

The Liaison

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North Valley Property Owners Association Annual

Summer Social

At the Commons
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6-8PM

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Summer rental maintenance: Seven tasks to do

Here are seven summer rental property maintenance to-do's for summer to keep your investment looking good for your tenants.

1 Air Conditioning System. Ensure your tenants will be able to enjoy a functional air conditioning system in the summer, so check now instead of waiting for them to call later. An HVAC specialist can check whether the air conditioning system is in optimal shape and clean condensers and evaporators from debris that naturally accumulate after the air conditioning is not being utilized regularly.

2 Painting. Good rental property maintenance includes tending to worn and discolored walls, doors, windows, fences and porches is a perfect activity for the spring. A professional can get your exteriors back to like-new condition with a fresh coat of paint.

3 Window and Door Screens. All screens should be thoroughly checked for tears, as they represent an easy point of entry for those bugs and critters that start showing up as the weather gets hotter. Older, loose and worn screens or frames should be promptly replaced to avoid the annoyances of bugs' activities within the home.

4 Porches and Fences. Wooden fences and porches should be treated with protective sealant every four to six years. A professional can assess the condition of

porches and fences to recommend necessary treatments, which protect wood from the cracks, warping, rotting and discoloration that can happen as a result of wet weather and/or direct sunshine exposure.

5 Decks. Especially in older properties, exterior decks can begin to wear down, rot and become unstable and unsafe. A specialist can check the conditions of a deck's structure and recommend necessary repairs to ensure that tenants can safely enjoy spending time outside as the weather gets warmer.

6 Landscaping. If your property is surrounded by greenery, a professional should be hired to trim overgrown vegetation, remove debris and leaves, and inspect plants that are actively growing on the property's structure or fencing. This allows for vegetation to grow neatly around the property, which is both aesthetically pleasant and safe, since overgrown surroundings make for perfect living spaces for pests and other wildlife.

7 Garden Sprinklers: If you rely on a sprinkler system to maintain your property's lawn check it after it was unused for several months and before it starts being used often. A professional can check for leaky valves, inefficient lines, water pressure levels and faulty sprinkler heads.



NEWS AND INFORMATION FROM NORTH VALLEY PROPERTY OWNERS ASSOCIATION

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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

This Father's Day I did what most daughters do, I spend quality time with my Father. Although his health is declining these days, we still enjoy philosophizing and reminiscing of times we've spent together. This year my dad asked me a question, "Do you know the history of Father's Day?" Admittedly, I didn't and neither did he! So we did a little research together and found the story of it's inception to be more endearing than either of us expected. So, here's the story.....

In honor of Fathers-

In a small town in West Virginia, an explosion ripped through the Fairmont Coal Company's #6 and #8 mines. Despite the best efforts almost all those trapped underground were killed. Officially, the death toll was set at 361. Sadly, 250 of the dead were fathers. At the time, an average of 3200 people lost their lives in mining accidents every year. The public outcry following the tragedy led to the adoption of more rigorous safety and working practices with the establishment of the United States Bureau of Mines in 1910. Indirectly, the mining disaster also led to the establishment of Father's Day.

Grace Golden Clayton, a resident of nearby Fairmont was still recovering from the death of her own Father. After hearing of the mine tragedy Grace was deeply moved at the thought of the thousand children robbed of their fathers by the explosion. Grace sprang into action and lobbied her local pastor, the Reverend Robert Thomas Webb, to hold a special service at the Williams Memorial Methodist Episcopal Church South to celebrate fatherhood and what fathers do for their children. Webb held the service on Sunday July 5, 1908, the nearest Sunday to the anniversary of the death of Grace's father. During the services, parishioners gave out red roses to honor a living father and white in memory of a deceased father. They remain the official flower of Father's Day. Sadly, the service was never repeated, but this wasn't the end. The idea had been planted in the heart of many, including that of Sonora Smart Dodd.

Sonora and her family lived in Spokane, Washington. When Sonora was sixteen, her mother died after giving birth to her sixth child, leaving her father, William, to raise the large family alone. Spokane was one of the earliest communities to adopt Mother's Day. So, while listening to a sermon at the Central Methodist Episcopal Church honoring the virtues of motherhood, she wondered why fathers had been left out. They deserved their moment too!

Inspired by the idea, Sonora began to campaign for a day to be allocated for the celebration of fatherhood, enlisting the support of local groups such as the YMCA and the Ministerial Association of Spokane. While she wanted June 5th, the date of her father's birthday, as the date for Father's Day, the day Spokane's YMCA settled on for the inaugural celebration in 1910 was the third Sunday of June, the 19th. Soon, several other towns and cities followed Sonora's and Spokane's lead.



Sadly, the idea of an official Father's Day was not so enthusiastically accepted as Mother's Day was. Despite Presidents Woodrow Wilson, in 1916, and Calvin Coolidge, in 1924, coming out strongly in favor of Father's Day, Congress blocked any attempt to make it a national holiday. Pressure for formal recognition built up after the Second World War. In 1957, Senator Margaret Smith wrote to Congress, "either we honor both our parents, mother and father, or let us desist from honoring either one. But to single out just one of our two parents and omit the other is the most grievous insult imaginable."

My dad and I were shocked to learn that it took until 1970 before Congress caved to the pressure and passed a joint resolution authorizing the President to designate the third Sunday in June as Father's Day. President Nixon finally signed it into law in 1972.

Executive Corner

By Jennifer Morris



I hope you're doing well and enjoying the summer season. I wanted to share some exciting updates and changes happening at NVPOA.

Firstly, I encourage all of you to visit our newly launched website, nvpoa.org, which went live on June 19th. The website has undergone a complete make-over and now incorporates new software tools such as Quick-Books Online and Mail Chimp.

We believe that these updates will not only give the website a fresh look but also streamline processes for our members, allowing easier event sign-ups, invoice payments, and access to the latest news through eye-catching graphics.

If you haven't already done so, please take a moment to visit the website and sign in using your email address, setting up a password. If you encounter any issues accessing the new system, please don't hesitate to reach out to me. I'll be more than happy to assist you. While we made efforts to ensure a smooth transition of data, there may be a few hiccups, so your feedback is valuable in helping us improve.

Next, I have some bittersweet news to share. Faith Prevost, our NVPOA Administrative Assistant, has made the difficult decision not to return from her maternity leave. We respect and support her choice, as it is in the best interest of her and her family. Faith will be greatly missed for her warm smile and unmatched creativity. We wish her all the best in her future endeavors.

Over the past two years, Faith has been an invaluable part of our team. Moving forward, we aim to find a suitable replacement within the next month, someone with marketing and social media skills. While we don't anticipate any significant impact on our members, please leave a message when you call, allowing us to assist you promptly.

Lastly, I wanted to let you know that the NVPOA office will be closed July 4-7th and July 26-28th as I will be on vacation. Should you need immediate assistance, you may email Vice President Matt Depa at mcdepa81@gmail.com.

Thank you all for your continued support. We are excited about the changes happening at NVPOA and are committed to enhancing your experience as members. Please feel free to share any suggestions or feedback with me. I look forward to connecting with you soon.

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Applying “luxury standards” across the board!

By David Crown, Los Angeles Property Management Group

In 2019, I wrote an article about all the ways property managers should manage luxury property differently than other residential property. A lot has happened since then—both globally and in our industry.

Luxury property still comes with a unique set of expectations and priorities for a property manager, but it can also teach them some valuable lessons about other types of real estate, as we’ve learned in the last year since taking over a larger luxury portfolio. Our management of luxury property has had a major impact on how we approach management in general, and I’d like to focus this article on the luxury standards that have proven to apply across the board.

One way the “lens of luxury” has changed our view of all property management was through special requests from owners. We knew when we started managing significantly more units on the luxury side that high-net-worth individuals tend to expect versatile management, service that often goes outside the usual work of maintaining rental property. For instance, a client living

out-of-state recently asked one of our property supervisors to go in-person and purchase a white grand piano for him and arrange to have it transported to his property. Not only did the supervisor oblige—he also negotiated the client a significant discount on the piano, saving him \$8,000 and effectively paying his management fee for a year.

Adopt the mentality of “what can I do for my clients?” rather than “what do I have to do for my clients?” and you’ll find your client retention rate improving. Another client, who lives abroad, requested that one of our representatives drive his Rolls Royce across town to have it serviced, which we did. Even though it might not seem to have anything to do with property management, it has everything to do with accommodating a client in a way that builds rapport and trust. We don’t just field calls like these from owners of upscale property. You should always strive to go above and beyond the typical job description of a property manager.

Another key practice we’ve applied since moving further into the luxury property management sphere is seeing the property through our client’s

eyes. Is it a point of pride for them, or primarily a source of income? It was a bit of a re-education for all of our property supervisors, getting a sense for how all our owners view their properties. Frankly, not all multifamily owners care deeply about the aesthetic and visual appeal of their property—whereas most luxury owners do. But it’s important to ascertain the preference of all owners, because it will help you know whether or not to propose certain beautifying maintenance measures to them. One owner might be thrilled that you came up with a concept for a new fountain in their building’s courtyard, while another might view it as unnecessary. This all comes down to clear communication with an owner and perception of their needs.

If you haven’t branched out into luxury management, I recommend doing so for the bump in quality it will add to all your service. The saying that “a high tide lifts all boats” applies here. Your team won’t answer the phone and think: “Is this a luxury owner / tenant or a different



kind?” They’ll simply serve whoever it is at the highest level they know how. For instance, none of our technicians walk into our clients’ homes without first covering their shoes with surgical footwear coverings. For luxury properties, this is standard practice—for others, it’s a sign of respect. Furthermore, we inspect more closely than we used to for ways to improve a property or the owner’s experience. If you’re managing luxury the right way, it will sharpen your eye and make you and your team more creative with ways to serve your customers.

David Crown is the Chief Executive Officer of Los Angeles Property Management Group and has more than 25-years of experience managing all types of income properties. He is a hands-on leader who has managed properties in 16 different states. For more information, Mr. Crown can be reached directly at (323) 433-5254.

New service helps CSUC students discover off-campus housing

Off-Campus Student Services has launched a new system this summer to help students find housing within a two-mile radius of campus. Students can use the College Pads site to explore options and log in with their Chico State credentials to find roommates or locate subleases.

Each listing includes cost, amenities, and a “walk time to campus” using GoogleMaps. The system also offers renter information tools, such as tutorials explaining what it means to rent an apartment or house for the first time, and a section for property managers and owners to list vacancies.

“College Pads is a gamechanger for Chico State students living off campus,” said Megan Kurtz, the University’s director of Off-Campus Student Services. “With potentially 12,000 students living off campus, the effort is to create good neighbors through the rental education tools and helping emerging adults become community members in Chico.”



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Are You Prepared for Fair Housing Testing?

Fair housing testing is an essential tool for ensuring that property owners and managers comply with fair housing laws.

The practice involves sending testers, who pose as potential renters, to assess whether landlords and property managers are engaging in discriminatory practices.

As a landlord or property manager, it's crucial to be prepared for when a tester comes to call. In this article, we'll explore who can be a tester and the common methods they employ. We'll also share tips to help ensure that you don't fail your fair housing test.

Who Can Be a Tester and Where Can They Test?

Testers can come from various backgrounds and organizations. They can work for state fair housing departments, private fair housing advocacy groups, or the Department of Justice. Regardless of who they work for, their goal is to ascertain whether landlords and property managers are following the law and are fair housing compliant.

Testers use leading questions to target known trouble spots within the industry. Vague or leading questions should immediately set off warning bells in your mind that you are talking to a tester. You need to be sure that you are not saying or doing anything that could be interpreted as a violation.

Where might you come across a tester? Essentially, any place a potential renter would cross paths with a leasing agent can be a testing ground.

Testers employ all forms of contact, including phone, email, social media outlets, and on-site visits. By far, though, the phone is the most widely used as it is the most cost- and time-efficient. Let's consider two common topics used by telephone testers.

What Are Your Pet Policies?

One of the most common topics used in testing is about animals or pets. Testers will give just enough information to see how you or your staff respond. For example, a person calls in and says they are interested in your property but want to make sure their dog would be allowed, and the dog is a German Shepherd. It's essential to note that the person said "their dog," not "their pet."

By assuming that the dog is a pet and wouldn't pass your breed restriction policy, you could be setting yourself up for a fair housing complaint. Best practices dictate that pet policies can be discussed as long as assistance-animal policies are also shared. Along with that, it is always a good policy to encourage the person to come in and fill out an application, as that is what will genuinely determine eligibility.

Is Your Property Accessible?

Another common question during fair housing testing is about accessibility.

Consider this scenario, a person calls in and asks if the property is accessible because they require the use of mobility aids. It's crucial to note that even if a property is not very accessible, and you have the best of intentions, you should never disclose this information and should avoid recommending more accessible properties. This can appear as discrimination and steering, which are violations of fair housing laws.

The correct response is to encourage them to visit the property's website to see more images and arrange for a tour if they wish.

You should never discourage a potential renter from coming in to take a tour or fill out an application under any circumstances.

Tips to Help Ensure You Pass Your Fair Housing Test

- * Educate yourself and your team: Proper training is key to ensuring fair housing compliance. It's essential to educate yourself and your team on fair housing laws, including federal, state, and local laws. Make sure you are familiar with protected classes and any exemptions that may apply to your property.
- * Have clear policies and procedures: Develop clear policies and procedures for renting your property, including pet policies and assistance-animal policies. Make sure they are easily accessible to anyone who needs them.
- * Document everything: Document everything, including conversations with potential renters and any decisions you make regarding their eligibility. This documentation can be helpful in case of a fair complaint.
- * These are just a few topics that can come up during a fair housing test, but anything related to fair housing can be utilized. Regardless of whether you agree with testing and the tactics testers are legally allowed to use, fair housing training is key to ensuring fair housing compliance.



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Carbon monoxide poisoning: What precautions are you taking?

By Kari Negri, CEO, SKY Properties, Inc.

Dear Kari, as a landlord, what should I know about and what precautions do I need to take concerning carbon monoxide?

Carbon monoxide (CO) is an odorless, colorless gas produced whenever a material is being burned. Clothes dryers, water heaters, furnaces or boilers, fireplaces (both gas and wood burning), and gas stoves and ovens are some of the most common sources of CO in our household. Carbon monoxide cannot be seen, it cannot be smelled, and it cannot be heard, but it can kill any one of us (or your tenants) without warning.

Carbon monoxide is also a fast killer - our red blood cells absorb carbon monoxide at a much faster rate than oxygen. At high levels, CO crowds out the oxygen in our bloodstream. If you breathe too much carbon monoxide into your lungs, organs such as your brain and heart become quickly deprived of oxygen, thus causing tissue death.

According to the Centers for Disease Control (CDC), at least 430 people die in the U.S. each year from accidental carbon monoxide poisoning and approximately 50,000 people in the U.S. visit a hospital emergency department each year due to accidental carbon monoxide poisoning. This is a substantial number and warrants precautions to be taken in both landlord and tenant education. Many tenants will unplug a device that is meant to detect and warn of carbon monoxide and put it in a drawer if it is making noise (beeping intermittently) on a consistent basis. The device is usually just signaling that the battery is low, so that your tenants should just replace the battery, and should for their own well-being and safety.

Just recently, three people were found dead in an apartment they had rented through Airbnb because of carbon monoxide poisoning. Their bodies were found only after the security guards in the apartment complex smelled the intense smell of gas in the apartment. Airbnb said it was a 'terrible tragedy' and that they are willing to support those who are affected. Sadly, it was a 'terrible tragedy' that could have been prevented! As property managers our job is to avoid having a 'terrible tragedy' happen to begin with. This means due diligence on our part to provide the support and education our tenants need to make good decisions and know what the hazards can be.

We at SKY Properties follow safety guidelines for a reason. All apartment units that we manage have at least one functioning plug-in with a battery backup operational carbon monoxide detector installed in every apartment. We will install the detectors in the common area where they can be heard from the bedroom, preferably between the heater and the bedrooms. We have also begun purchasing combination smoke alarms and carbon monoxide detectors that plug into the area in the

hallway ceiling where the smoke detectors go and have 10-year lithium batteries.

To keep gas appliances operating safely and efficiently, they need to be used regularly. At SKY Properties we also check the detectors semi-annually. If they have even the slightest smell of gas, they should be checked by a licensed professional. In 2019, at least 8 tenants of an apartment complex in the Los Angeles area were taken to a hospital with carbon monoxide poisoning and the problem was traced to the water heater. It was determined that there was "a compromised venting system on the water heater allowing products of combustion into the unit," which may have been the result of not performing yearly maintenance. Carbon Monoxide poisoning may be a silent killer, but it is ABSOLUTELY PREVENTABLE. And it is up to us, the property managers, and owners, to ensure that our tenants are safe from it.

SKY Properties are not carbon monoxide experts; and this article is based on their experience and research to provide readers with important information. Kari Negri is the Chief Executive Officer of Sky Property Management and is a member of the Board of Directors of the Apartment Association of Greater Los Angeles.



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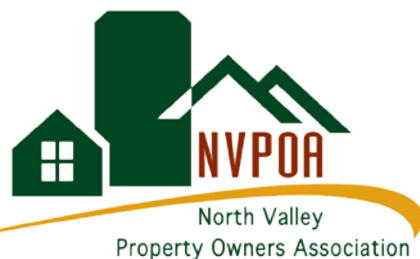
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Buyer's Guide, continued

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As with all sound business practices, please confirm that all vendors and subcontractors are licensed and have insurance.



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A FUNDRAISER FOR CALRHA AND LEGISLATIVE REFORM

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Admission: \$100/person or \$900 for a table for 8 plus 8 raffle tickets and 8 drinks

RSVP before September 30th to: AssistantNVPOA@gmail.com or NVPOA.org/events

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- * Navigator of the Year
- * Educator of the Year
- * Advocate of the Year
- * Small Community of the Year (1-50 units)
- * Large Community of the Year (51+ units)
- * Industry Partner of the Year
- * Legacy Award
- * Private Owner of the Year
- * Property Management Company of the Year
- * Maintenance Staff of the Year
- * Unsung Hero Award