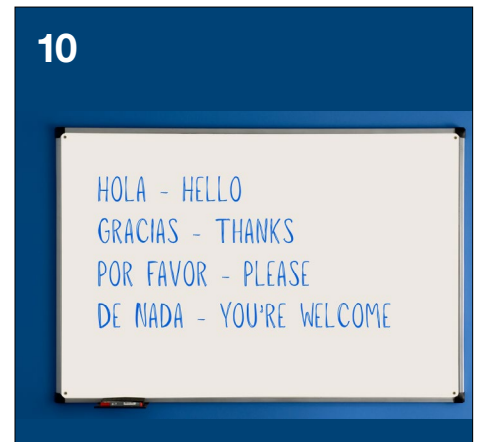
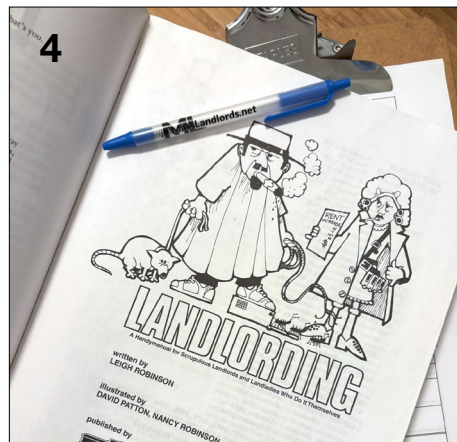
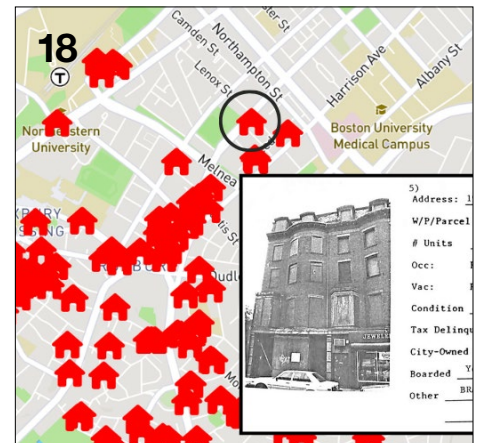
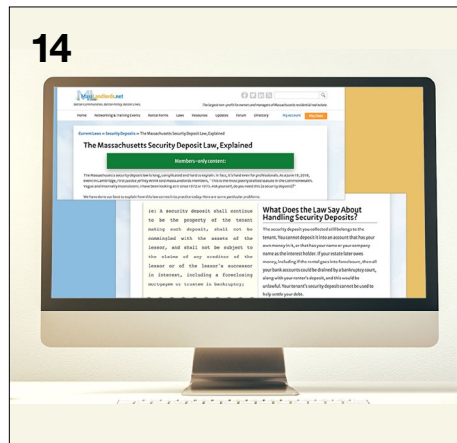
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LETTER FROM THE EXECUTIVE DIRECTOR

# Tell Ten Landlords About Rent Control

Our Letter from the Executive Director for April 2026 makes an appeal to spread the word about the rent control ballot initiative.

In March I heard this time and again: there are landlords and brokers out there who have no idea the strictest rent control system in the country is barreling toward us. This is a crisis of unawareness.

Please take a moment now to think about 10 landlords you know who are asleep on this issue. Odds are they're not a MassLandlords member. Write them down on paper, draft an email on your phone, or start a file on your computer. Then read on, and at the end of this letter I'll ask you to put that list to good use. There must be 10 people you can think of who need to know about this. Do it now.



Statewide rent control will probably be on the ballot this November 2026. It would be the strictest statewide system in the country: We'll only be allowed to raise the rent by inflation or 5%, whichever is lower. If the old tenant leaves, the new tenant pays the same rent. We'll get a once-per-year increase of inflation or 5%. There will be no exception for renovation. All rents will have to be calculated from their value on January 31, 2026 (yes, a date in the past). Owner-occupied with four units or less will be exempt, but only if the owner is not an LLC or a trust. If an investor buys an owner-occupied building, the rents must be recalculated from Jan 31, 2026.

There is a multi-prong approach to opposing this. First, we have asked the legislature. Second, we have asked the courts. Third, we will ask the voters. We will win. But only if you do what we ask.

The main event in March was the St. Patrick's Day/Evacuation Day State House hearing. The legislature has been asked to adopt the rent control ballot initiative early. This must not happen. Even the meanest, least well-prepared public official should understand that municipal budgets will decrease under rent control. Hundreds of thousands of rental units will slide into disrepair. Tufts estimates a \$9 billion loss. Massachusetts can't afford that.

The opposition testimony has been piled high. In writing to the committee, in this April edition of the newsletter and on our website, we have pointed out the inaccuracy of testimony from one renter alleging 100% increases, tackled the slur of "greed" levied against us, explained why sometimes even a 100% rent increase can be justified, and provided dozens of pages of testimony from members and much more from staff. All totaled, we submitted 142 pages opposed to rent control.

And we're not alone: The Housing for Massachusetts rent control opposition campaign also provided written testimony and a panel of live testimony. Steff Amun Ra, on our Board of Directors, spoke loud and clear: they would be taking away our American dream.

We're up against several dangerous forces: ignorance, misinformation, disinformation, malice, and a century-long socialist ideology that somehow, magically, the government will be able to own and operate all the housing we need. Like it or not, market forces are real and really powerful. Eighty percent of all rental housing in Massachusetts is funded by the market. To crush the market for ideological reasons is to say we have no use for 80% of our rental housing. It is misguided in the extreme.

But we are going to beat this. We are already advertising on social media.

RentControlHistory.com has been seen by another 100,000 people last month. Take that list of 10 people you made and call, text and email them about this issue. We need everyone to be aware. When every person reading this does what I ask, we will have alerted all the landlords in Massachusetts, months ahead of plan. And wait until you see our list of endorsements united with us in opposition to rent control.

The call to action is 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.

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# Why “Greed” Needs to Leave the Debate

By Doug Quattrochi, Executive Director, MassLandlords

**At the State House hearing for the fall 2026 rent control ballot question, renter advocates called landlords greedy. MassLandlords has had enough of it.**

Imagine if landlords went to a State House hearing and described renters as high, loafing deadbeats just waiting for their next RAFT application. It would be extremely unwelcome, inaccurate, and counterproductive. But that is exactly the kind of invective renter advocates, and even committee chair Senator Cindy Friedman, dished out to landlords at the rent control hearing on March 17, and afterwards over email.

It happens on a regular basis – they say we are motivated by greed, that our corporations are evil, and that the housing crisis would be better solved if only landlords were more civil. That might score political points among some, but it reveals the renter advocacy side to be utterly lacking in ideas. They don’t understand how much housing costs, or which market forces drive and constrain housing, or what it means to be civil. They are being uncivil themselves, and factually wrong, to insist that greed is the major factor in the housing market. It is not. Supply is. And it’s not just supply of housing, but supply of all the factors that go into housing: credit, insurance, materials and labor included.

We’ve taken pains to explain the contexts in which large rent increases happen. See our related testimony, “Why Would a Landlord Raise the Rent 100%?”

It should go without saying that corporations are not inherently a problem. All the renter nonprofits that testify against corporate landlords are corporations themselves. A corporation is simply a legal entity where people associate for a common purpose, or where an individual seeks to separate their professional life from their personal life. Most real estate corporations are single-member LLCs, where a single person, perhaps with their spouse or partner, has sought a measure of professionalism and separation by incorporation.

It is wrong to imply or to state that corporations are anything other than our neighbors. The vast majority of real estate corporations are small and owned by Massachusetts residents. This fact is frequently overlooked, especially in pseudoscientific “studies” made to politicize rather than to understand. We take pride in providing housing. We like to see the results of our labor in the world, rather than on a computer screen. And we are not likely ever to have a real estate empire, despite our corporate form. Half of MassLandlords members own fewer than nine units. Two-thirds of all rental housing is owned by people who know their renters well enough that the decision to evict is socially inflected, meaning we agonize over it and delay until we can withstand whatever is going on no longer. This is the true definition of a small landlord: Do we know our renters? The vast majority of us do. The vilification of corporations *per se*, without regard to the fact that we know our renters and are part of our

communities, is a gross and pernicious misstatement about our society and this very complex market.

Let’s consider for a moment what we indicate when we say landlords are greedy. What is the message to everyone else? It sounds to a landlord like, “Don’t save money, because wanting more money is greedy. Don’t buy a home, because owning real estate is greedy. Don’t provide rental housing, because collecting rent is greedy.”

These are unequivocally the wrong messages in this housing crisis. Not only does this tend to pit one group against the other, making actual policy work impossible, but it harms renters financially. They could instead hear, “Build financial independence for you and your family with a 3% down mortgage on a two-unit property; live in one half and help cover the bills with the other, and do the much-needed public service of operating rental housing.” That is the traditional message of homeownership, made attainable for people who otherwise do not have the income. And that is exactly who our members are. We are the people who couldn’t afford an acre in Weston, who bought our first rental property in Worcester because it was to be our home. I bought my three-decker because I could not square the numbers another way.

True, we have systemic barriers that mean not everyone will be a homeowner. There must be a robust safety net that covers everyone. This is why we spent years and tons of our own money litigating against the Executive Office of Housing and Livable Communities


to show where RAFT failed pandemic renters. Is this greed, because we want the RAFT money? No, there was no possible way to recoup any of the lives lost or get that year back. No renter advocacy organization came to our assistance for fear of biting the hand that feeds them. And it's a rational fear: A former Secretary of Housing is known to have placed an angry phone call at the slightest whiff of vocal dissent. Massachusetts' housing policy climate is as rotten as any run-down shithole property. Our case failed at great expense. And we are the greedy ones?

Is it any wonder there aren't more people clamoring to be housing providers, when the public rhetoric holds

us to a standard that no nonprofit or other business is held to? All successful nonprofits have entire positions related to "donor development," which is to say, getting more money. City Life Vida Urbana's operating budget is 6x MassLandlords' and they are sitting on 60x more assets. Mass Law Reform Institute's budget is 20x ours and they sit on 254x more assets. Huge numbers of Massachusetts nonprofit managers make six figures or more. Elise Cherry of Blue Hub Capital, whose organization was found liable for violating consumer protection law and stealing people's home equity, pulled down over a million dollars annually as personal salary and perquisites.

Somehow, none of these are greedy. Yet small housing providers, who have no such salaries, are the ones tarred and feathered for greed. We are oftentimes the only people in the room with enough money and financial cushion to actually keep rents below market, which we do. This is called "naturally occurring affordable housing." Economics gives us the tools to understand why in the "utility curve." Successful landlords don't raise the rent aggressively because it doesn't mean as much to us anymore. We have made it, and by and large, despite the charlatans who would have you believe otherwise, Massachusetts residents are basically good, landlords included. Our Director, Steffen Amun Ra, testified that he keeps rents 25% below market. I do as well. We have made it, and we will not be called greedy.

Finally, we have spent an enormous amount of time and effort in our white paper on an alternative ballot question to find a solution that actually would work to stabilize households and yet would not have any of the dire consequences of the proposed rent control system. There is no such effort made by renter advocates. To the contrary, they proudly proclaimed on social media that they would not compromise. To hell with them.

If there is a deadly sin at play in the Massachusetts legislature, it is surely sloth: the intellectual laziness of resorting to cheap shots and slurs against a minority economic group scapegoated for the whole housing crisis, when in fact we are the only private citizens sharing our patches of earth with strangers. The legislature's ineptitude at addressing the smoldering housing crisis over the last many decades is plain for all to see in the way it treats the very housing providers it needs to build us out of it. 

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In 1975, Leigh Robinson published "Landlording" with illustrations preparing readers to be the brunt of a harmful stereotype that landlords are greedy and evil. This stereotype has played out so long few will now admit to their friends, family or coworkers that they own rental housing. There is less rental housing and fewer good landlords as a result. (Image: Fair Use Leigh Robinson, "Landlording," 1975)

# Why Would a Landlord Raise the Rent 100%?

By Doug Quattrochi, Executive Director, MassLandlords

**At the State House hearing on the 2026 rent control ballot question, renter advocates pitched a narrative of unfair 100% rent increases. When rent goes up that much, these are the reasons for it.**

Several times at the State House hearing on rent control March 17, speakers asked us to believe that anyone who raises the rent by “100, 200, whatever percent” would be motivated by “excessive profit at anyone’s expense and greed.” This is not true. See our other essay, “Why ‘Greed’ Needs to Leave the Debate.”

But suppose a landlord did raise the rent 100% purely for the sadistic joy of it. Should they be a landlord? No. Would there be any remedy under existing law? Yes, and in fact it has already been applied to landlords for far smaller rent increases.

General Law Chapter 93A says that an unfair practice in the conduct of a trade or business is unlawful. This is a powerfully broad law. Courts have powers of equity to decide all cases where the law is not clear. They use it often with 93A.

Chapter 93A empowers judges to award triple damages, as well as attorneys’ fees and court costs. It requires that before court, the injured party send a demand letter to the person in the wrong.

Nine times out of ten, this shakes the apple from the tree.

If the case does end up in court, judges enforce the law. Chapter 93A is used regularly all over Massachusetts. It is the primary mechanism for legal services to earn their wages. Legal services use Chapter 93A to help renters with security deposit cases, retaliation cases and much more, all day every day. A 100% rent increase without justification is already actionable under 93A on threat of triple damages and attorneys’ fees. Any rent increase at all, however small, within six months of a renter calling the code department, unionizing, or asserting any right under law is also *presumed* unlawful retaliation per General Law Chapter 186, Section 18, which stacks with Chapter 93A. (It would be up to the landlord to prove it was not retaliation.) There is lots of case law on this for mobile home rent increases (going back before mobile home regulations). The law works for residential tenancies, as well. There are innumerable cases across both the courts and the MCAD for retaliatory rent increases of even small amounts, and many more off-the-record settlements.

Renter advocates are quick to sidestep any mention of this powerful consumer protection law. They seek to take advantage of the general layperson’s willingness to believe that a landlord can set whatever rent they want. If this were true, then rents would be arbitrarily

high everywhere.

If I am renting an apartment for \$1,500 now, why not \$3,000? Why stop there, let’s go to \$6,000. Why, even, stop there? “A million dollars!” I would cackle all the way to the bank.

We must at some point accept that market forces exist. They direct what the rents will be. The market does not permit an apartment already at fair market rent to be raised 100%. No one would rent it. The market does not permit an apartment already at fair market rent to be raised even 3% sometimes. As Massachusetts has seen an exodus of residents through outward migration, rents in some markets have held steady or been lowered 2% recently.

Whenever a renter describes what seems like a large rent increase, it’s vital to ask three questions.

What was the starting rent?

What was the condition of the apartment?

Is there any reason the landlord might want the renter to leave?

The sad reality is that any or all of these factors will be dispositive as to why this large increase was levied.

The Starting Rent Might Be Half Market, or Less

It is often the case that long-term landlords who have paid off their mortgage stop raising the rent on renters. They’ve been successful and they’re paying a little back into the community.

The result after decades is rent that is well below market.

That landlord will eventually age out of their ownership of the property. When this happens, the new landlord will not have the same financial freedom. They will likely have a mortgage at prevailing interest rates. The property will be reassessed upwards for tax purposes based on the new sale price after decades of inflation. And they will have entered into ownership on the fair expectation that they can get fair market rent for the units. The possibility of a rent increase is the reason the property changes hands and doesn't remain unwanted and unmaintained forever after.

Long-term renters in such a building will be caught in the "helping trap." They were helped for a long time. But now their rent is unrealistically low, half of market. They have built their home finances around an incorrect view of what rent truly costs. They cannot easily move (who can?). The safety net is full of holes, so they call City Life Vida Urbana to stage a picket against their large rent increase. They will eventually either leave or pay more rent, while City Life gets another day in the sun. But economics remains the same.

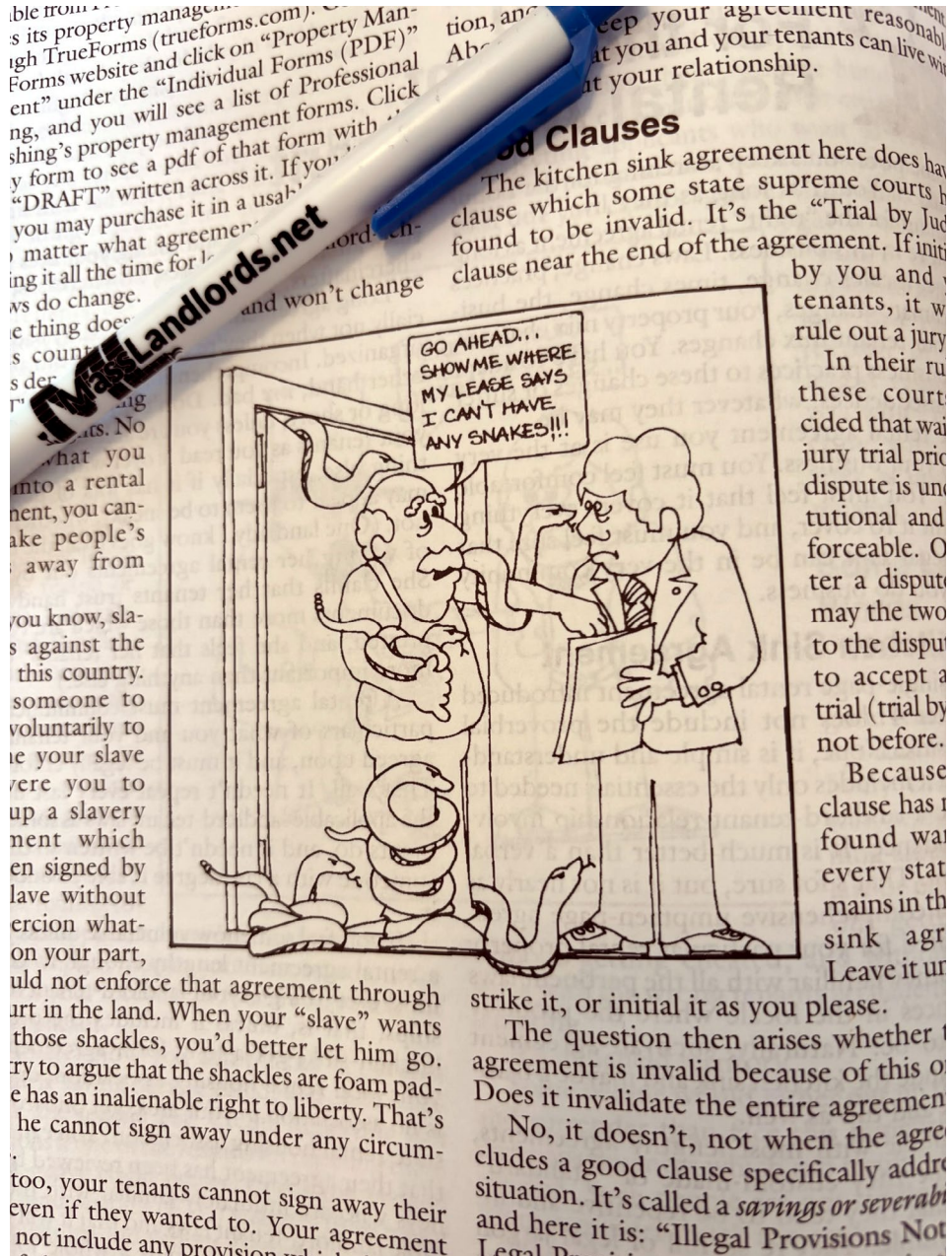
Rent that is half of fair market value can be raised 100% and still be fair market rent after. The problem is not that markets exist but that renters, especially immobile renters, have an inadequate safety net on change of ownership.

If a renter says they got a large rent increase, ask what their starting rent was and what fair market rent for their apartment is.

**THE APARTMENT MIGHT NEED SERIOUS WORK, INCLUDING DECARBONIZATION**

It should go without saying that Massachusetts housing stock today is not the housing stock we need in the future. It is in many places below the minimum standards of human fitness. The law mandates that apartments be safe. Also, we are morally and legally obligated to decarbonize our structures entirely by 2050. None of this is free.

We can't even meet our existing renovation obligations, it seems: After



This illustration from Leigh Robinson's 1975 "Landlording" shows the pain of a landlord caught in a mess where the law, symbolized by their rental agreement, offers no protection. What are they to do when they didn't bank on the cost of a snake-ravaged apartment or the resulting liability? (Image: Fair Use, Leigh Robinson, "Landlording," 1975)

50 years of having a nation-leading deleading law on the books, still ~90% of apartments do not have a certificate of deleading compliance. We are hopelessly undercapitalized.

Repairs can be done as patchwork or in one fell swoop, as part of a major renovation. Patchwork repairs are more expensive and only kick the can down the road. Major renovations are cheaper

in the long run. But once a wall is torn down to repair the leaking plumbing behind it, the old wall and pipe are never coming back. The new wall and plumbing will be much more expensive to rent than the old ones.

I myself raised the rent significantly on a renter. When I bought the building I owner-occupy, the upstairs was a lead paint death trap. It was below the

permissible minimum standards of fitness in other ways, with broken cast iron in the walls, sanitary leaks in several places, and amateur electrical wiring. It needed substantial renovation. A kid was living there in all that lead. Their guardians were paying half rent. The previous owner's husband had died, leaving an unwilling wife-turned-landlord in over her head with a purse empty for funeral expenses and advancing years. I said to the renters, "Fixing your apartment piecemeal will take market rent. Or leave and I will do it up fully for the next renter." They left.

It turns out no amount of market rent could have fixed that apartment. I had too little money to renovate. I borrowed lots more from family and poured more into this place than it has netted overall. The rent doubled between that lead-hazard state and the next renter, but the apartment was now lead-safe, leak-free, and correctly wired.

This could never have happened if the proposed ballot initiative for rent control had been in effect. I was an owner occupy, so you would think I'd be exempt. But this exemption applies *only* so long as the building remains owner-occupied. I could never sell out to an investor at full price because the rents would have to be reset down based on the pre-renovation index date. A non-owner occupy could only charge pre-renovation rents. I never would have bought it. All other investors would have passed on it, as well. The rent never would have come close to market. That apartment today would still be dangerous. The previous owner would have left the keys on the countertop. The bank would have foreclosed and then evicted the renters. It would be a boarded-up wreck, just like the hundreds of properties we've cataloged that were boarded up in Boston under rent control in 1985.

The problem is not rent increases. The problem is that modernizing buildings piecemeal requires much more money than large renovations, long-term, and in both cases they are enormously expensive.

A second problem is that renters have so little choice in the market due to constrained supply that they would choose to live in unsanitary conditions as their best realistic option. When a renter says they got a 100% rent increase, ask if their apartment was in bad shape. It very well could have been.

### THERE MIGHT BE UNRESOLVABLE CONFLICT BETWEEN LANDLORD AND RENTER

Even in my situation, where the renters and I were not in legal conflict, there are many situations where landlords and renters are perpetually at odds. It is not uncommon for me to hear a landlord say, "Now they've moved in their friend and they're bringing over bad characters. My other renters are afraid. They'd never testify. I'm just going to raise the rent and hope they leave."

Is that how it should be? No. Is it likely to work? Maybe. It should be easier for landlords to enforce behavioral standards between residents, including maintaining respect, distance, and civility. No one should be uncomfortable or afraid in their home. But that is not the world we live in. The reality is that renters like all people run the spectrum from good to bad, and there's a long tail of "very bad" that landlords are powerless to stop. One of the few eviction cases during the pandemic was when a renter leaned out their window and shot their neighbor. The guy running up and down the halls with a chainsaw wasn't stopped because, the court found, the chainsaw wasn't on.

The law in Massachusetts gives landlords only three options to bring an eviction case and none of them are very likely. Ninety percent of cases do not result in an order for forced move-out. A typical bad case will take a year and tens of thousands of dollars. There are too few good options.

A renter need not even be all that bad. A renter who is merely trying the landlord's patience on issues like noise, trash, cleanliness, access, or late payment might find themselves facing a large rent increase merely because they've abused

the privilege of living at below-market rent for long enough. We can choose to hold rent below market for people who follow the rules, and we can insist on full market rent for the renter who takes down the smoke alarms and smokes in a no-smoking apartment. It's a rare housing court judge who will evict a renter for smoking, no matter how bold, underlined, and all caps the prohibition may appear in a lease. How are we to help the neighbors when the courts will not help us?

Large rent increases sometimes arise because the landlord has no good option and is throwing everything at the wall to see if something sticks. If a renter says they got a large increase, ask if maybe they might have done something they shouldn't have.

### CONCLUSION

Large rent increases are not the norm, but they are not necessarily a sign of unfairness, greed or other nefarious purpose. There are already strong protections for unfair rent increases under Chapter 93A. Rent control is not necessary, and is actively harmful to maintaining housing stock for the reasons mentioned. [ML](#)

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### ARTICLE YOU MAY HAVE MISSED

#### MassLandlords Hits Record High Membership; Success Attributed to Expanded Benefits and Community

MassLandlords membership hit 2,610 members in February 2026, a record high for us, and proof that our group provides real benefits and value for its members. Here are just some of the reasons why people are flocking to us.

Point your camera app here to read more online.



# Spanish Rental Agreements and How To Navigate Language Barriers

## Landlords who only speak English have options for leases and other rental communication with Spanish-speaking renters.

New Spanish language rental forms make it easier for bilingual landlords to communicate with their Spanish-speaking renters, but what can you do if you don't speak your tenant's language?

While English is the most frequently spoken language in the commonwealth, Massachusetts does not have an official

language. Landlords who speak only English may find themselves lost when they have renter applicants who only speak Spanish, or any other language.

Landlords who do speak Spanish will find they have more options for clear communication, thanks to our translated forms. In this article, we'll discuss offering a lease in Spanish, what that means if you have to go to court, and how to navigate a language barrier so you can communicate with your tenants.

## SHOULD YOU OFFER A LEASE IN SPANISH?

We have always wanted our rental forms to be easy to understand. Our rental agreements already use short sentences and easily understood phrasing, but your lease should be in whatever language works best for both you and your renter. Many people in Massachusetts now speak Spanish, including many landlords. In 2025, with the help of our translator David, we began converting our forms into Spanish, including our rental agreements.

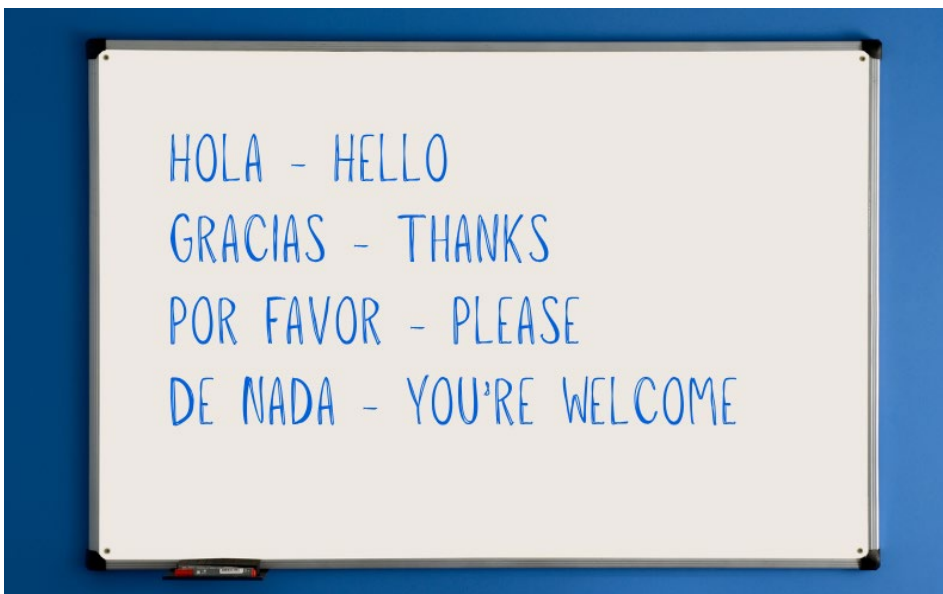
You can see all of our [translated rental forms](#) on our Spanish language website.

## TIP: USE OUR FORMS, NOT AUTOMATIC TRANSLATION SERVICES.

There are many services available that purport to offer automatic or real-time translations. Sometimes, these services do a good job, but sometimes they mess up very basic sentences. Contract language is nuanced and precise. An app may not be able to properly translate a rental form's true meaning. Mis-translations could turn into costly legal errors.

## WHAT HAPPENS IN HOUSING COURT IF I HAVE A SPANISH RENTAL AGREEMENT?

It makes sense to offer a rental agreement in the language you and your renter best understand. However, the courts in Massachusetts still operate in English. If you end up in housing court, and your lease is not in English, you will have to have it translated.



You don't have to be bilingual to be a landlord, but finding ways to communicate with renters who don't speak English will help your business in many markets. (Image License: CC BY-SA 4.0 MassLandlords, Inc.)

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You can't use Google translation services or AI to do this. Some local legal aid and nonprofit groups will provide translation services free, but you can't use them either: You must have a court-certified translation for any document to be used in court.

If that's the case, why do we offer rental forms in Spanish? The answer is, it's practical. And the odds are very low that your rental agreement will end up in court.

In 2023, there were more than 38,000 eviction cases filed in Massachusetts housing courts. That's a lot, but there are more than 1 million renter households in Massachusetts. This means roughly 96% of all renter households avoid eviction each year.

In other words, there is a very small chance that your rental agreement will wind up in front of a judge in a given year. If it does, you will have to pay for translation. We believe that's a small price to pay for years of effective communication with your renters in the language that works best for everyone.

### I SPEAK ENGLISH ONLY, BUT MANY OF MY RENTERS SPEAK SPANISH ONLY. WHAT DO I DO?

If you need to conduct business in Spanish, but you only speak English, you have a few options. Some are more practical than others. The discrimination laws do not compel you to offer services in Spanish (or other languages), but you may be required to accommodate reasonable requests for translation-related delays.

### TRANSLATION AND INTERPRETING: WHAT'S THE DIFFERENCE?

Though the two terms are sometimes used interchangeably, there is a difference between translating and interpreting.

Translation refers to written content such as books or documents (like our rental forms). It is not an immediate process. Translators take time and utilize other resources to ensure their work is as accurate as it can be, and that the words they choose are as precise as possible. It can take weeks or longer to translate large bodies of work.

Interpreting, on the other hand, refers to spoken (or signed) language and happens in real-time. Instead of taking hours, days or weeks to ensure every word choice is precise and accurate, interpreters think on the spot to convey the tone, intent and meaning of what is being spoken.

You would not use a translator to act as a go-between for a casual discussion, and you wouldn't use an interpreter for a set of rental forms.

It's up to you to decide whether, and how, you want to pay for translation and/or interpreting.

### STEP 1: USE ENGLISH FORMS, AND ALLOW TIME FOR TRANSLATION.

This option is very economical, but does take more time. All of our rental forms are free for members, but your renter will need to have time to have them reviewed and translated or interpreted.

However, if there is language barrier between you and your renters, you may still find it difficult to converse. You can use translation apps for casual

conversation, but be careful with important discussions. You will probably need something else too.

**STEP 2: KNOW WHO YOUR RENTERS RELY ON FOR INTERPRETING.**

If your renters do not speak any (or much) English, they will need someone who can interpret day-to-day interactions for them. This includes conversations with their landlord.

Often, people will put a bilingual friend on speakerphone to act as an interpreter. Make sure your renters have someone who can help. Find out who this person is ahead of time, if possible.

Please if possible do not rely on a minor resident of the household to be interpreter. Many children of non-English speaking parents will speak excellent English, but they are still children. Depending on age, they may not understand or be able to cope with the full context of what you are saying, especially if you need to talk about adult matters like eviction, arrest, drugs or other things that children should not, in a just world, have to contend with.

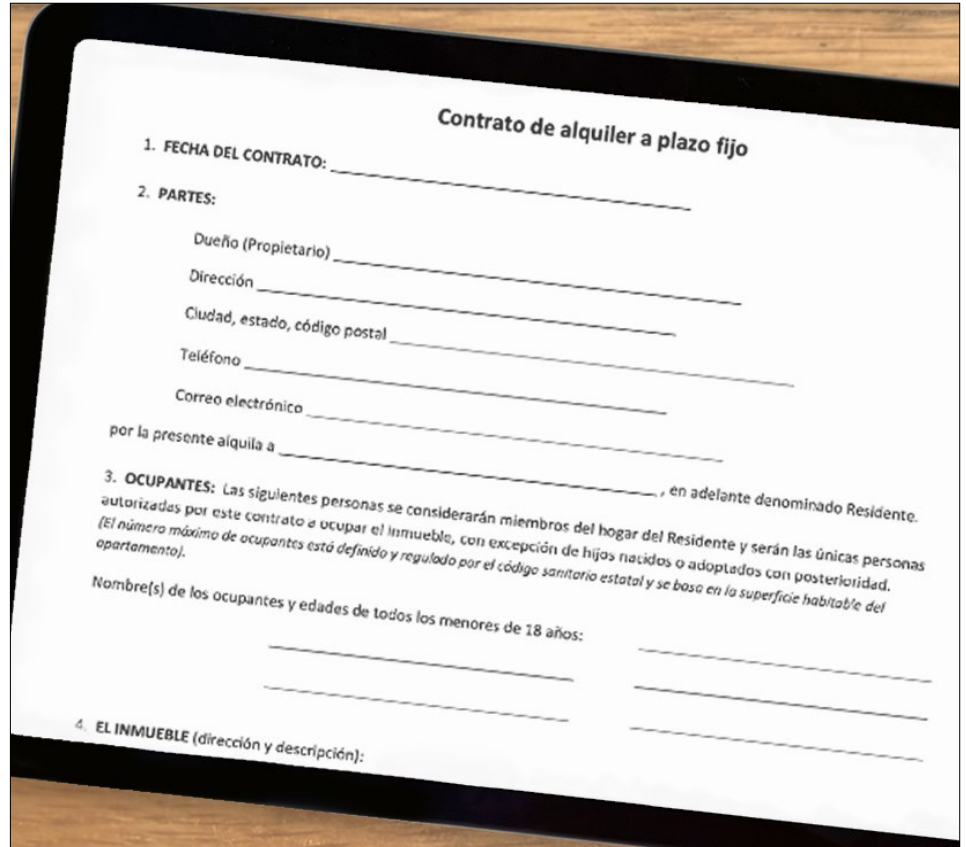
**LARGER BUSINESSES: KEEP INTERPRETERS ON STAFF OR ON SPEED DIAL.**

This is an option many larger rental operations use. Owners in rental markets where most renters do not speak English also frequently choose this. If you can afford it and it makes sense for your business, this can be an excellent option for maintaining solid landlord-renter relationships. You keep everything in English, and pay for in-office interpreting as part of doing business in your market.

Depending on your rental market, this could set you apart from other landlords offering similar rentals. Convenience is an attractive amenity.

**LEAVING TRANSLATION AND INTERPRETING UP TO YOUR RENTERS COULD COST YOU BUSINESS.**

A scenario where you do not offer any language support services and rely on your renter to find their own translation and interpreting solutions may seem like




To better assist bilingual and non-English speaking landlords and renters, we've translated our rental forms into Spanish. (Image License: CC BY-SA 4.0 MassLandlords, Inc.)

the most economical option for you. But remember: Without any bilingual staff or services, you may find it hard to compete with other landlords, depending on your market. If everything else is equal, your renters are probably going to choose to do business with the housing provider who makes it easier to communicate.

**BE PREPARED TO ACCOMMODATE FOR DELAYS.**

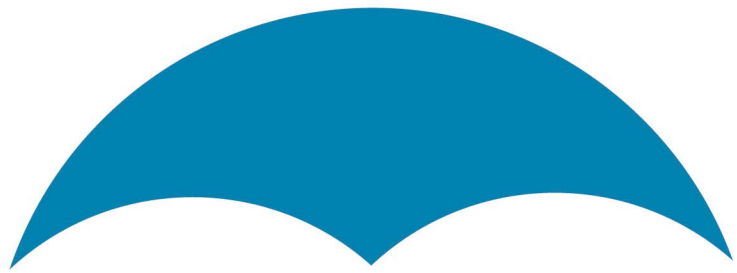
In any case, you will still need to accommodate reasonable delays for translation or interpreting services.

Renters who must find their own translation help may need time to find someone who can assist. Even if you have Spanish rental agreements or Spanish-capable staff, you might still receive an application from a Bhutanese family speaking Dzongkha, and have no staff who can translate. If you reject the applicant because you don't want to wait for translation, you could be sued for discrimination on the basis of national origin.

Whatever type of rental agreement you choose, make sure to use one in writing! 

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# Landlord Basics: Move-In Money for Massachusetts Rentals

By Kimberly Rau, MassLandlords, Inc.

## What funds can landlords collect at the start of tenancy in Massachusetts? Find out what the law says.

Massachusetts law is clear that there are only certain fees and deposits a landlord can collect at the start of a new tenancy. This article will provide a basic overview of those lawful fees, as well as a quick recap of fees that are unlawful.

We recommend you collect at least some of the allowed move-in costs. These fees/deposits should be collected before lease signing, after you have already screened and approved your new renters. (We say before lease signing because ACH transfers require two days to clear. Personal checks can take up to 10 days. If your renter wants to pay when they sign the lease, they should bring a bank check or money order. Do not let anyone move in without paying at least the first month's rent.) All applicable receipts and paperwork can be found on our [forms page](#).

### LAWFUL: FIRST MONTH'S RENT

This one is self-explanatory. This is the first full month of rent, at whatever price you advertised the unit at.

You should collect the first month's rent in full, even if the tenant is moving in after the start of the month and you plan to pro-rate it. Pro-rate the second month instead. That way, the requirement to come up with move-in monies

Lawful	Unlawful
✓ First Month's Rent	✗ Hold Fee
✓ Last Month's Rent	✗ Application Fee
✓ Security Deposit	✗ Your Broker's Fee
✓ Lock & Key Cost	✗ Pet Deposit

Massachusetts allows landlords to collect only certain fees and costs at move-in. Make sure you're not charging for unlawful things. (Image License: cc BY-SA 4.0 MassLandlords, Inc.)

applies equally to all renters regardless of move-in date.

### LAWFUL: LAST MONTH'S RENT

This is prepayment of the last month's rent, which cannot be more than the regular monthly rent rate.

Unlike the security deposit (more on that in a moment), the last month's rent belongs to you, not the tenant. We caution you against spending it before the last month actually comes up, however.

You never know what might happen.

If you collect this charge, you have to provide your renter with a receipt, as well as an annual interest statement. You do not have to place the last month's rent in a separate bank account.

Read a more in-depth article about [last month's rent](#), which includes a section about paying out interest.

**LAWFUL: SECURITY DEPOSIT**

This is a fee that you collect as a damage deposit for the unit. It cannot be more than the first full month’s rent. It must be deposited in a separate, interest-bearing account in a Massachusetts bank, in the tenant’s name.

You must issue a receipt for this, along with a conditions statement. Every year, you must pay out the interest and issue an interest statement.

If after move-out, you discover something is or has been damaged, you can withhold money from the security deposit for the actual cost of repairing the damage. You cannot withhold money for reasonable wear and tear, or for a cleaning fee. You have 30 days to return the deposit. If you did not take a conditions statement at move-in, you cannot withhold anything from the security deposit.

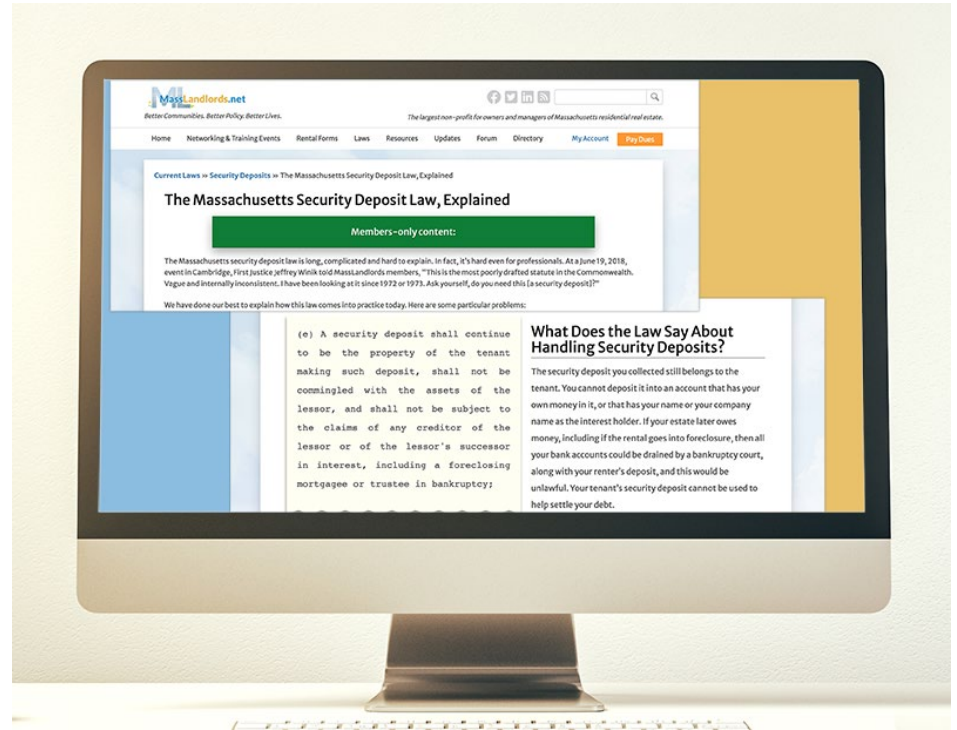
Security deposit law in Massachusetts is so detailed we’ve already published a [basics](#) article about it, as well as an in-depth [security deposit overview](#), and an explainer that breaks down the security deposit law [into plain language](#). We also offer a [brochure about security deposit law](#), because it’s vital you get everything right if you collect it. The penalties for making an error can be triple damages plus attorney’s fees.

If you decide to collect a security deposit, be very organized with your paperwork.

**LAWFUL: COST OF LOCK AND KEY**

You can charge your renters the actual cost to have the rental unit re-keyed before they move in. This is true whether you are using old-school locks or electronic locks.

Some electronic locks may have a free way for you to re-code them yourself. If you need to call a locksmith, prices will likely fall within a certain range. For example, if you needed to call a plumber, you would typically be charged a site visit fee of around \$200, and then \$90 per hour for the service you needed. We searched online for various locksmiths and found similar pricing structures. Expect to pay around \$200, with some variation.



**If you are going to take a security deposit, make sure you understand exactly what the law requires. (Image License: cc BY-SA 4.0 MassLandlords Inc, derived 123rf)**

**UNLAWFUL: PET DEPOSITS, HOLD FEES, MOST BROKER FEES, APPLICATION, BACKGROUND AND CREDIT CHECK FEES**

You may see other landlords advertising rentals with other fees attached. These are likely unlawful in Massachusetts, which bans landlords from collecting anything other than the four fees/deposits listed above. Recent “junk fee” regulations make this even clearer.

You cannot charge an application fee. We’re still not sure how sites like Zillow get away with this. (Renters who want to apply for any rentals through Zillow must pay a monthly fee, which sure sounds like an application fee to us.)

You cannot charge your applicants for background checks or credit checks. You should still do both, but consider it the cost of doing business. It’s a lot cheaper than what an unscreened renter might do to your apartment.

Pet deposits are unlawful, however, case law suggests that pet rent is fine, as long as you advertise that cost when you list your apartment. You cannot charge extra pet rent for service animals or emotional support animals.

Hold fees, that is, deposits to hold an apartment until an application is approved, are unlawful. This was recently affirmed via a decision from the state’s Eastern Housing Court. Instead of a hold fee, take the move-in monies.

It has always been illegal for anyone other than a licensed broker to charge a broker’s fee for a rental in Massachusetts. In the past, landlords who hired a broker would sometimes pass that cost onto their renters. A 2025 law makes that practice unlawful. However, if a renter hires a broker themselves, the broker can charge them a fee. [ML](#)

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# New Interactive Map Shows Disastrous Effects of Rent Control

By Kimberly Rau, MassLandlords, Inc.

**A 1985, rent control-era survey found many Boston-area properties in run down, boarded up condition.**

An interactive map showing widespread property blight in the Boston area under rent control is live on [rentcontrolhistory.com](http://rentcontrolhistory.com). We created the Rent Control History site to offer an historical view of the good and bad effects of rent control in Massachusetts.

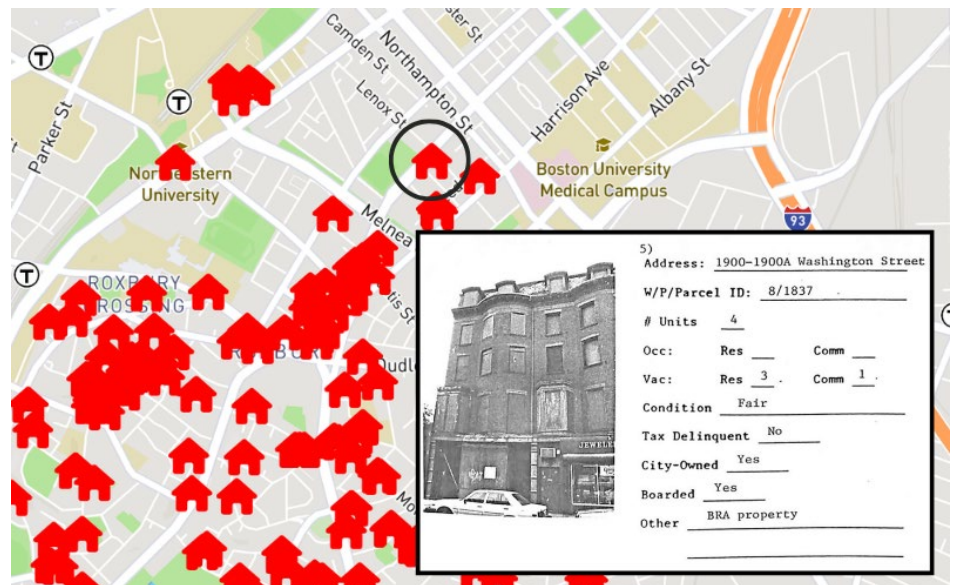
The map invites people to explore various areas of Boston, including Roxbury and Dorchester, and view property images and condition information as reported in a 1985 survey ordered by then-mayor of Boston Ray Flynn.

The results were grim. Many of the surveyed properties were abandoned, tax-delinquent and boarded up. Some were fire damaged. All had certainly lost value, creating a hit on property tax revenue.

“Massachusetts has been studied by academics, notably Autor, Palmer and Pathak in the *Journal of Political Economy*, 2014,” said MassLandlords Executive Director Doug Quattrochi in a press release announcing the map’s launch.

“Rent control had ‘spillover effect,’ meaning even uncontrolled properties lost value. Anything within line of site to a boarded up, rent-controlled dump lost value,” he added.

The map offers a view of hundreds of



**This Roxbury building represents just one of hundreds of boarded-up, dilapidated properties from the rent control years. (Image License: CC BY-SA 4.0 MassLandlords, Inc.)**

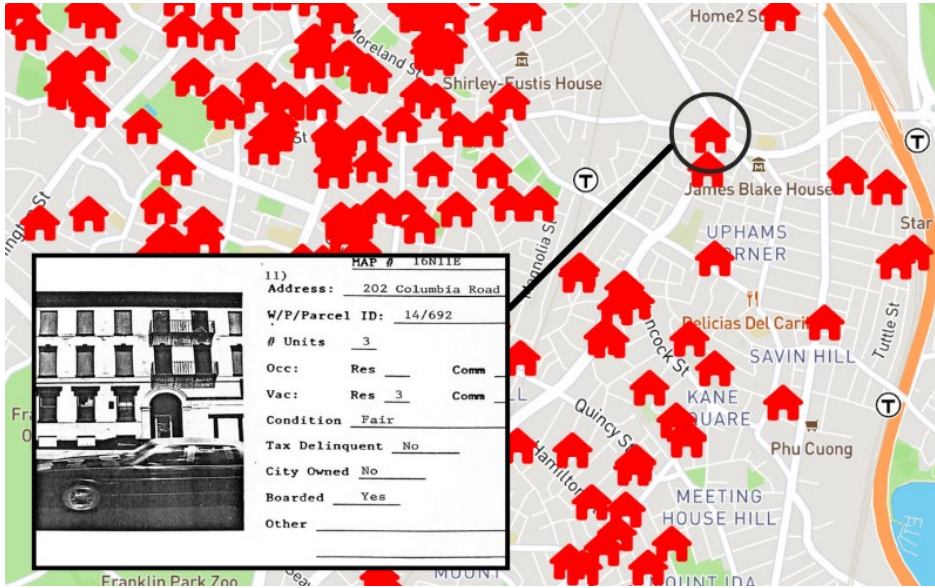
properties as they were photographed in 1985, and serves as additional evidence that while rent control helped some people (the lucky few who happened to be living in a rent-controlled apartment when the policy was enacted), it hurt everyone else.

## COULD THERE BE MORE AT WORK HERE THAN RENT CONTROL?

Yes, certainly. We issued a press release about this on March 2, which prompted thoughtful comments summarized here.

A salient factor affecting the Boston housing market was the forced busing of students, which took place from approximately 1974 to 1988, and during

which several dozen riots took place, mainly between 1974 and 1976. We should also remember the Boston Banks Urban Renewal Group (BBURG), roughly 1968–1972, which was an attempt to encourage homeownership by people of color. BBURG had the unintended consequence of **blockbusting**, in which homeowners and investors were incited to sell below value out of fear that people of color moving in next door would drive down values. Either or both could be believed to have contributed to “white flight” and disinvestment. How much impact these had, and whether the timeframes line up, is a question for further research.



**This South Dorchester building was also boarded up during the rent control years, although it remained privately owned (at least in 1985). (Image License: CC BY-SA 4.0 MassLandlords, Inc.)**

It is also important to remember that rent control’s failings were obvious and long-running, such that the program was repeatedly modified. It is believed that Boston Mayor Ken White had enacted vacancy decontrol for owner-occupied threes and fewer in 1975. This would tend to cover approximately three-quarters of our dataset. It is further believed that Ray Flynn increased the rent control cap to 12.5% per year in 1984. Whether these changes tend to discredit the dataset is unclear.

Suffice it to say that the boarded-up property survey cannot be explained away by factors other than rent control.

**WHERE DID THE MAP DATA COME FROM?**

The dataset comes from a MassLandlords member who purchased a property that had old city records in the garage. That’s the reason we only have a few neighborhoods represented. However, it is logical to presume that other

neighborhoods experienced similar property blight, as rent control makes it nearly impossible to repair or renovate properties. (If you have any records from the 1985 Ray Flynn survey, or know someone who does, please email us at [hello@masslandlords.net](mailto:hello@masslandlords.net).)

The existence of the map represents many hours of work. The records were scanned in, and each property report became its own individual image. Then we plotted each property on the map, to create an interactive experience.

When you click on a property, you will see a card that includes a photograph of the building in 1985, along with notes from the survey. This includes whether the property was boarded up, its tax status and any other relevant information.

We have made this map freely available to the public for educational purposes, and because we hope researchers will find it useful.

**WHAT’S NEXT FOR RENTCONTROLHISTORY?**

This data release represents Phase II of III for RentControlHistory.com. We have also scanned thousands of pages of minutes from years of rent control board meetings and hearings. Rent control boards were a big part of the reason rent control was so disastrous. The way the current ballot question is worded, such boards are almost certainly going to make a comeback if the question passes in November.

The plan is to make these records available in Phase III.

**WHAT CAN I DO TO STOP RENT CONTROL?**

We are looking for donations of both money and time to continue opposing this bad policy. Visit our [Stop Rent Control](#) page to read more about our fight and donate, and then head over to our [volunteers page](#) to find out more about volunteer opportunities as we move toward November.

Please also share [RentControlHistory.com](#) with friends and anyone else you think may want to learn more about how rent control didn’t work then, and won’t work now. 

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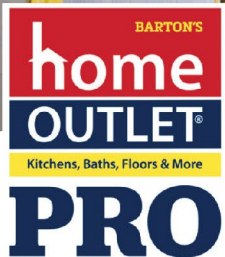
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# 30, 50, 100% : Laura Frost's Rent Increase Data Keeps Changing

By Kimberly Rau, MassLandlords, Inc.

## Frost's testimony provided at the March 17 rent control hearing seemed to differ from prior media statements.

The following is testimony we submitted after the [March 17 state house hearing](#) on the upcoming rent control ballot question, also known as H.5008, "An Act to protect tenants by limiting rent increases."

Rent control opponents and advocates testified before the state house committee at the hearing, including tenant union leader Laura Frost.

Frost, who lives in Arlington, became the head of a tenant organization after development firm Torrington Properties purchased her apartment building in 2019.

"Torrington said they wanted us to stay and initially didn't pressure us as they started remodeling vacant units. But when they began renting those units for almost double, we knew they had something else in mind," Frost testified. Her comments begin around 00:32:00 into the hearing.

"Then they demanded huge increases from us," she continued. "Some up to 100% with no repairs or upgrades at all."

This seemed like a large jump, especially with no renovations, so we checked into it.

We couldn't find prior record of Frost reporting 100% rent increases.

A [June 2023 article](#) on Boston.com reported that "Laura Frost is part of one-third of the residents in her building facing rent increases between 30% and 50% — increases they cannot afford."

A [March 2024 article](#) from Equitable Arlington states "Equitable Arlington, along with City Life/Vida Urbana and the Harvard Legal Aid Bureau, supports the legacy tenants of 840/846 Massachusetts Avenue in their resistance to rent increases of up to 50%."

The only reference we could find that suggested Torrington raised rents 100% was a [March 2024 Boston.com article](#) that stated "The increases were followed by a remodeling project of the complex's units, according to Frost. She said the remodeled units have been listed for double what they once were[.]"


That's the only reference to doubled rent that we can find in the media, but it doesn't back up her claim that tenants still living in the building saw a 100% rent increase. Frost mentioned remodeled units in her testimony, but said those were units that had already been vacated.

We reached out to Torrington properties but did not receive a response in time to file this testimony. We could find no record online, attributed to Frost or anyone else, of 100% rent increases for the Arlington property in question.



Laura Frost (right), seen with rent control advocate Carolyn Chou of Homes for All Massachusetts, testifies at the state house hearing on March 17. (Image License: public domain)

Testimony should not be exaggerated to drive a point. Numbers should be backed up with sources. If there is a source that evidences a proposed 100% rent increase for existing tenants with no renovations, we can't find it.

This is one example of many exaggerations at hearings in general. We encourage the legislature to change the rules to require all testimony be sworn in. If you missed watching the hearing live, you can view a recording of the hearing [here](#). 

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# Spring Notice for 2026 Annual Business Meeting and Elections in October

## Our 2026 Annual Business Meeting and Annual Election will be held electronically in October 2026. Now is the time to volunteer.

Our annual business meeting and election will be held in October across several weeks electronically, and we hope at one or more locations in-person. We'd like to use the event to rally last-minute opposition to the rent control ballot initiative, should it get that far, which would be voted on in November.

Our annual election is one of two necessary and wholesome democratic governance mechanisms. First, our ongoing Policy Priorities Survey helps us take positions on complex issues of public policy. Second, each year-end we hold our Annual Business Meeting and Annual Election, at which we elect a new director to the statewide Board of Directors.

We are a 501(c)(6) trade association. Together, we all own and run MassLandlords, Inc. Our mission is to create better rental housing in Massachusetts by helping current, new and prospective landlords run sustainable, compliant and quality businesses.




Volunteers are recognized, appreciated and in a position to steer the ship. Join us!  
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Individual volunteers are welcome to look at volunteer opportunities online. The best way to get involved is to be a regular event participant.

Regional boards of advisors help us to stay connected with local members, and advisors can help with planning events. Many events need help with setting up or tearing down.

Our statewide Board of Directors discusses operations, finances and political strategy. To run for election at the statewide level, nominate yourself or a friend. Some name recognition and history of contributions will be required to win. If you start now, you can build a reputation for productive contributions on the message boards, our members-only Facebook group and at local events.

We send this notice six months early so there is plenty of time before decisions are required. Let us know if you want to contribute or learn more! Contact us at 774-314-1896 or [hello@masslandlords.net](mailto:hello@masslandlords.net). Most importantly, volunteer to fight rent control. 

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

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

# REGIONAL

## MassLandlords Upcoming events

See details under each region

### 2026 APRIL

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

### 2026 MAY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					<b>1</b> First Friday Office Hours 12:00PM-1:00PM	<b>2</b> Cambridge Crash Course 8:30AM-4:00PM
<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b> 7:00PM-9:00PM, 6:00PM-8:00PM	<b>8</b>	<b>9</b>
<b>10</b>	<b>11</b>	<b>12</b> MWPOA 5:30PM-8:00PM	<b>13</b> Second Wednesday Office Hours 4:30PM-5:30pm	<b>14</b> NWCLA, Greater Springfield Meetup 7:00PM-9:00PM, 6:00PM-8:00PM	<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> Worcester Meetup 6:00PM-8:00PM	<b>26</b>	<b>27</b> Fourth Wednesday Office Hours 5:30PM-6:30PM	<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 04/3

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, APRIL 3RD**

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 & SUPPORT**

Participation is optional and flexible. We will share video, audio, slides, and screen content during the event. You may participate by video, microphone, chat, or simply listen. Video sharing and speaking are never required.

Our virtual registration desk is available for live support starting 30 minutes before 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.

To help ensure good audio quality, we recommend using Zoom's "Test Audio" feature before the event. Attendees may be muted to reduce background noise. If you prefer not to speak, questions can always be submitted via chat.

**ACCESSIBILITY**

Live closed captions are available and may be enabled at any time from within the Zoom app. Questions may be asked over microphone after using the "raise hand" feature of Zoom or may also be entered via the Zoom text chat box.

**ZOOM CHAT DETAILS (HOSTED BY ZOOM)**

Your Zoom link and passcode will be emailed immediately after registration and on the day of the meeting. It will also be available anytime on your online event access page.

Topic: First Friday Office Hours with Doug Quattrochi April 3, 2026 Time: Apr 3, 2026 12:00 PM Eastern Time Join Zoom Meeting <https://us02web.zoom.us/j/86789357420> Meeting ID: 867 8935 7420 Passcode: Will be emailed and viewable online

**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.

**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.

## Second Wednesday Office Hours with Peter Shapiro. No Presentation. Open Q&A.

**4:30 pm - 5:30 pm**  
**Zoom.**

WED  
04/8

We will 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 fifteen attendees for depth of discussion. If an office hours is full, check another person's office hours or try again next month.



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



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

Part of this event will be presented by **Peter Shapiro**. A graduate of MIT's Master's Program in City Planning, Peter founded the Housing and Mediation Services Program at Just A Start

Corporation, a nonprofit housing group in Cambridge, MA. Since 1990, Peter and his team have been providing landlord counseling, mediation, training, landlord support groups, and homelessness prevention assistance across metro Boston and statewide. Peter now provides Helpline and Member services for MassLandlords, and also provides landlord counseling and mediation for the City of Boston. Peter is the author of: *The Good Landlord -- A Guide to Making a Profit While Making a Difference.*

Members register for no charge in just a few clicks!

### **"No Sales Pitch" Guarantee**

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### **SECOND WEDNESDAYS WITH PETER SHAPIRO NEXT ON WEDNESDAY, APRIL 8<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.

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## ZOOM CHAT AGENDA

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

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

## PARTICIPATION & SUPPORT

Participation is optional and flexible. We will share video, audio, slides, and screen content during the event. You may participate by video, microphone, chat, or simply listen. Video sharing and speaking are never required.

Our virtual registration desk is available for live support starting 30 minutes before 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.

To help ensure good audio quality, we recommend using Zoom's "Test Audio" feature before the event. Attendees may

be muted to reduce background noise. If you prefer not to speak, questions can always be submitted via chat.

## ACCESSIBILITY

Live closed captions are available and may be enabled at any time from within the Zoom app. Questions may be asked over microphone after using the "raise hand" feature of Zoom or may also be entered via the Zoom text chat box.

## ZOOM CHAT DETAILS (HOSTED BY ZOOM)

Your Zoom link and passcode will be emailed immediately after registration and on the day of the meeting. It will also be available anytime on [your online event access page](#).

Topic: Second Wednesday Office Hours with Peter Shapiro April 8, 2026 Time: Apr 8, 2026 04:30 PM Eastern Time Join Zoom Meeting <https://us02web.zoom.us/j/82720579159> Meeting ID: 827 2057 9159 Passcode: Will be emailed and viewable [online](#)

## 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.

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

This event is operated by MassLandlords, Inc. staff.

This Zoom Chat counts for continuing education credit for Certified Massachusetts Landlord Level Three. [Beep in.](#) [Leave feedback/beep out.](#)

Want to speak at a MassLandlords meeting? [Submit a speaker request.](#)

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

Add our entire event calendar to yours:

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

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

Add just this event to your calendar:

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

**Third Wednesday Office Hours with Attorney Greenman. No Presentation. Open Q&A.**

**4:30 pm - 5:30 pm Zoom.**

WED 04/15

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

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



Attorney Jordana Greenman



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

Part of this presentation will be given by **Attorney Jordana Roubicek Greenman**. She is a real estate lawyer, recipient of the Super Lawyers Rising Star award 2012-2020, and one of Boston Magazine's Top Lawyers of 2022 and 2023. Her practice - with offices in Boston and Watertown - includes commercial and residential landlord/tenant disputes, condominium association representation, general real estate litigation, and commercial and residential real estate closings. Attorney Greenman has a well-respected reputation for aggressively advocating for her clients' goals, and ensuring beneficial outcomes at a reasonable cost. She was an instrumental part of the team spearheading legal action opposing the Massachusetts and Boston eviction moratoriums, and is very active within the legal community. Attorney Greenman is a member of the Real Estate Council for the Massachusetts Bar Association and the Real Estate Bar Association, writes columns for the Massachusetts Lawyers Journal and Real Estate Bar Association News, and regularly leads legal seminars for first-time homebuyers and small-property owners.

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

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

**"No Sales Pitch" Guarantee**

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**THIRD WEDNESDAYS WITH ATTORNEY GREENMAN NEXT ON WEDNESDAY, APRIL 15<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

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

**PARTICIPATION & SUPPORT**

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**ZOOM CHAT DETAILS (HOSTED BY ZOOM)**

Your Zoom link and passcode will be emailed immediately after registration and on the day of the meeting. It will also be available anytime on [your online event access page.](#)

Topic: Third Wednesday Office Hours with Attorney Greenman April 15, 2026  
Time: Apr 15, 2026 04:30 PM Eastern Time  
Join Zoom Meeting  
<https://us02web.zoom.us/j/86108980775>  
Meeting ID: 861 0898 0775

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

**PRICING**

This event is closed to the public.

- Members: No charge. Registration is required.



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COMMERCIAL & RESIDENTIAL REAL ESTATE

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

Registration in advance is required.

This event will not be recorded.

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

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NORTHERN WORCESTER COUNTY METROWEST

**MetroWest Property Owners Association Marlborough Dinner Meeting,**

**5:30 pm: Hard Money in Plain English: How MA Investors Use It and How You Can Participate on the Lending Side**

TUE  
04/14

Michael Parks Fund Manager, Navigator Wealth Fund presenting

Most Massachusetts landlords are familiar with hard money as borrowers for fix-and-flips, bridge loans, or fast acquisitions. But there's another side to the transaction, the lending side.

Michael Parks of the Navigator Wealth Fund has been involved in real estate

investing for over 10 years. Michael has experience in underwriting, acquisition, construction, asset management, leasing, and financing that can help landlords with both building or exiting their real estate portfolios. Whether you're actively borrowing or simply exploring new strategies, this session will give you a practical framework for understanding how hard money works from both sides of the table.

Our meetings are "hybrid" meetings over both Zoom and in-person at the same time. Zoom participants may chat among themselves during the 5:30 to 6:20 time that the in-person group are having their networking and eating a buffet dinner.

NOTE: MWPOA Members must register for this meeting on the MassLandlords Website at this link: <https://masslandlords.net/spotlight-event/2026-04-14-marlborough/>. Non-MWPOA MassLandlords Members are welcome to also register at this link by purchasing

a ticket located in the Public Column. When registering please click either the Zoom or In-Person orange button based on how you will be attending.

Please register by Monday, April 13th, 2026.



Michael Parks

Michael is a Fund Manager at Navigator Wealth Fund

TUESDAY, APRIL 14TH

MWPOA DINNER MEETING AGENDA

- 5:30pm Networking Starts (In-person group has dinner at this time so Zoom participants have their own networking together)
• 6:20pm Business Update
• 6:40pm Presentation Starts
• 7:45pm Meeting Ends

LOCATION

Marlborough Fish and Game
1 Muddy Ln
Marlborough, MA 01752

PRICING

Open to the public. Membership is not required!

- Public In Person: \$12

- Public Zoom: \$7
• MWPOA members only In Person: No charge. Registration is required.
• MWPOA members only Zoom: No charge. Registration is required.
• Members In Person: No charge. Registration is required.
• Members Zoom: No charge. Registration is required.

This event will not be recorded.

This event is operated by volunteers at a partner association.

SOUTHERN WORCESTER COUNTY
BERKSHIRE COUNTY
CENTRAL WORCESTER COUNTY

Worcester Chat,
6 pm - 8 pm: Meetup
at Bay State Brewery
Worcester

MON
04/27

No presentation, no registration desk, just meet up to chat and get to know one another. We will help you:

- Make valuable local connections.
• Hear about local real estate developments.
• Learn about best practices or what the law says.

Attendees will leave having made some connections in a friendly and informal setting. Our member hosts will be one or more of Rich and Erin.



Bay State Brewery and Tap Room

Members register for no charge in just a few clicks!

LAST MONDAYS MEETUP IN WORCESTER NEXT ON MONDAY, APRIL 27TH

We plan to hold this meetup the last Monday of every month.

CHAT AGENDA

- 6:00 pm Start
• 8:00 pm Chat ends

LOCATION

Bay State Brewery (Upstairs)
112 Harding St
Worcester, MA 01604

PARKING

Ample lot and street parking.

FOOD

Each person pays their own way. It is expected you order some food and/or drink. No mooching!

PRICING

This event is closed to the public.

- Members: No charge. Registration is required.

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 T: 617.835.1626

[www.ilerlawoffice.com](http://www.ilerlawoffice.com)

Registration in advance is required. Walk-ins cannot be served; we will have no registration desk available and seating will be limited.

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

This event is operated by volunteers.

Add just this event to your calendar:

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

**CHARLES RIVER (GREATER WALTHAM) BOSTON, CAMBRIDGE AND SOMERVILLE**

**Cambridge Crash Course Sat May 2nd, 8:30 am: The MassLandlords Crash Course in Landlording: Give Your Business a Spring Cleaning**

SAT 05/02

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

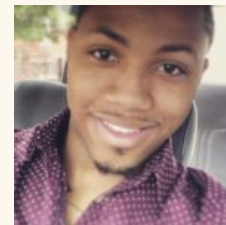
This fast-paced course is strictly limited to 16 participants to allow for detailed discussion and Q&A. Course tuition includes:

- 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.
  - o *Renovation 5th Edition* by Michael Litchfield
- A bound summary of all material presented.
- Breakfast pastries, coffee, tea.
- Lunch sandwiches, sodas, chips, cookies; all dietary requirements satisfied, please notify us when you purchase a ticket.
- A MassLandlords ballpoint pen.
- A MassLandlords certificate of completion and permission to use "MassLandlords Crash Course graduate" on your marketing material.

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

**COURSE GRADUATE TESTIMONIALS**



*"I simply wanted to reach out and express just how happy I am to have attended the landlording crash course. The presentation and delivery of the information was flawless and I certainly have walked away with a greater understanding of the intricacies that govern being an above average landlord/manager." - Michael Murray*



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

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

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

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

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

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

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



MassLandlords Executive Director Doug Quattrochi



Attorney Adam Sherwin of The Sherwin Law Firm

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

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

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

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

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

**Part of this presentation will be given by attorney Adam Sherwin.** Adam is an experienced real estate litigator with

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

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

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

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## SATURDAY, MAY 2ND

### CRASH COURSE AGENDA

#### IN-PERSON COURSE AGENDA

- 8:30 am - Introduction of MassLandlords and course participants

- 8:45 - Rental markets

Urban, suburban, rural.

Luxury, college, professional, working, subsidized, rooming houses.

Airbnb.

- 9:00 - Property selection

- 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
- 10:55 - Applications and tenant screening
  - o Criminal, credit, and eviction background checks.
  - o Discrimination and fair housing.
  - o Interactive tenant screening workshop.
  - o Section 8.
- 11:50 - Break and Lunch; presentation continues over lunch
- 12:00 - Tenancies
  - o Lease vs Tenancy at Will.
  - o Move-in monies.
  - o Security deposits.
  - o Pet rent.
- 1:10 - Warranties and covenants
  - o Water submetering.

- o Sanitary code.
- o How to raise the rent fairly.
- o Support animals.
- 1:40 - Break for ten minutes
- 1:50 - Dispute resolution
  - o Eviction notices to quit.
  - o Court process.
  - o Move-and-store
  - o Relocation assistance.
- 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  
11th Floor, Singapore Conference Room  
One Broadway  
Cambridge, MA 02134

Please note: CIC has several buildings in Kendall Square, two of them being adjacent to each other. The correct location for this event is the building with light colored concrete, vertical windows and a Dunkin Donuts on the ground level. You will NOT see a CIC sign. Refer to the image below.



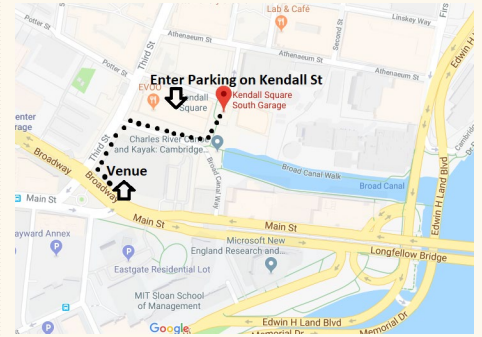
**ACCESSING FROM THE T**

- Exit the Kendall T stop on Main St.
- Cross to the side of Main St. with the Chipotle and walk up the street towards Broadway, passing the Chipotle on your left.
- You will then round the corner to the left and One Broadway will be across the street diagonally.
- Cross over Third St. and Broadway to arrive at One Broadway.

For all attendees Upon entering One Broadway, you will need to check in with the lobby security. You'll just need to show your ID and let them know you're going to the MassLandlords event and which floor.

**PARKING**

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



**FOOD**

- Breakfast:
  - 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

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**Paid focus group opportunity for Massachusetts Landlords**



on behalf of the Sponsors of



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GRADUATE SCHOOL

OF DESIGN

EXECUTIVE EDUCATION



# Just realizing now your tenant screening platform isn't providing criminal data?

## We know, it's bad. TenantTracks is the solution.



### Get the Scoop in Mass

## Easy, quick, accurate, affordable. TenantTracks.com



\*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.

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

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

This event is operated by MassLandlords, Inc. staff.

This Crash Course counts for continuing education credit for Certified Massachusetts Landlord Level Three. [Beep in](#), [Leave feedback/beep out](#).

Want to speak at a MassLandlords meeting? [Submit a speaker request](#).

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

Add our entire event calendar to yours:

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

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

Add just this event to your calendar:

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

#### GREATER SPRINGFIELD

### Greater Springfield Chat, 6 pm - 8 pm: Meetup

THU  
04/9

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.

**THURSDAY, APRIL 9<sup>TH</sup>**

**CHAT AGENDA**

- 6:00 pm Start
- 8:00 pm Chat ends

**LOCATION**

Wyckoff Country Club:  
233 Easthampton Rd  
Holyoke, MA 01040

**HOW TO GET THERE**

The country club is conveniently located just off of Route 91 on Route 141.

**HOW TO FIND US**

The restaurant and bar are located on the lower level. Follow the sidewalk to the right of the building around to the course side and you will see the patio area outside the restaurant. The room we are using is located inside the restaurant/bar area.

**FOOD**

We can begin to arrive at 5:30 to order food/drinks. Please help support Wyckoff and their restaurant/bar since they are allowing us to use a room. You can check out the menu of available food from their restaurant on their website.

**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.](#)

**REAL MEMBERS.  
REAL SAVINGS.**



How does  
get more done.

Subtotal :	\$872.94
Pro Xtra Savings :	\$116.80
Sales Tax :	\$47.26
Total :	\$803.40

MAX REFUND VALUE \$98.10	
Pro Xtra Preferred Pricing	-10.90
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678885051002 INT PAINT <A>	
BEHR PPI 2050 EGG UPW 5.00GL	316.00
20158.00	
MAX REFUND VALUE \$252.80/2	
Pro Xtra Preferred Pricing	-63.20
-----	
Pro Xtra Preferred Pricing	-16.80
671513037212 KSB36-CSW <A>	
36" SINK BASE CABINET CSW	259.00
MAX REFUND VALUE \$233.10	
Pro Xtra Preferred Pricing	-25.90
-----	
SUBTOTAL	756.14
SALES TAX	47.26

**14%** Saved on Paint and Kitchen Renovation Supplies

This MassLandlords member saved 14% on paint and kitchen renovation supplies through the Home Depot Pro Xtra Program. How much could you save on your next run?

ENROLL AT  
[MassLandlords.net/home-depot](https://MassLandlords.net/home-depot)





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

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

For Just  
**\$97/hr**

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

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

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

Details and Prepayment:

<https://masslandlords.net/helpline/>

MassLandlords  
One Broadway, Floor 14  
Cambridge, MA 02142



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