



The Government's New Program REO-to-Rental

As a real estate professional, you can transfer your skills into property management. There are some gaps, let me fill you in.

REO-to-Rental

The single family rental market was large even before the housing crash, with sixteen million homes designated as rentals in 2010 according to the US Census. Add to that at least five million foreclosures, any of which will become investor-owned rentals and the enormous scale is apparent. By some accounts, \$6-9 billion has been raised or committed, suggesting potential acquisitions of 40,000-90,000 properties according to some bank investment and asset management experts who points out that this amounts to around 15 percent of unsold bank-owned, so-called REO homes.

REO-to-Rentals is quickly becoming a business plan for multi-million dollar investment groups, a fundamental force in the nation's real estate economy and a public policy strategy to soak up REOs and preserve property values. The key is in the model and how effective these investors will be in managing these properties which are spread out over wide geographic area.

The combination of rental demand, fueled both by displaced homeowners who have been foreclosed upon, or have sold their home as a short sale due to a hardship that was unavoidable, involuntary and beyond their control, and those who have opted to rent rather than buy is driving a thriving rental market that is strongest where foreclosures have been greatest and the supply of single family rentals most plentiful in many hardest hit areas across the country.

The changing dynamics of today's housing market could create 1.7 million new renters between now and 2015. The single family rental market has grown 16% since 2007, suggesting rental is popular across all housing product types.

Analysts at Barclays Capital said project 4 million in distressed liquidations over the next three years and 6.4 million over the next five years. So, what does this mean to you? As a real estate professional, you can transfer your skills into rental and property management.

In property management, you are more susceptible to receive a complaint, imposed a fine, loose your license or even go to jail when you are out of compliance with required performances under various rules, laws and regulations that are created by the federal government, your state and local municipalities. You must be totally in obedience because ignorance is not a defense in a court of law.

The good news, I have the categories that you need to be familiar with and the resources for you to call upon when you need clarification and guidance.

What is a good recipe for property management?

Many opportunities exist today in transferring your real estate skills to property management and in addition will require a set of ingredients (required knowledge) and specific implementation of company policies and procedures.

What qualities must a successful property manager embrace to navigate the rough waters of marketing, managing employees and contractors, cash flow, selecting and dealing with tenants, home maintenance issues and eviction procedures?

From the very beginning, careful planning is important to the success of your property management business. The business formula you create can make a huge difference in your personal liability, your tax profile, your business activities, future success and failure.

Starting a property management business is not for everyone. It is hard work to make a business plan become a reality, but it is also very rewarding and should be a positive and fun experience. So let me help you get started.

In this whitepaper I will lay out an effective and uncomplicated path that can be followed by any organization, small or large, in adding a new business niche of property management to your real estate career.

There are six (6) key ingredients that will serve as the building blocks for a successful business plan effort in working with property owners, the renting public and tenants.

A Recipe for Property Management - Core skills every property manager needs.

Listed below are six ingredients that will contribute to a successful property management business model.

- Passion
- Careful planning
- Know the law
- Establish trusted resources
- Treat everyone “Consistent Fair and Equal”
- Document everything

Passion

You must be a people person, have great communication and listing skills, and be bold in sticking with the established plan and house rules for the rental property. Since we are in the homeownership business, we should have connections with local HUD approved housing counselors to help tenants prepare during their rental period for purchasing the American dream at the end of tenancy. We have more affordable homes purchase since the 1970s.

Careful Planning

New small-business owners can substantially increase the potential for success by careful planning and preparation. You must have knowledge, systems and a structure format in place to meet your property owner's goal for the rental property, attracting and selecting the right tenant, and keeping them happy so that they pay on time, protect the home value and renew their rental contract in avoiding vacancies.

In reality, as a new property manager you will regularly face challenges you have never encounter before. Careful planning will begin with selecting your niche geographic area and property type you will specialize in. Then you must establish your company policies, employee and contractor handbooks and mission statement. Create compliance forms for tracking maintenance, internal personnel and contractor's performance, working with prospective tenants, setting up an account for a new client/owner, etc.

Know the Law

Before you start your business, it's a good idea to familiarize yourself with all of the laws your business must adhere to.

In being a know-it-all -if you don't know the answer, don't act like you do. Never hesitate to ask your peers for advice. It is too easy to forget the important federal and state laws and guidelines that govern the property management business in day-to-day activities, such as Fair Housing, RESPA, Antitrust, real estate and Landlord Tenant Laws, employment and labor laws, IRS laws, EPA. You should also pay a visit to your city and county website for building, housing, maintenance codes and ordinances as well

Marketing and Advertising

You need to be truthful and not misleading or misguiding in your advertising efforts. Uniform deceptive trade practice falls under your state and the FTC regulations and includes misrepresentation of the transaction.

Establish Trusted Resources

Essential relationship building with various third party service providers with help stay organized and on top of the many task and requirements in property management. This includes screening the tenant by verifying the rental application contents, ordering credit reports, obtaining criminal background checks, property preservation contractors, a landlord tenant attorney, just to name a few relationships you will need. Also you will need to have a specific policy in place when you are not sure how to proceed such as a repair request from the tenant that affects the livability of the property. The property owner and property manager must be sure that the home is in a habitable condition throughout the entire tenancy. Many landlord tenant laws prohibit you from transferring the responsibility of repairs to the tenant.

Treat Everyone "Consistent, Fair and Equal"

You must be consistent, fair and equal in dealing with prospective tenants and renters. Such as; showing and presenting the property, offering concessions to entice a prospective tenant to rent your home, explaining tenant qualifications upfront, screening and selecting the tenant, establishing and enforcing your house rules without wavering, when is it appropriate to change your qualifications and house rules and being open to accommodating a tenant with a disability that request a revision to the property.

Document Everything!

You have the responsible for not only establishing the new business niche a taking on new investor clients, customer retention, and making a livable income, but you are also responsible for protecting your business and yourself.

Retaining and organizing documents is probably one of the most tedious parts of running a business, but also the most important. When your documents are organized, you can always find what you need. Create a physical or electronic system of filing documents. You want make sure to keep copies of anything related to money or agreements. These are the two areas where problems are most likely to arise. Put everything thing in writing for any and every phone call, showing, task you do for every client on every property. Although a verbal contract may be legally binding, it is much harder to prove in court.

Minimize your risk in protecting your business and invest in insurance. You would not drive your car without insurance so do not drive your business without insurance. Verify the E&O insurance your broker provides covers property management. Brokers/property managers should carry their own liability insurance adequate to protect their interests in the same manner and to the same extent as the property owner from all damage suits in connection with property management and from liability from injury suffered by any employee or other person.

Know when to ask for professional help. Anytime you think there may be a legal issue you want to consult a professional immediately. The top complaints in property management are the return of security deposits and repair request. So how must you handle tenant complaints? Quickly!

Why Property Management? Let's review three reasons based on supply and demand.

- **Golden Generation** - Growth in the 65+ population - In the next 19 years, an average of 11,000 people a day will turn 65 in America, according to U.S. Census Bureau predictions. That trend toward longer lives is creating business opportunities in a variety of markets such as rental property. By 2050 there will be 86.8 million seniors over age 64. The golden generation will create new demands for affordable, accessible housing. Aging is likely to pose special housing challenges for renters, minorities and rural Americans.
- **Echo Boomers** - Over the Next Two Decades, the U.S. housing market will depend on Echo Boomers. There are approximately 80 million Echo Boomers between the birth dates 1982 to 1995 (ages 17-30). The volume of housing demand over the next 20 years, especially for owner-occupied housing, will depend heavily on the economic and housing policy environment that confronts Echo Boomers as they mature from young adulthood into middle age. Regardless of the economy, Echo Boomers will account for between 75 and 80 percent of the owner-occupied housing before 2020.
- **Delinquent Loans** - Add 3 million delinquent loans today to the housing situation, 11 million homes underwater as these homeowners are concerned about owning more than the property is worth and even though there is the HARP program available to refinance without an appraisal, the number of folks that have taken advantage of this program is very low and disappointing.

All these facts will contribute to the rental housing demand. Let me include one more point... if you are interested in buying a home you better begin well in advance in obtain financing as it is harder to qualify for a mortgage loan today than ever before.

Business Formula for Best Practice Ingredients

Mentioned earlier, we must be in the know and the now regarding rules, laws and regulations.

The Fair Housing Act - Seven Protected Classes

This is where “consistent, fair and equal” behavior will protect you from discrimination complaints. The Department of Justice (DOJ) and the Department of Housing and Urban Development (HUD) are jointly responsible for enforcing the federal Fair Housing Act. As a property owner or manager you cannot establish discriminatory terms, conditions or advertise that the property is available only to persons of a certain race, color, religion, sex, handicap (disability), familial status or national origin. Both government agencies have three important jobs:

- Enforcing the Federal Fair Housing Act
- Educating the nation about the Act
- Assuring that the federal government’s housing and community development programs such as Section 8 do not discriminate or increase segregation

Consumers have one year to file a fair housing complaint.

As a property owner or manager you have the responsibility and a requirement under the law not to discriminate in the lease or rental of a property. You cannot instruct your agent to convey on your behalf any limitations in the rental because your agent is bound by the law not to discriminate. Agents are prohibited from complying with a request from the property owner or manager to act in a discriminatory manner in the lease or rental of a property. Fair housing organizations uncover discrimination by sending "testers" to apply with landlords for rental properties. Discrimination is a serious matter and the federal and state government does not tolerate it.

Penalties Include

- To compensate you for actual damages, including humiliation, pain and suffering
- To provide injunctive or other equitable relief, for example, to make the housing available to you
- To pay the Federal Government a civil penalty to vindicate the public interest. The maximum penalties are \$16,000 for a first violation, second \$37,000 and \$65,000 for a third violation within seven years
- To pay reasonable attorney's fees and costs
- Civil penalty to the U.S. Treasury to vindicate the public interest, in an amount not exceeding \$55,000 for a first violation of the Act and in an amount not exceeding \$110,000 for any subsequent violation of the Act

Servicemen

A member of the Air Force, Army, Navy, Coast Guard, Marines, etc. has rights under the Servicemember’s Civil Relief Act. This Act protects Servicemembers and their families from eviction from housing while on active duty due to nonpayment of rents when they receive a permanent change of station orders or who is deployed to a new location for 90 days or more the right to terminate a housing lease. The purpose of this Act is to postpone or suspend some of the civil obligations of military personnel to allow them to give their full attention to their military duties. In order to receive protection under the SCRA, the Servicemember must prove that military service has materially affected the ability to fulfill their financial obligations. There are additional situations to be aware of as well.

The provisions of this Code section shall apply to all residential rental or lease agreements entered into on or after July 1, 2005, and to any renewals, modifications, or extensions of such agreements in effect on such date.

The provisions of this Code section may not be waived or modified by the agreement of the parties under any circumstances.

Environmental Protection Agency (EPA)

When you are managing a home built prior to 1978 or the home has products that were manufactured prior to 1978 you must be within the EPA guidelines when making revisions or corrections to a home. Effective July 6, 2010 EPA is requiring certification and the use of lead-safe work practices for all contractors and property owners conducting renovations, repairs or preparation of surfaces that disturb lead-based paint in homes, child care facilities, apartments, hospital and schools built before 1978.

It is your responsibility to choose a contractor who is Lead-Safe Certified. Federal law requires that if you or someone on your staff is performing the work your firm must be Lead-Safe Certified and your staff trained in lead-safe practices. These work practices include:

- Containing the work area
- Avoiding renovation methods that generate large amounts of lead-contaminated dust
- Cleaning up thoroughly

The fine for failure to follow the lead-safe work practices is up to \$37,500 a day.

The Federal Trade Commission

This government agency mission is the promotion on consumer protection and the elimination and prevention of what regulators perceive to be harmfully anti-competitive business practices. When visiting the www.ftc.gov you will need to review the following subject topics to receive a better understanding in protecting consumer information.

- Fair Credit Reporting Act – www.ftc.gov/os/statutes/fcrajump.shtm - Regulates the collection, dissemination and use of consumer information such as the prospective tenant's credit report. When a formal decline letter is required in declining a tenant application
- www.ftc.gov/bcp/edu/microsites/idtheft/bussiness/safeguards.html - FTC offers tips to help you manage personal information wisely and to help minimize its misuse. You must keep all personal information in a fire proof safe, not a filing cabinet with a lock.
- Privacy Initiatives - www.ftc.gov/privacy/index.html

Your State Real Estate Commission

Don't forget to review your Real Estate commission website as well. It is a great resource for agreements, contracts and forms and they have specific regulations regarding handing money such as security deposits and collecting non-refundable fees, disclosure of material facts and much, much more. Also you will need to review your State's guidelines regarding Landlord Tenant Laws.

State and Local Regulations

You are legally responsible for compliance with state and local city and county laws, regulations and ordinances regarding building codes, housing codes (livability condition), maintenance codes and occupancy limitations just to name a few. Failure to comply with these laws can result in legal actions such as fines, lawsuits, and complaints filed with the U.S. Department of Housing and Urban Development (HUD) or your state or local housing agencies.

Establish a Property Owner Agreement

Once your client makes a decision to hire you, first you must verify that they actually own and have a title to the property, all taxes, insurance, HOA/Condo fees and assessments, mortgages are paid and up-to-date, and review current leases and security deposits. Request an "Owner Disclosure Statement" for your file. Ask to review any recent marketing advertisements and who has the security deposits? Each owner will have their own guidelines, goals and objectives regarding each rental property and every agreement will include basic provisions, which you will want to review carefully.

Establish a Property Management Plan

A management plan is the financial and operational strategy for the ongoing management of a property based on economic trends, absorption rates, local neighborhood market and supply and demand. This plan is a formal agreement between a property owner and a property managing agent and it becomes a blueprint. To ensure a smooth and mutually profitable relationship, it is vital to have this written agreement containing the terms and clauses agreed upon, such as accepting rent, compensation, home maintenance responsibility, advertising vacancies, performing credit and background checks on tenants, etc.

Establish Tenant Qualifications

It is important to organize your rental qualifications and policies before marketing the property and talking with prospective tenants. Qualifications could include requiring a certain monthly income to support the rental payment, perhaps you will require the tenant to have a bank account, verification of previous rent history, interviewing the previous next door neighbor, co-signers, and your property may impose a no smoking no pet policy.

The Rental Application Process

Your rental application is your most important screening document, because it asks for a broad variety of information that will help you decide whether an applicant is likely to be stable, rent-paying and reliable tenant.

Be sure you have expressed permission and have a signed authorization form by all parties over 18 before screening and selecting tenants. You will most likely verify everything on the application and order a consumer, investigative and/or criminal report. A property manager must provide full disclosure in the rental application or provide the applicant tenant written documentation of their intention to perform a civil and criminal background search.

Will you perform some verification on your own or will you contract a third party company that specializes in tenant screening to help? Establish a questionnaire checklist for information you are verifying on your own such as references and employment.

The toughest part of being a property manager is **rejecting tenants**. Keep in mind when you decline a rental application based on information provided by a third party you must provide the applicant tenant written notice as to the information, where you found it and who is reporting said information. You must send a rejection letter if your decision was based in whole or in part on the following sources of information:

- A credit report
- A criminal background report
- A tenant-screening company or any third party who is not your employee

Mail your rejection letter return receipt requested. This will give you proof that it was sent on a certain date.

If information was provided from a third party reporting company, the applicant may request an explanation with 60 days of learning your denial. Calculate the time and mark your calendar. Choose your words with caution, give the applicant a truthful explanation, but one that will not invite an angry phone call or support a lawsuit. Keep great notes in the file.

Rental Agreement, Lease

A written rental agreement or lease establishes a relationship that creates enforceable rights and duties for the tenant and the property manager plus it spells out all the terms and conditions of tenancy. When you sign a rental or lease agreement, it's a legal contract. At the end of the agreement you have several options:

- Decline to renew
- Sign a new lease for a set period of time
- Do nothing, which means under the law of most states, your lease will convert into a month-to-month if you continue to accept monthly rent

Handling Security Deposits and Fees

A security deposit is any money a landlord takes from a tenant other than the advance payment of rent. The security deposit serves to protect the landlord if the tenant breaks or violates the terms of the lease or rental agreement. It may be used to cover damage to the property, cleaning, key replacement, or back rent. A security deposit does not include any fee which is agreed not to be refunded to the tenant under the terms of the rental or lease agreement. Each fee or deposit collected must be clearly broken down for the tenant.

If there is a dispute regarding these fees and it cannot be handled outside of court, the tenant may elect to sue. Locate your Landlord Tenant Laws and become familiar with handling these types of collected fees.

How to Avoid Security Deposit Disputes

Keep good records of the condition of the rental property. Perform a walk-through with a checklist and pictures with the tenant on the day of occupancy and when he or she moves out. To ensure that your property continuously meets livability standards, you should perform quarterly inspections. Make repairs and revisions along the way and take plenty of pictures. A faithful property maintenance log will qualify as a “business record” admissible as evidence in court that you can use to establish that you normally record tenant communications when they are made.

Maintenance and Repairs

For personal security and safety problems, you will want to get the repairs completed immediately. As a rule of thumb, you should generally attempt to get the work done on problems that are major inconveniences to the tenant within 24 hours and less serious requests within 48 hours.

If the property manager fails to make the requested repairs within a reasonable time after written notice, the tenant can either file a lawsuit against their property manager for damages caused by his failure to repair.

House Rules

As a property manager, having a well-written lease agreement with all the terms, responsibilities and legal recourse when terms are not followed, clear and precise will protect your management business. In addition, you should establish the everyday rules you want your tenants to follow. The “house rules” are generally more relaxed in language, are more flexible and are simply intended to help everyone get along better and live in harmony.

A signature on your house rules is just as important as the signature on the lease. These House Rules govern the property and grounds and must be adhered to by all tenants, guests, invitees and licensees. You want to be clear that your tenant understands the rules and agrees to abide by them. It is best to review all rules in person with the tenant and answer all questions for a clear understanding of what is expected on the day of occupancy. Have them sign an acknowledgment and commitment to comply with the house rules a throughout tenancy.

Eviction

You cannot change the locks; discontinue the utilities to force a tenant to move. You must go through the judicial system to evict. You will need to be familiar with the eviction notice, filing forms, fees and timeline regarding eviction in the county where the subject property is located. Review your agreement for terms and visit your county website for additional instructions.

The Basis for Evicting a Tenant Includes

- Non-payment of rent
- Failure to surrender the premises at the end of the lease term
- Breach of the lease, including any rules that are part of the lease, if the lease provides such breach entitles the landlord to terminate the lease

Handling Return Checks

If you are the recipient of a bad check, you can take several steps to recoup the rent money, as well as the fees you incurred from your bank.

- Redeposit the check
- Call the customer for another type payment
- Send certified letter demanding payment
- Hand over the bad check to the police department. Writing a bad check is a crime.
- Contact a collection agency
- File a small claims action in court

Your state has a statute that specifies how you can collect on a return check. Do you know what they are?

Late Fees

You can charge a late fee on the first day rent is late, but most property managers' charge fees after five to ten days late. If you allow a grace period, be specific in your agreement how late fees are calculated and when they will be charged to the tenant.

In most states, there is no maximum amount of late fee you may charge; however it should be "reasonable" and stated in the terms of the rental or lease agreement. It is imperative to notify tenants immediately of penalties due if rent is not paid which can put the lease in default status. You want to help them keep their lease in good standing, help them keep their word and their credit in good standing, too.

Keeping Tenants Happy

Keeping good tenants happy is an investment in your business. Renewals are an important goal.

Keeping tenants is much more profitable than find new ones.

- Be courteous professional at all times. Build a relationship and be responsive. Think of them as your customer!
- Deal with disruptive tenants promptly
- Respect your tenant's privacy
- Inform tenants of all rules and regulations up front. Post them on your website for easy accessibility
- Be available and answer phone/text/email messages promptly. Responding to tenant complaints quickly.
- Always put your tenants' safety first and don't be afraid to help them know this. Perform regular property maintenance, and keep it well maintained
- Offer a grace period when collecting rent

Homeownership – The American Dream

It will be your responsibility during tenancy to encourage and connect the tenant with a HUD approved housing counselor to prepare them to purchase the rental property or another home. There are many resources and opportunities for the tenant to achieve the American Dream of homeownership today, i.e. low interest rates, lenders have money to lend, inventory is affordable, down payment assistance programs, loan programs to finance repairs and upgrades to property and a home warranty for a resale.

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Resources

- The Office of Fair Housing and Equal Opportunity (FHEO)
- Email: fheo_webmaster@hud.gov – 800-669-9777
- Americans With Disabilities Act - www.ada.gov
- www.ada.gov/regs2010/factsheets/title3_factsheet.html
- Access Individual Area Fair Market Rent Summary
- www.huduser.org/portal/datasets/fmr/fmr_il_history.html
- IRS - www.irs.gov, Contact local office - www.irs.gov/localcontacts/index.html
- 800-829-1040 Individuals, 800-829-4933 Businesses
- www.militaryhub.com/article.cfm?id=149
- www.Hud.gov, www.fairhousing.org, 800-669-9777
- Automated Housing Network, www.ahrn.com
- www.ftc.gov/bc/antitrust/index.shtm

Environmental Protection Agency – Lead Based Paint

- EPA Lead-Safe Certification Program Property Manager - www.epa.gov/lead/pubs/lscp-propmgr.htm
- Accredited Renovation Training Program - http://cfpub.epa.gov/flpp/searchrrp_training.htm
- Locate Certified Renovation Firms - http://cfpub.epa.gov/flpp/searchrrp_firm.htm

- www.epa.gov/getleadsafe.com
- www.epa.gov/lead/pubs/renovation.htm#requirements
- www.epa.gov/lead/pubs/training.htm- Renovate Right Brochure, EPA Lead Paint Handout for Property Managers Brochure - Compliance Guide
- Lead Based Paint New Changes Federal Registry
- EPA (800) 424-LEAD (5323)
- HUD - http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/lbp/hudguidelines

Federal Trade Commission

- Federal Trade Commission - www.ftc.gov
- Department of Justice - www.doj.gov
- Fair Credit Reporting Act – www.ftc.gov/os/statutes/fcrajump.shtm
- The “Red Flags and Address Discrepancy Rules”- www.ftc.gov/redflagsrule
- Protecting Consumer’s Personal Information
www.ftc.gov/bcp/edu/microsites/idtheft/bussiness/safeguards.html
- Fair Debt Collection Practices Act - www.ftc.gov/os/statutes/fdcpajump.shtm
- Access Your Credit Reports - www.ftc.gov/bcp/edu/pubs/consumer/credit/cre34.shtm
- Electronic Fund Transfer Act - www.ftc.gov/bcp/edu/pubs/consumer/credit/cre14.shtm
- Privacy Initiatives - www.ftc.gov/privacy/index.html
- Antitrust Issues - www.ftc.gov/bc/antitrust/index.shtm

Organizations

- Institute of Real Estate Management (IREM) - www.irem.org
- National Apartment Association (NAA) - www.naahq.org
- National Multi Housing Council (NMHC) - www.nmhc.org
- National Association of Residential Property Managers (NARPM) - www.narpm.org

HUD - Property Condition

- HUD Housing Quality Standards -
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/hqs
- HUD Inspection Form PDF - <http://www.hud.gov/offices/adm/hudclips/forms/files/52580-a.pdf>

Tenant Protection Provisions Contained In Public Law 111-22 – After Foreclosure

- <http://www.realtor.org/sites/default/files/handouts-and-brochures/2011/protecting-tenants-at-foreclosure-act-2011-faq.pdf>

Marketing

- Apartamentos Para Rental - www.pararentar.com
- Apartments.com
- Craig's List – www.craigslist.org
- Postlets – www.postlets.com
- Free Website - Wix.com
- www.Homes.com
- www.listhub.com
- For Rent – www.forrent.com
- Rent.com
- RentalHomesPlus – www.rentalhomesplus.com
- www.socialserv.com
- Trulia - <http://www.trulia.com/rent-sitemap>
- www.realtyjuggler.com
- www.hotpads.com

Create Your FREE Virtual Tour

- www.virtualtourcafe.com
- www.flyinside.com
- www.classifiedflyerads.com/free-virtual-tours.php
- <http://youvr.com>
- www.firsthometour.com/general/why_u.s.asp
- www.slide.com

Virtual Staging Resources

- Live Interior 3D - www.belightsoft.com

Virtual Staging Solutions - VirtualStagingSolutions.com

- Obeo - www.obeo.com
- Home Design Studio - www.punchsoftware.com

Compare Your Rent with Other Local Properties

- Rentnet.com
- HUD - Fair Market Rents - www.huduser.org/portal/datasets/fmr.html
- Rentometer - www.rentometer.com

Credit Resources

- Equifax - www.equifax.com
- Equifax Residential Screening - <http://consumer.equifax.com/?elqPURLPage=130>, 800-711-5341
- Experian - www.experian.com
- Rent Bureau - www.rentbureau.com
- TransUnion - www.Transunion.com

Report Rent Payment Information Software Programs

- Yardi - www.yardi.com/USHome/UsHome.aspx, <http://www.yardi.com/US/YardiClassic.aspx>
- MRI - www.mrisoftware.com/products/office/overview.asp
- Amsi - www.amsi.com

Screening

- AnnualCreditReport.com
- Privacy Rights Clearinghouse - www.privacyrights.org
- National Foundation for Credit Counseling - www.nfcc.org
- Association of Independent Consumer Credit - www.aiccca.org
- Identity Theft Resource Center - www.idtheftcenter.org

Management Resources

- National Association of Professional Background Screeners - www.napbs.com
- S2Verify, LLC - www.S2Verify.com
- <http://citicredit.net>
- Star Point Tenant Screening - www.starpointtenantscreening.com
- E-Renter - www.e-renter.com
- You Check Credit - www.youcheckcredit.com
- Tenant Screening Credit - www.tsci.com
- Bank of America - Express Invoicing® - http://promo.bankofamerica.com/olbs_invoice
- Buildium - Online Property Management, www.buildium.com
- Alternative to Yardi Property Management System - DIYresolutions.com
- Quicken - <http://quicken.intuit.com/personal-finance-software/rental-property-management.jsp>
- Sure Deposit - <http://suredeposit.com/Public/default.aspx>
- Propertyware - www.propertyware.com
- YouMail - www.youmail.com
- AppFolio - www.appfolio.com

Megan's Law Database

- www.nationalalertregistry.com

Fraud

The Federal Trade Commission wants to hear from you to forward any unsolicited emails you've received offering a free credit report.

- Email them to: spam@uce.gov
- Federal Trade Commission - www.ftccomplaintassistant.gov

Online Rent Collection

- www.SmartRentOnline.com
- www.PayClix.com
- www.ErentPayment.com

Home Warranties

- Old Republic Home Warranty - www.orhp.com
- American Home Shield - www.ahs.com
- Sears-4-My-Home - 800-4-MY-HOME

Homeownership Counseling

- http://portal.hud.gov/portal/page/portal/HUD/i_want_to/talk_to_a_housing_counselor
- www.homefreeusa.org