

## CA Legislature returns from recess to tackle these issues:

The Legislature has now returned from Summer Recess and will be conducting business before the Appropriations Committees and on the Floors of both houses. Bills need to pass the Appropriations (fiscal) committees by September 1st and the deadline for bills to pass to the Floor to the Governor is September 14th. He then has 30 days to sign or veto.

**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. This bill has been a priority for CalRHA and we have been opposing it. There are discussions underway of exempting small landlords, but that has yet to go into the bill and wouldn't go far enough in protecting both landlords and tenant access to properties. The bill is currently

pending 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. However, it has a fairly large fiscal estimate so may not pass that committee.

- **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 set for a hearing in the

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<b>Sept. 12</b>	10 am	Termination Tenancies
<b>Sept. 20</b>	TBA	Redding Luncheon: Disaster Response and Management Panel
<b>Sept. 21</b>	TBA	Chico Luncheon: Disaster Response and Management Panel
<b>Oct. 5</b>	1 pm	Landlord 101
<b>Oct. 13</b>	6 pm	Gala and Awards Ceremony
<b>Oct. 26</b>	TBA	Fair Housing Workshop
<b>Nov. 15</b>	TBA	Redding Luncheon: 2024 Law Updates and Board Elections
<b>Nov. 16</b>	TBA	Chico Luncheon: 2024 Law Updates and Board Elections
<b>Dec. 1</b>	TBA	Pins for Presents

Fall session in Sacramento, from page 1

Assembly Appropriations Committee on August 16th.

• 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 also set for a hearing in the Assembly Appropriations Committee on August 16th.

Initiative Update

On July 26th, the Secretary of State announced the rent control initiative, "Justice

for Renters Act", gathered enough signatures to qualify for the ballot next year. As such, it joins the list of eligible initiatives for the November 5th, 2024 ballot. Despite the fact that similar initiatives, Prop 10 from 2018 and Prop 21 from 2020, failed by 19 and 20 points, respectively, the proponents are at it again.

Michael Weinstein, the head of the AIDS healthcare foundation and main supporter of all three initiatives, held a virtual press conference the following day, advocating for the proposed proposition which would effectively repeal Costa-Hawkins. If passed, the initiative would allow local governments to impose strict rent control on newer apartments and

single-family homes, as well as eliminate the state's ban on vacancy control.

This is the top priority for CalRHA which is funding a coordinated campaign against the measure. For more information, please visit https://cal-rha.org/advocacy/protecting-costa-hawkins/

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

- 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.

Executive Corner

By Jennifer Morris

You all made it through the busy summer season, congratulations!

I am excited to announce the hiring of Administrative Marketing Assistant, Kailyn Alonzo. Kailyn started on August 28th and joins NVPOA with experience in event planning, social media marketing, and customer service just to name a few of her skills. We will be training Kailyn to learn the Fair Housing basics and the ins and outs of how NVPOA operates and assists our members.



We have two great luncheons coming up in September on the 20th and 21st that we will present with a panel of industry experts regarding Emergency Response and Management Best Practices. This will include all topics as they relate to natural disaster preparedness and other important topics that you hope you don't have but need to know the right responses to successfully executing plans with vendors, staff, and residents.

On October 13th, NVPOA will celebrate our 3rd Annual Award Ceremony and Gala Event. This is an awesome time, where industry leaders, staff, and loved ones get dressed up to recognize deserving individuals, properties, and teams that help make the rental housing industry great.

In addition to the awards, this event helps NVPOA fundraise money for the affiliation to the California Rental Housing Association that advocates endlessly for the rights of property owners and the rental housing industry.

Please purchase your tickets to attend today. Nominate some deserving folks. Or consider donating to our live auction items, raffle baskets, or sponsoring the event. It's for a great cause and there will be great food and lots of fun. I hope to see you there. For more information, please visit our website or contact me at 530-345-1321.

Advertisement for Ferguson & Brewer Management Company. Text includes: 'Excellence in Property Management for Over 30 Years!', 'Investment Management', 'Multi-Family Property Management', '(530) 872-1810', '7052 Skyway, PO Box 69 Paradise, CA 95967', 'info@FergusonandBrewer.com', 'DRE#01319485'.

Advertisement for Experts in Your Home. Text includes: 'Let's Talk About Increasing The Value Of Your Property', 'Kitchen Remodels • Bathroom Remodels • Full Add-ons', 'CALL US TODAY (530) 924-5551', 'Cont. Lic. #143778', 'IN YOUR HOME', 'GENERAL CONTRACTING', 'www.ExpertsinYourHome.com'.

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M-F: 8 am to 2:30 pm  
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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984 East Avenue, Suite B-1  
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Ph (530) 345-1321  
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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

One secret to a fulfilling life is helping others become more of who they really could be or in simpler terms, leave another person better off than when you first met them.

Imagine what would happen if companies worked in that same manner. What would happen if every manager, every employee increased the value of everyone they interacted with? Companies would go beyond "great."

Far too many organizations are filled with people who are trampled on rather than built up. Many people are treated more like a resource which we extract or exploit the value of that resource until it is gone, until there is nothing left, and then we move on.

In a study performed by BetterUp, an online magazine, the third most common reason that employees quit is because of feeling disrespected at work.



We know that if employees don't feel like they belong at workplace, it's likely they will leave. Interestingly, they found that 57% of employees leave their jobs because of negative treatment from their boss.

A report by Accenture found that individuals who work for high-trust companies, where employees are encouraged to be innovative and think boldly, experience 74% less stress, are 50% more productive, take 13% fewer sick days, and are 76% more engaged than those who work for low-trust organizations.

This is an appeal to leaders everywhere: What are you doing to add value to the lives of others? Are you leaving them better off than you when you first met them or interacted with them?

Make that an exercise for today—improve the value of the people you meet and interact with. Then repeat each day. How?

1. Say thank-you, genuinely and authentically
2. Allow your team member the space to make a mistake and ask them what they learned
3. Give them more responsibility; show that you trust them.
4. Be open to their words – truly listen.

What else can you think of that would add value to those you interact with?

I love this quote by Winston Churchill: "We make a living by what we get. We make a life by what we give."

What is stopping you?

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# “Portable” reports help ease application process

Applying to multiple rental properties has recently become that much easier for prospective tenants searching for their next home. While still a relatively new concept in the rental housing market, the emergence of reusable tenant screening reports (commonly referred to as “portable” reports) under California’s Assembly Bill 2559 and other similar laws enables tenants to apply to rental properties that have opted in to accept portable reports when applying to multiple properties at once.

The report includes the same essential elements required for adequate tenant screening, such as credit history, eviction history, criminal background checks, and

rental history. Landlords may still conduct their own individual screenings if desired, but they cannot require the tenant to pay an additional fee to procure another report if they already have a valid reusable report. This legislation adds an extra layer of security and flexibility for tenants, making these reports even more beneficial to the renter.

While not a universal requirement quite yet, portable reports are gradually becoming more of an essential component of the tenant screening process as more cities and states move to institute laws mandating their implementation, such as in Colorado under House Bill 1099. This trend still varies, however, as

some states do not require landlords to accept a reusable report. Portable reports are considered optional pending the property owners’ discretion in multiple states and cities, such as Illinois under HB3062 and the rest of the state of California (with the exception of the city of West Hollywood, California, where portable reports are actually required). States that proposed the same type of law but failed include Maryland under House Bill 1293 and Maine under LD690.

ApplyConnect has also been ahead of the curve with this trend.

Implemented in 2020, ApplyConnect’s “Apply Three”

option gives applicants the ability to purchase their credit and background screening report to share it with up to three different properties within a month of their purchase for only \$39.95.

While this option has minimal impact on the ApplyConnect experience for landlords and real estate agents, it can tremendously benefit rental applicants by saving them money and time in a competitive housing market. Property owners and operators have access to see the applicant’s credit report and background check, and applicants can be that much more at ease while trying to find a new home.

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# Animal accommodation requests have many nuances

If the topic were cut and dried, it would be much easier for property teams. That is not the case with assistance animal accommodation requests, however. They are filled with nuances that can make them very challenging to the untrained eye—and sometimes even to those experienced on the topic.

To help make sense of the many rules and regulations, industry experts held an in-depth examination of HUD's most recent notice on assistance animals, the rise of assistance animal fraud and tactics for risk management in the recent PetScreening webinar *Fair Housing and Beyond: The Many Challenges of Assistance Animal Accommodation Requests*.

For starters, teams must be aware of the distinction between service and support animals. A service animal—such as a seeing eye dog or guide dog—is individually trained to perform a task for the benefit of an individual with a disability. A support animal, such as an emotional support animal (ESA), helps to alleviate symptoms of a mental or emotional disability by providing companionship and support. In either case, an apartment resident must make an accommodation request to the property.

“There are two basic issues to consider with the accommodation request,” said Brad Morris, chief legal counsel for PetScreening. “Does the person seeking the accommodation have a disability? And is there a disability-related need for the animal? Those two questions will drive whether the accommodation will be granted.”

Nuances exist within the specific type of request. If a resident has an observable disability—picture someone wearing sunglasses, carrying a red-tipped cane and clearly

using a harnessed dog to help them move about—no further inquiry is needed because the disability has been established. In this case, it's a legitimate service animal because it clearly assists with an observable disability. But it's different if an individual is in a wheelchair with a chihuahua in their lap. They have an observable disability but not an observable need for the animal, so further inquiry is permitted.

“There's a two-part question in this case to determine if it's a service animal,” Morris said. “We would ask the person in the wheelchair, is this animal needed because of a disability? And if the answer is yes, it would generate the second question: what work or task has this animal been trained to perform?”

In cases of a support animal when a disability is not readily observable, property teams are permitted to ask questions about the nature of the disability, how the animal helps alleviate it and request documentation as part of the process.

The HUD Guidelines, last updated in January 2020, also outline unique vs. domesticated animals. Beyond dogs and cats, domesticated animals include small birds, rabbits, hamsters, gerbils, rodents, fish, turtles and select additional small animals. These all can all qualify as support animals - like an ESA.

“The notice specifically calls out monkeys, kangaroos and other non-domesticated animals and says they should not be considered household animals,” said Stephanie Thornberg, vice president of risk compliance and insurance for Avenue 5 Residential. “So, if someone shows up trying to move in with their ESA kangaroo, you can pause and ask for more documentation on that.”

The HUD notice also outlines unique animals that may serve an assistance-related need. For instance, an individual might find comfort in a snake, which is uncommon. Property teams can request more documentation that indicates an assistance-related need specifically for that type of unique animal versus a domesticated animal.

As one might imagine, reasonable accommodation requests for assistance animals contain their fair share of fraud. Residents trying either to escape pet

rent and fees—or attempting to work around a community's breed or weight restrictions—often fraudulently attempt to pass off their pets as assistance animals. It can lead to awkward moments when property teams believe the purported assistance animal is actually a pet.

Eric Bronstein, co-founder and executive vice president of student-housing provider The Scion Group, discussed what often happens when his properties discover that a resident has an animal in their home.

“We don't start out by presuming that it's an assistance animal—just that it's an animal,” he said. “We'll contact the resident with something of a gentle notice that's not a threat of eviction. A lot of times those residents will claim, for the first time, that it's a service animal or ESA. Most people don't know the difference between a service animal and ESA—it's hard enough for us to keep track of—and they'll use the terms interchangeably.”

At that point, The Scion

Group's property team will provide the resident with the needed steps to make an assistance animal accommodation request and proceed from there. “We have to have our radar up for when there's a potential reasonable accommodation request under the Fair Housing Act,” Bronstein said.

The panel also discussed risk mitigation tactics for operators, including bite complaint preparation and HUD complaint preparation, in which using correct processes and proper verbiage is key. Operators



can also team with third-party services to help manage their assistance animal processes and remove the onus from onsite teams.

While assistance animals are a complicated topic in multifamily, property teams can start by being readily able to define the difference between service and support animals—and what those distinctions mean for the industry.

“Essentially, with service animals you can ask two questions,” said Victoria Cowart, director of education and outreach for PetScreening. “With support animals, you can delve deeper, and it includes the ability to request for documentation pertaining to a dog trained for service for the disabled. That's unless you're in California, where support could pertain to other trained or untrained animals that qualify as an ESA.”

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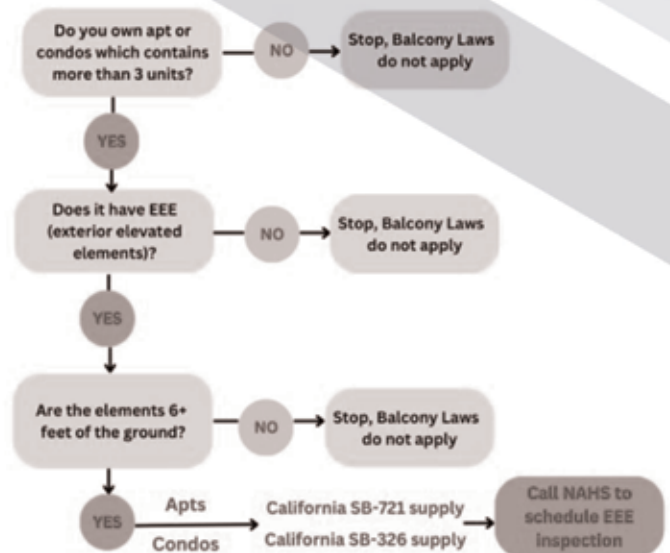
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## What is Senate Bill 721?

- Senate Bill 721, also known as “the balcony law”, is a new law that has been set in place to ensure the safety of all EEE’s (Exterior Elevated Elements) that are attached to a multi unit structure such as apartments, triplex, or condos.
- If the balcony, walkway, or stairs is built 6 feet above ground or more it needs to be inspected by an Apartment SB 721 Inspection Service by the year 2025.
- The goal is to ensure safety compliance of the EEE’s so that the tenants are not at risk of failing structures that can cause harm or even death.

## Do I need balcony inspection?



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# Nominate an industry expert for NVPOA Gala

Nominate an industry professional for one of the awards listed below; winners will be announced at the Oct. 13 NVPOA Gala. Submit your nomination at [NVPOA.org/events](http://NVPOA.org/events). Nominations are due by Sept. 13.

**Navigator of the Year:** Someone who navigates the industry with professionalism and a smile. Provide details for why you believe the nominating committee should select your nomination for this award.

**Educator of the Year:** Recognizes someone who's taken the lead in bringing education to members and the community. This person is actively involved in educational events and understands the needs of the members with regards to education, helps plan, promote and set up events, looks to reach all members with up to date practices of the industry, and uses their role through the NVPOA to elevate the standard of informed responsible rental housing. Provide details for why you believe the nominating committee should select your nomination for this award.

**Advocate of the Year:** Recognizes the individual or firm that has exemplified the active role of a leader of positive change in rental housing. This individual or firm is actively involved in local, state, and national legislative efforts, is up to date in current and future legislation, and uses their role through NVPOA to advocate for continued progress of the industry. Provide details for why you believe the nominating committee should select your nomination for this award.

**Small Community of the Year, 1-50 Units:** Recognizes a small community that excels in service both to the resident and community. They understand what it means to have excellent physical/online curb appeal, financial gain, high rate of resident retention, low vacancy and facilities and a neighborly environment.

**Large Community of the Year, 51+ Units:** Recognizes a large community with 51+ units that excels in service both to the resident and community. They understand what it means to have excellent physical/online curb appeal, financial gain, high rate of resident retention, low vacancy and facilities and a neighborly environment.

**Industry Partner of the Year:** Recognizes excellent performance of an industry partner in areas such as: enhancing the rental housing industry with exemplary service, professional standard to housing providers and their residents, commitment to a positive impact on the standards of their industry, stands as an example to local industry partners, fully committed to exemplifying ethical standards, along with actively promoting and being involved in NVPOA. Provide details for why you believe the nominating committee should select your nomination for this award.

**Private Owner of the Year:** Recognizes excellent performance of a private owner of rental housing in areas such as: enhancing the rental housing industry, professional standard of service to residents, commitment to a positive impact on the community, stands as an example to local landlords, fully committed to exemplifying ethical standards, along with actively promoting and being involved in NVPOA. Provide details with your nominations.

**Property Management Company of the Year:** Recognizes the excellent performance of a property management company in areas such as: enhancing the rental housing industry, profes-

sional standard of service to clients, industry partners, and residents. Commitment to a positive impact on the community, stands as an example of local landlords, fully committed to exemplifying ethical standards, along with actively promoting and being involved in NVPOA. Provide details for why you believe the nominating committee should select your nomination for this award.

**Maintenance Staff of the Year:** Recognizes excellent performance of a maintenance/ service staff member in areas such as: enhancing the rental housing industry, professional standard to residents and their company, commitment to a positive impact on the standards of the industry. Stands as an example to local service staff, fully committed to exemplifying ethical standards, along with actively promoting and being involved in NVPOA. Please provide details with your nomination.

**Legacy:** Recognizes an individual for their contribution to our industry over a whole career. This person has epitomized the goals of NVPOA to enhance the rental housing industry. They have been actively involved in all roles such as: Professionalism- advocating a code of ethics and maintained high professional standards or the best interest of the residential rental industry. Communication- promotes positive relationships between owners of rental property, managers, and their residents, industry partners, and government. Legislative Advocacy- works along the association at the local, state and national level to advance our industry. Education- providing education to management companies, private owners, and industry partners to provide excellent service to our community. Provide details with your nomination.

**Unsung Hero:** An honoree that exemplifies connection between the Housing industry and the community. The recipient of this award has demonstrated significant involvement in both fields either through charity, outreach, networking, or programs to assist the housing market. The recipient has aided in improving the reputation of the local Housing industry and partners within the last year. Provide details with your nomination.



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www.rpmredding.com  
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# Buyer's Guide—Serving the North Valley rental industry

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M&S WESLEY TREE SERVICE  
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530-342-6144

LINDSEY A. HOLMES  
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TROY WILKINSON - REDDING  
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THRIVENT FINANCIAL ADVISOR  
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US BANK - COMMERCIAL  
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US BANK - HOME LOAN  
David Morris - 530-896-8394

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Owner/Broker

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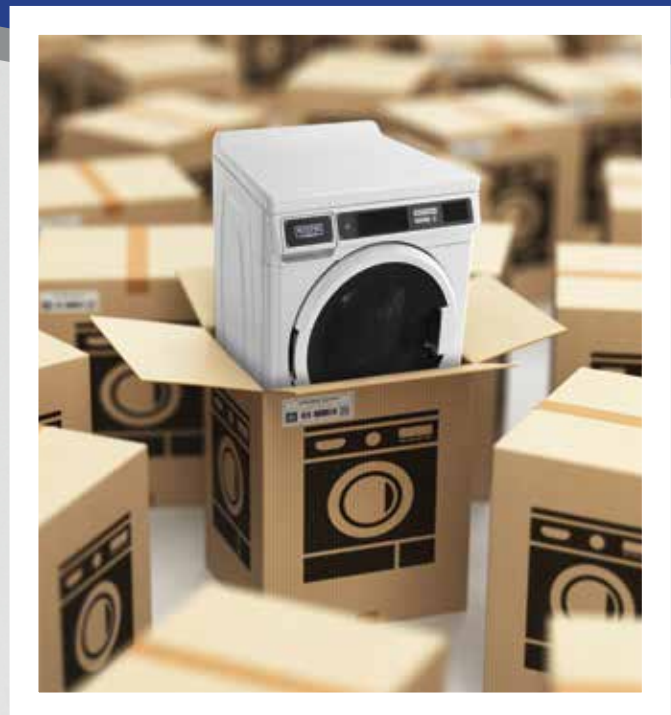
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