



# Legal and budget updates affecting our industry:

**Budget Update**

Last month, the Legislature passed and the Governor signed a \$310 billion spending plan that protects core programs and covers a \$30 billion budget deficit. CalRHA supported an increase in the renters’ tax credit, which was successfully included in the state budget.

**Governor Newsom/Attorney General Announcements on Housing Production**

The Governor has also announced housing production in five cities and counties. As such, Long Beach, Moreno Valley, San-

ta Rosa, Sonoma County, and the Town of Windsor have been designated as Prohousing communities. Through this designation, these jurisdictions are now eligible for funding incentives and additional resources through a state grant program designed to speed housing production.

Meanwhile, the Attorney General has issued guidance for cities trying to skirt the development of more housing. In the guidance, Attorney General Bonta includes the following information:

- Written legislative findings are required to support claims that SB 9 or AB 2011’s requirements could pose a threat to public health, safety, or welfare. Such findings must be made with specificity; otherwise, an urgency zoning ordinance is likely invalid. Laws requiring ministerial approval of housing development, such as SB 9 or AB 2011, do not by themselves constitute a current and immediate threat to public health, safety, or welfare. Generalized concerns about visual or aesthetic standards are insufficient to support an urgency ordinance.
- In addition, urgency zoning ordinances must demonstrate immediate need, meaning that local agencies face immediate threats.
- To keep an urgency zoning ordinance prohibiting multifamily housing in place beyond 45 days, local jurisdictions must identify a significant, quantifiable, direct, and unavoidable impact based on objective policies in existence at the time the ordinance is adopted. Local jurisdictions must also demonstrate that there is no feasible alternative that would mitigate or avoid the adverse impact “as well or better, with a less burdensome or restrictive effect,” than the urgency ordinance.

Mark these **UPCOMING EVENTS** for the chance to learn and grow:

RSVP: [nvpoa1@gmail.com](mailto:nvpoa1@gmail.com)

Aug. 23	1 pm	Security Deposit Returns and Handling Disputes
Aug. 29	8:30 am	Top Five Things You Should Do to Get Trees Ready for Fall
Sept. 12	10 am	Termination Tenancies
Sept. 20	TBA	Redding Luncheon: Disaster Response and Management Panel
Sept. 21	TBA	Chico Luncheon: Disaster Response and Management Panel
Oct. 5	1 pm	Landlord 101
Oct. 13	6 pm	Gala and Awards Ceremony
Oct. 26	TBA	Fair Housing Workshop
Nov. 15	TBA	Redding Luncheon: 2024 Law Updates and Board Elections
Nov. 16	TBA	Chico Luncheon: 2024 Law Updates and Board Elections
Dec. 1	TBA	Pins for Presents

**Legislative Update - Status of Legislation at Summer Recess**

The Legislature is now on their four-week summer recess until August 14th. When they return, bills will be heard in the Appropriations Committee and on the Floor. The deadline for bills to pass to the Governor is September 14th. The five weeks after they reconvene from summer recess will be filled with activity and end of session deals. CalRHA has a number of bills that we are still actively lobbying. It is important to take stock of the accomplishments so far this year. For example, we have been able to hold the following problematic bills:

- AB 919 (Kalra) - Tenant Opportunity to Purchase
- AB 1035 (Muratsuchi) - Mobile Home Park Rent Cap

## Online rent payment, from page 1

ACA 3 (Lee) - Wealth Tax

SB 395 (Wahab) - Statewide eviction database

SB 460 (Wahab) - Ban the Box on Rental Applications

SB 466 (Wahab) - Repeal of Costa-Hawkins Rental Act

SB 594 (Durazo) - Disclosure of Beneficial Ownership Information

SB 611 (Menjivar) - Rental Advertisements

SB 863 (Allen) - Notice to Terminate



### Highlights of Several Legislative Bills That CalRHA Continues to Lobby

AB 12 (Haney) - Tenancy: Security Deposits - OPPOSE - Would prohibit a landlord from receiving a security deposit for a rental agreement in an amount in excess of one month's rent, regardless of whether the residential property is unfurnished or furnished. There are discussions underway of exempting small landlords. The bill is on the Senate Floor.

AB 1317 (Carillo) - Unbundled Parking - OPPOSE - Would require the owner of residential real property that provides parking with a residential unit to unbundle

parking from the price of rent ("unbundled parking" selling or leasing parking spaces separate from the lease of the residential use). CalRHA has had productive conversations with the author's office, but is still opposing. The bill is on the Senate Floor.

ACA 1 (Aguiar-Curry) - Voter Approval Threshold - OPPOSE - ACA 1 lowers the voter threshold from a two-thirds supermajority to 55% majority to approve local (city, county, and special district) GO bonds and certain special taxes for affordable housing, public infrastructure, and permanent supportive housing projects, and defines those terms. ACA 1 passed the Assembly Local Government Committee in July and is pending in the Assembly Appropriations Committee.

ACA 10 (Haney) - Fundamental Human Right to Housing - OPPOSE - Establishes that the state recognizes the fundamental human right to adequate housing for everyone in California. This right is a shared obligation of state and local jurisdictions to respect, protect, and fulfill this right, on a non-discriminatory and equitable basis, with a view to progressively achieve the full realization of the right, by all appropriate means, including the adoption and amendment of legislative measures, to the maximum of available resources. ACA 10 passed the Assembly Housing and Community Development Committee in June and is pending a hearing in the Assembly Appropriations Committee, but has a fairly large fiscal estimate.

SB 267 (Eggman) - Credit History of Persons Receiving Government Rent Subsidies - OPPOSE - Would prohibit the use of a person's credit history as part of the application

process for a rental housing accommodation without offering the applicant the option of providing alternative evidence of financial responsibility and ability to pay in instances in which there is a government rent subsidy and would require that the housing provider consider that alternative evidence in lieu of the person's credit history. SB 267 is pending a hearing in the Assembly Appropriations Committee.

SB 567 (Durazo) - Just Cause Evictions - OPPOSE - This bill has been amended several times. In the Senate Judiciary Committee, the Chair negotiated language that removed the change to rent caps, etc. In the Assembly, the bill has been amended to give the rental property owners the ability to do mold remediation and broadens the definition of owner. Penalties in the bill are still a concern, but the author has expressed a willingness to work with the opposition. SB 567 is pending a hearing in

the Assembly Appropriations Committee.

As always, CalRHA will keep you informed as these bills make their way through the Legislature. We will be sure to send out Calls to Action when we are at a pivotal juncture and your involvement could help determine the outcome.

The remainder of the legislative calendar for the year is as follows:

- August 14 - Legislature reconvenes from summer recess
- September 1 - Last day for fiscal committee to pass bills to the Floor
- September 8 - Last day to amend bills on the Floor
- September 14 - Last day for bills to pass the Floor in the second house
- October 14 - Last day for Governor to sign or veto bills.

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The LIAISON is a publication of the North Valley Property Owners Association which is solely responsible for the content. Comments, letters and advertising inquiries should be directed to:

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The statements and opinions herein are those of the contributors and not necessarily those of the North Valley Property Owners Association or its members.

# President's Message

By Tanya Morgan

**AC or no AC?**

With temperature soaring over 100 degrees, a working air conditioner is essential. In a perfect world, our tenants would test their air conditioning early in the spring when temperatures are still cool, but that is never the case. They wait to use it to conserve energy and then, on the hottest day of the summer, they finally turn it on. It is then that the crisis ensues



I get it! I have experienced three days without AC in the dead of summer. There is no way to get away from the heat. But as our irate tenant calls incessantly and demands rent compensation and relocation, I calm myself by remembering my responsibility as a landlord.

Here's the rule: Landlords are responsible for upkeep on a functioning unit they own, this includes amenities and appliances that are provided by the owner. In California, there is no law requiring that rental units have air conditioning and isn't mandatory for an apartment to be habitable.

California considers an apartment habitable when "the rental unit is fit for occupation by human beings and that it substantially complies with state and local building and health codes that materially affect tenants' health and safety".

Although air conditioning does not technically fall into the state's "habitable" guidelines, providing a fully functioning heater does. For cities like Sacramento, winter temperatures don't typically fall lower than 50 degrees.

Summer temperatures throughout the state have spiked into the triple digits this year, with little overnight relief. The landlord is also required to provide proper ventilation in the rent—which can help during the hotter summer months. This means that windows in each room must be able to open at least halfway for ventilation unless a fan provides ventilation.

According to the California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities handbook, Tenants must give landlords "a reasonable period of time to make repairs." Which, according to California law, it "usually considers 30 days to be reasonable, but a shorter period may be considered reasonable, depending on the circumstances."

The most important thing to remember is to be responsive and arrange a service call quickly and practice empathy with your tenant.

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# Executive Corner

By Jennifer Morris



Hello Members,

I am sure it's been a busy season for everyone, and you will be gearing up to roll into onsite annual inspections and budget season soon enough.

I hope everyone had a manageable turnover season and hopefully you have one or two unique stories to add to your book of things that happen in property management when we all sit down and write one. 😊

Things have been busy at NVPOA as well. As I write this, we are interviewing prospective candidates for the open Administrative and Marketing Assistant position. Hoping to have that filled soon, but willing to hold out for the right personality and skills needed.

The Education Committee has been working to set up a great line up for the remainder of the year's schedule and the Expo in February 2024. The September Luncheons in both Redding and in Chico will be a panel of industry experts to discuss Disaster Response and Management in all areas you might encounter; from wildfires, house fires, floods, trauma clean up, active shooter, and how to best practices as it comes the response, resources, and support to those impacted by the event.

The Legislative committee is busy discussing CalRHA bill

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tracker, fundraising for the 2024 Ballot initiative's PAC, and meeting with community stakeholders. If anyone has any stories, they would like to share regarding their insurance policies and the impacts please reach out to me.

We also are looking for the industry stories that highlight how this industry is more than just providing housing, its about effectively managing the relationships with residents and how more times than not Owners/Managers are going above and beyond the minimum requirement of the laws with a personal story. Please share them! We need to show this side to the lawmakers, as the tenant side is being heard and shared.

The Membership committee is working on preparations for the upcoming Gala and Awards Ceremony. If you wish to donate a basket, be a sponsor, purchase tickets, or nominate someone on your team or in the industry check out our events page at nvpoa.org. We gladly accept self-nominations as well.

Lastly, hopefully you have seen the new NVPOA website and software that launched June 19th.

For anyone that has bookmarked their own member login page, please delete that, and go to nvpoa.org, member login using your email address. You then will be prompted to create a password. If you have any issues logging in simply email me and I will send you the reset link. Our goal with the new system is to be more streamlined for you to register for events, pay invoices, and easily see what new updates there are.

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# Ensuring compliance with fair housing on phone calls

In today's rapidly-evolving digital landscape, it's easy to overlook the significance of traditional forms of communication, such as phone calls, in the day-to-day operations of leasing offices.

While email and messaging services have become prevalent, phone calls remain an indispensable aspect of effective leasing-office management.

However, property management professionals must remain vigilant about

banking on this.

Fair housing testing, which seeks to uncover discriminatory practices, predominantly takes place over the phone due to its cost-effectiveness and ability to reach a wide range of properties.

Consequently, every phone call becomes an opportunity to showcase compliance with fair housing guidelines and avoid inadvertently engaging in discriminatory behaviors.



Let's consider a few common scenarios that leasing agents are presented with on a daily basis that, if not handled properly, could lead

to a fair housing claim.

### Who Should You Help First?

As referenced above, we all know how incredibly busy a leasing office can be. So what should you do if you are on a call with a prospect who is inquiring about availability when another person walks in and is staring right at you?

It might be tempting to ask the person on the phone if you can call them back, but this can lead to potential problems.

What if the person on the phone falls under a protected

category while the person in front of you does not? What if the person that just walked in is also interested in availability? Either case could appear discriminatory if not handled correctly.

A best practice would be to pace your caller on a brief hold so you can explain to the in-person prospect that you will be right with them and assist them according to the order that you made initial contact.

### Unseen Discrimination

A question we often get is: How can someone claim discrimination if I can't even see them? It is essential to recognize that fair housing violations and discrimination claims can emerge from phone calls, even when the caller remains unseen. Subtle cues, such as foreign-sounding last names or accents, can be utilized by fair housing testers in an attempt to provoke or fabricate a basis for racial discrimination claims.

Similarly, individuals can assert fair housing violation claims based on disabilities through phone calls without any face-to-face interaction.

For example, a person may have a speech impediment or use a relay service to communicate. Both of which indicate that you are speaking with a potentially disabled individual. It is crucial to approach these calls with sensitivity, ensuring that the caller's unique needs

are fully understood and effectively addressed.

### Discussing Policies – Consistency Is Key

Another common phone call that we handle in our leasing offices is inquiries into the property's policies.

When individuals inquire about property management policies over the phone, effective and consistent communication is of utmost importance.

Ensuring that every staff member responding to inquiries has easy access to the office's policy is a best practice. In cases where uncertainties arise, seeking guidance from a supervisor is highly recommended.

Consistency in conveying information not only demonstrates professionalism but also minimizes the risk of potential fair housing pitfalls.

In conclusion, ensuring that property management professionals are well-versed in handling phone calls appropriately and adept at addressing a diverse range of inquiries is paramount. Achieving this proficiency requires comprehensive fair housing training programs and engaging in practical role-playing exercises.

By prioritizing fair housing compliance and fostering a culture of sensitivity and inclusivity, leasing offices can minimize the risk of fair housing violations and provide equal opportunities to all prospective tenants.

the potential fair housing implications associated with phone calls and the importance of handling them meticulously to prevent any violations.

### Busy Leasing Office vs. Fair Housing Testers

Leasing offices often experience a whirlwind of activity, with multiple individuals vying for attention simultaneously. Amidst this flurry of tasks and interactions, it is all too easy to make inadvertent mistakes that can potentially lead to fair housing violations, and fair housing testers are

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# 10 ways to pass kindness along to your clients

By Nancy Friedman, The Telephone Doctor

All clients are important. No matter what industry they are. You're serving them – they're important. Whether they're with large companies or small business folks, they deserve, need, and want GREAT customer service.

A few tips to make YOUR life easier.

As we all know, high-end clients for luxury events take a bit more time. While all these tips can be used for every customer, they work especially well for the high-end clients. Not because they have more money, but because they value good service immensely! And immediately.

Pick out a few and practice them until you don't need to think about what you're saying or doing. It then becomes second nature.

*Kindness is free!*

1. When someone is complaining, use sincere sympathy more than empathy.
2. Say something nice to people you encounter. Everyone enjoys a compliment. A smile. No need to go overboard. A simple "I like the earrings you're wearing" or "That's a great looking watch" could go a long way! "Good to see you" works GREAT.
3. Don't ever argue with the customers. You will lose every round! Don't even get in the ring with them. The old saying 'the customer is always right' is NOT true. It should read: 'The customer always thinks they're right!'
4. With every transaction, see if you can add some sort of nicety. "Enjoyed working with you," or "Thank you for staying with us." Something that makes them feel special. "Have a nice day" is a bit over used, don't you think?
5. Be the first one to say "Hello," and by the way: "Hi, how are you?" is NOT rapport building. It's social noise. Try using "Nice to see you," "Thank you for coming by," "Thank you for staying with us" or "Good to see/talk with you." "Hi, how are you" is nothing/does nothing.
6. Keep the fences low for everyone. Yes, making all sorts of rules is frustrating to everyone, especially high-end clients. Review your 'fences' now. Are some of your rules unnecessary?
7. If your attitude stinks, change it! No one else can do that for you. And no one wants to work with anyone with a bad

attitude. It's YOUR CHOICE. And don't ever forget it!

8. Respond rapidly. No one enjoys waiting. Especially if you're serving a high-end class of folks.

9. Be prepared. Expect things to happen. Think in front of it. "Be prepared" is more than the Boy Scouts motto!

10. Keep that SMILE on your face. NO MATTER WHAT! Remember the Telephone Doctor motto – A phony smile is better than a real frown!

Just as your friends are different as well as your relatives, so are your customers. Yet they all want to be treated well, with respect and kindness. Remember – Kindness is FREE!

Communication and customer service expert Nancy Friedman, The Telephone Doctor, founder and chairman of Telephone Doctor Customer Service Training, is back in the saddle again. Well, back into live onsite programs, and still offering her ZOOM programs, in a cost saving manner. You can reach her directly at [nancyf@telephonedoctor.com](mailto:nancyf@telephonedoctor.com); through the website at [www.nancyfriedman.com](http://www.nancyfriedman.com), where you can sign up for her newsletters; or call/text directly at 314-276-1012.

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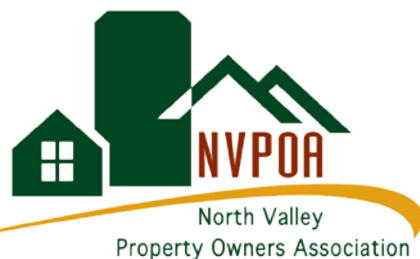
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## Tech can streamline property management process

After a global pandemic, the rise of remote work, ballooning home prices and a cost-of-living crisis, many people can no longer afford to buy a home. Others have come to value the flexibility that comes with not being tied to one place long term.

The fact is that renters have fundamentally changed – and they now comprise more than one-third of the U.S. population.

Proptech companies have been thinking about this, believing that by exploring untapped opportunities in technology and commissioning research into the psychology of renters, the property management industry can evolve in several important ways.

That would be a game changer for renters, yes, but it would also transform the experience of housing providers and property managers. Happier, more comfortable residents mean more on-time payments, fewer damages and repairs, reduced turnover, lower workforce costs and more positive word-of-mouth referrals.

### **Think Beyond Amenities**

Attracting and retaining residents now goes beyond what the physical building offers. For some, a beautiful pool, common area and abundance of elevators and parking spots are no longer considered luxuries – they're industry standard. And those amenities, while important, fail to help renters where it makes the biggest impact: Their pockets.

Property managers are now in the position to offer additional amenities in the form of tech solutions that consider their residents' budgets and lifestyle preferences. In the coming years, this could be what will keep occupancy rates high and make it easier for property managers to manage and run their businesses.

### **Pay-Later Plans Are Taking Off**

The public perception of pay-later plans has evolved. Previously, most consumers using these programs did so because they couldn't afford to cover a lump sum and needed a financial lifeline. Now, however, consumers of all kinds are choosing pay-later programs for flexibility.

Property managers could adapt by offering renters the option

to pay rent in smaller installments, while third-party proptech companies serve as an intermediary in the process, handling the initial upfront payment, shouldering the risk and charging the resident a small fee.

### **Revamping the Security Deposit**

Security deposits give property managers a critical layer of protection against unpaid rent or utilities and damage that goes beyond normal wear and tear. But the large lump sums that are typically required to sign a lease (often one or two months of rent along with the rest of the move-in costs) are becoming unattainable for some renters as they navigate today's affordability crisis.

Property managers can adapt by offering security deposit alternative programs, in which proptech companies assume the financial risk by managing deposits while residents pay a low monthly fee. The alternative solutions can help properties get coverage for a higher amount than the security deposit, which can help reduce the overall bad debt of the portfolio. Another benefit is that any disputes that arise over property damage can remain between the proptech company and the resident.

This can also reduce the workload for property management companies and free up staff to focus on specialized tasks. Managing security deposit funds is time-consuming, and every state has its own guidance on how to manage them. Some require deposits to be held in escrow, some require a letter about the deposit to be sent to residents within a certain number of days. That means researching a renter's new address and sometimes even chasing money that's owed. Multiply that by a community of 300 people with 50 move-outs, and that equals a lot of work.

Property managers can adapt with tech solutions that allow onsite teams to spend their energy on other tasks while security deposit management runs in the background.

Proptech solutions can empower renters and streamline the property management process because offering renters a way to reclaim control of their finances shouldn't have to come at the expense of their relationship with the property owner, nor the owner or management's interests.

*Brian Ball and Revital Gadish are Co-CEOs at Qira.*