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**UPCOMING EVENTS & EDUCATION**

January 12th, 2020

VIRTUAL IAA Membership Meeting  
 Legal Panel & Legislative Update  
 9 AM to 10 AM and 7 PM to 8 PM  
[www.iaahq.com](http://www.iaahq.com)

# IDAHO RENTAL HOUSING

JANUARY 2021

OFFICIAL PUBLICATION OF THE IDAHO APARTMENT ASSOCIATION

208-423-8173 | [WWW.IAAHQ.COM](http://WWW.IAAHQ.COM) | [INFO@IAAHQ.COM](mailto:INFO@IAAHQ.COM)

## Ask An Attorney

By Jeremy Shorts

**Q: My tenant owes rent, but has gone silent. I'm at a standstill because they are not responding to me at all. What do I need to do?**

**A:** Hiring an attorney is often the last resort. We always recommend trying to work with your tenants first to see if you can work out the problems on your own. But when a tenant is ignoring you and not responding or performing, that limits your opportunities to try to fix the problems. When a tenant goes silent, we recommend that you serve the tenant with the eviction notices

*(Continued on page 3)*

## Teaching Renters How to Avoid Eviction

By Idaho Apartment Association

If you need to serve a notice because a renter is violating their contract, the last thing you want is for that notice to lead to an eviction. You want the renter to "resolve" the issue and avoid further consequences. They will only face eviction if they refuse to resolve the situation.

Make sure your renter understands evictions are a consequence only of their choices. They need to resolve the issue in the notice. Only if they fail to resolve the issue will an eviction proceed.

**There are 5 ways renters can avoid eviction for non-payment:**

- 1 - Tap into to personal resources. There are countless examples of people who lost income and found ways to still pay rent. Using savings, getting a loan, selling assets, getting a second or third job are all examples of tapping personal resources.
- 2 - Friends and family. Many renters are getting by currently by relying on friends and family to help cover expenses. It is often hard to ask for help. Renters may need to be encouraged to ask.
- 3 - Churches and community organizations. Churches and community organizations are being very generous right now. Some church congregations are paying one month's rent to anyone in their borders who asks - member or not. Again, the key is asking.
- 4 - Government resources. In

*(Continued on page 5)*

1116 Vista Ave #187  
 Boise, ID 83705  
[info@iaahq.com](mailto:info@iaahq.com)



# Chair's Message : Welcome the New Year - 2021!



*By Lynnette Horton  
Regional Manager  
CBW Properties  
2021 Idaho  
Apartment  
Association Board  
Chair*

As we all look forward to 2021 and starting the new year off, we should also look back at 2020 and congratulate ourselves. 2020 was an unprecedented year in so many ways and the rental housing industry was not left unscathed. I know that you've heard it before and I'm sure that you'll hear it again, but those of us in the rental housing industry are engaged in a profession crucial to our communities. The ones that we live in and the ones that we work in.

We are engaged in one of the most important and noble professions – providing housing to people. Arguably, after food and water, shelter is the most basic necessity for human life – and we have made it our business to provide that to other people. Those of you who own properties have put a significant amount of money into this, and those of you who professionally manage properties have made it your career. You are investing your time, effort and energy into our community directly.

In these challenging times, many housing providers and renters are understandably stressed. Due to the global pandemic caused by COVID-19, events have continued to change and evolve and with those pivots have come new information and new regulations that we have all striven understand and implement within our own lives and within the rental housing industry as a whole.

We should all be proud of how we have worked together to ensure the Idaho Rental Housing Industry has remained strong and that we have done our best to work through the challenges of our “new normal”.

As we reflect on our accomplishments of the last twelve months and commiserate with one another on all the things we didn't get done or goals we let slide away when life “changed in March”, I encourage you not to give up on “New Year's Resolutions” and to make some new goals (or re-ignite missed goals) for yourself both personally and professionally. Write them down to make them real and then look at them every day to remind yourself where you need to direct your time and focus.

**AND** I encourage you to take advantage of your Idaho Apartment Association membership by attending the new virtual membership meetings,

education classes and virtual events like our Reverse Tradeshow on January 28th and others that will take place throughout 2021.

Our education trainings and events are great ways for you to expand your knowledge and business savvy in the rental housing industry. They are also a prime place for you to network with other professionals in the business that may have experience with something in your business you're currently struggling with. Making the right connection with a new vendor could open up a whole new range of possibilities for services you can offer to your clients. Let's ring in the New Year and make 2021 a success together!

**M.U.M.**

## **MEMBERS USING MEMBERS**

If you are using good companies that have not signed up with IAA yet, please encourage them to do so!

You can email contact information to **info@iaahq.com** and we will personally reach out to your supplier or vendor contact.

# Director's Message - Why we need a presence at the Legislature



By Paul Smith  
Executive Director  
Idaho Apartment  
Association

Never before have rental professionals faced the

challenges we face as an industry in the COVID-19 world! From federal eviction moratoriums to local health departments, our industry is under siege. It's never been more important to work together as an industry to fight for our livelihoods. The Idaho Apartment Association is your line of defense in this troubled world!

Now more than ever, the Idaho rental housing industry needs to be active at the state legislature. We are working lobbyists from the Labrador Group in 2021 to protect your interests as a property owner and/or manager. We will work to draft and push for specific legislation, and we will defend our interests from those adversarial to our business.

This is a common practice for apartment associations all over the country. In fact, state apartment association government affairs specialists even have a conference where they get together and discuss issues that are happening all across the country and learn how to best defend themselves in their state.

Idaho is a great state in which to be a landlord or property manager, but there are also some

significant challenges:

- The fair housing advocacy group in Idaho is the most aggressive and overzealous in the country
- Our eviction laws have not been updated and make solving problems expensive and difficult
- Local governments are sometime adversarial to development and operations of rental housing
- We don't have a solid landlord tenant act that provides clarity and protections for landlords or tenants, leaving too much ambiguity and liability

IAA has made improving the operating environment for rental housing professionals a top priority over the past three years and we continue in those endeavors. We are putting our money where our mouth is by spending considerable money and effort and we expect great results.

## How can you help?

We need volunteers to serve on our government affairs committee and help represent all facets of the industry. To volunteer email me [paul@iaahq.com](mailto:paul@iaahq.com).

We also need your contributions to the IAA PAC (Political Action Committee). These funds will be contributed to legislators and candidates who share our values and can help us defend and protect our industry. Our goal in 2021 is to raise \$20,000.

There are some who are nervous about IAA getting involved in

government affairs. To them I respectfully say instead of watching nervously - get involved. Help guide us. In the words of George Bernard Shaw, "People who say it cannot be done shouldn't interrupt those who are doing it." We hope you will support and help us. If you do, I am confident we will get great returns on our efforts and improve our industry.

- Paul Smith, Executive  
Director

*(Continued from page 1 - Ask An Attorney)*

applicable to the problems you're dealing with. In the current situation, that would be a "Three Day Pay or Quit" that gives the tenant three court days to either pay the balance owed or vacate the property. Even if you want to try to avoid filing an eviction, you should still serve an eviction notice. That gives the tenant the three days required under Idaho law to come to the table to work things out. If they don't respond, then you've cleared the path to move forward with an eviction. You never know when a problem tenant will turn into an eviction.

addition to stimulus, unemployment, and other funds, right now there are millions in rental subsidies that can be tapped into - if renters will jump through the hoops of application and bureaucracy. Right now, you should direct renters to the Idaho State Website and impress upon them that they can get help but they need to quickly apply and navigate the process. The housing provider can't access this fund, only the renter can.

5 - If the above fail, the last resort is for the renter to move out. No renter who moves out to resolve their inability to pay or comply can be evicted. Evictions are only to obtain possession when a renter

refuses to move. Moving avoids evictions, the attorney's fees and court costs, and the judgements with damages and penalties every time.

### Emphasize the Consequences of Eviction

Renters do not always understand the consequences of eviction, or the urgency of a resolution. Emphasize to renters the following:

Emphasize to renters the following:

- An eviction is a public record that will affect their ability to rent or get credit for many years
- If the renter forces an eviction, the amount owed will increase dramatically and include attorneys' fees, court costs and damages
- A judgment may be obtained at

the same time and your attorney will seek to recover that money owed

To recover damages the renter's wages can be garnished, which can be devastating to them Renters are the ones who choose eviction, but housing providers can respectfully, and kindly help renters avoid evictions by teaching them these alternatives.

Housing providers should do all they can to avoid evictions including teach renters how to avoid them. But if renters will not comply with leases or enter into payment agreements to get caught up and stay current on rent, an eviction is the legal remedy for owners and we shouldn't hesitate to use it - after all you can do!

## Member Education Center on [www.iaahq.com](http://www.iaahq.com)

### Grow Yourself Professionally by Earning a Credential



CERTIFIED APARTMENT MANAGER

#### [Certified Apartment Manager \(CAM\)](#)

Earning your CAM credential gives you the knowledge to increase your community's net operating income. Whether you're new to apartment management or a long-time property manager, you'll enhance your skills, knowledge, and ability to effectively manage an apartment community and achieve its owners' investment goals.



CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

#### [Certificate for Apartment Maintenance Technician \(CAMT\)](#)

Maintenance expenses are the single largest controllable element in any operating budget. This course acts as an introduction for new maintenance professionals or as a refresher for the veteran employee, teaching what it takes to run a cost-effective maintenance program.

#### [National Apartment Leasing Professional \(NALP\)](#)

Leasing professionals are the first people prospective residents meet and are responsible for generating traffic, conducting leasing demonstrations, overcoming objections and qualifying prospective residents. This program teaches all these skills and more.

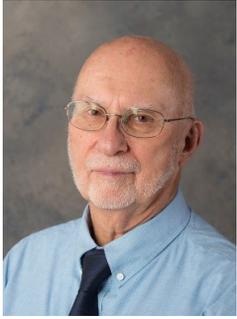


#### [Certified Apartment Portfolio Supervisor \(CAPS\)](#)

This program's curriculum emphasizes recruiting, retaining and engaging high-performing employees. You'll also learn how to analyze and report property and portfolio financial results, conduct due diligence and community takeovers and oversee management agreements.

# IROMA President's Message:

## DRIVE BY INSPECTIONS



By Tom Eubanks  
2021 IROMA  
President

I think it's extremely important that you regularly monitor your rental properties. Part of monitoring your properties is to conduct a drive by of your property at least once a month (if your property is within your local area), or you can assign someone to report back to you. Because at the first sign of a problem, you can send out communication to the resident. If you don't nip potential problems in the bud, small issues can become bigger headaches. It's much better to notify, correct, and

enforce your policy on minor problems before they become big problems. The people who end up giving you the biggest headaches will almost always show you signs early with minor issues.

The problem is that many landlords don't see or hear about these minor issues until they blow up into big ones. In addition to driving by your property at least once a month, develop a relationship with the neighbor next to every property you have, who can text you pictures of potential problems.

Along with doing drive by inspections once a month, it's a great idea to develop a good

relationship with at least one neighbor next to each of your rentals. I always develop a relationship with at least one neighbor next to every property that I have. That's helped me out in many ways, including helping me to buy more properties. By developing a relationship with the neighbors and the landlords of neighbors, if their properties are rentals, I may have an opportunity to add more rentals to my rental portfolio down the road.

By Jeffrey Taylor, Founder  
[mrlandlord.com](http://mrlandlord.com)

### Announcing New Benefits for Members



- ◆ List Properties
- ◆ Accept Applications
- ◆ Screen Applicants
- ◆ Collect Rent Online

Free to create an account and IAA members receive discounted services.

Follow the link at [IAAHQ.COM](http://IAAHQ.COM) to receive the IAA Member pricing, or contact [TJ@rentler.com](mailto:TJ@rentler.com) with questions.

## Have you had a chance to check out our screening partners?



Comprehensive Application screening services.

- ◆ Full Credit Report with FICO
- ◆ Tenant Scorecard
- ◆ Database Criminal Search
- ◆ Sex Offender Search
- ◆ SSN Verification
- ◆ OFAC
- ◆ Eviction Search
- ◆ Residential Verification
- ◆ Employment Verification

### IDAHO APT ASSOC MEMBER PRICING

Multiple package options available. Online access to documents, and option to use Quick Lease Pro.

Use the link on the [IAAHQ.COM](http://IAAHQ.COM) to receive member benefits. Call 1-855-910-8443 with questions.

# Directory of Preferred Suppliers and Vendors

## “Members doing business with Members”

### Apartment Listing

**American Falls Housing Authority**  
[afhousing@hotmail.com](mailto:afhousing@hotmail.com)

**Apartment Locators Home Finding Service**  
 James Asroui  
 208-939-6106  
[info@apartmentconnector.com](mailto:info@apartmentconnector.com)

**Apartments.com**  
 Michele Davis  
 509-688-5233  
[mdavis@costar.com](mailto:mdavis@costar.com)  
[www.apartments.com](http://www.apartments.com)

**Apartment List**  
 602-743-3262  
[jboyt@apartmentlist.com](mailto:jboyt@apartmentlist.com)  
[www.apartmentlist.com](http://www.apartmentlist.com)

**Housing Idaho.com**  
 208-331-4743  
[lesliep@ihfa.org](mailto:lesliep@ihfa.org)  
[www.idahoHousing.com](http://www.idahoHousing.com)

**Rent Path**  
 208-841-5652  
[Traviswilson@rentpath.com](mailto:Traviswilson@rentpath.com)  
[www.apartmentguide.com](http://www.apartmentguide.com)

**Rentler**  
 Sandy, UT 84070  
[tj@rentler.com](mailto:tj@rentler.com)  
[www.rentler.com](http://www.rentler.com)

**Attorney**

**Law Offices of Kirk A. Cullimore**  
[www.cullimorelaw.com](http://www.cullimorelaw.com)  
[kirkjr@cullimore.net](mailto:kirkjr@cullimore.net)

**Neal Colborn, PLLC**  
 James Colborn  
 208-343-5931  
[gln@idahorealestatelaw.com](mailto:gln@idahorealestatelaw.com)

**Cleaning and Restoration**

**Bio-One Boise**  
 Travis Nichols  
 208-505-8731  
[info@bio-oneboise.com](mailto:info@bio-oneboise.com)

**Bio-One Idaho Falls**  
 Justin Turley  
 208-881-2321  
[info@bio-oneidahofalls.com](mailto:info@bio-oneidahofalls.com)  
[www.biooneidahofalls.com](http://www.biooneidahofalls.com)

**CTR Cleanup & Total Restoration**  
 208-377-1877  
[charlotte@ctr-nw.com](mailto:charlotte@ctr-nw.com)  
[www.ctr.nw.com](http://www.ctr.nw.com)

### Disaster Kleenup

Serving Treasure Valley  
 208-941-6697  
[joe.blackwood@iddk.com](mailto:joe.blackwood@iddk.com)  
[www.iddk.com](http://www.iddk.com)

**Hudson Cleaning Co.**  
 Cherish Tharpe  
 208-392-5514  
[hudsonservices2019@gmail.com](mailto:hudsonservices2019@gmail.com)

**ServPro of Boise**  
 208-375-0300  
[btewell@servproboise.com](mailto:btewell@servproboise.com)

**Surface Restoration**  
 720-416-7151  
[tanya@surfacerestoration.net](mailto:tanya@surfacerestoration.net)

**Starlit Cleaning**  
 Catherine Glass  
 208-859-6705  
[catherineglass561@gmail.com](mailto:catherineglass561@gmail.com)

**System Kleen & Restoration, Inc.**  
 Kent Mortensen  
 208-371-8878  
[systemkleen@gmail.com](mailto:systemkleen@gmail.com)

**Collections**

**Genesis Credit Management**  
 844-662-9001  
[bill@genesiscrd.com](mailto:bill@genesiscrd.com)

**Construction & Repairs**

**A Grade Quality Painting**  
[agradequalitypainting@gmail.com](mailto:agradequalitypainting@gmail.com)  
[www.agradequalitypainting.com](http://www.agradequalitypainting.com)

**Communications**

**Key Texting**  
 Craig Holmes  
 510-708-7485  
[craig@thatkey.com](mailto:craig@thatkey.com)  
[www.keytexting.com](http://www.keytexting.com)

**Mitch Whited**  
 208-342-5880  
[allelectricidah@yahoo.com](mailto:allelectricidah@yahoo.com)

**Financing**

**Washington Federal Bank**  
 Bryan Churchill  
 208-338-7380  
[bryan.churchill@wafd.com](mailto:bryan.churchill@wafd.com)

### Fitness Equipment

**Boise Fitness Equipment**  
 Scott Wilde  
 208-884-0885  
[scott@boisefitnessequipment.com](mailto:scott@boisefitnessequipment.com)

**H.V.A.C. Services**

**ShanCo HVAC**  
 Brett Shannon  
 208-906-6928  
[brett@shancohvac.com](mailto:brett@shancohvac.com)

**Flooring**

**Cost Less Carpet**  
 Bryan Wippel  
 208-378-0279  
[costlesscarpet@gmail.com](mailto:costlesscarpet@gmail.com)

**Great Floors**  
 208-884-1975  
[b.embree@greatfloors.com](mailto:b.embree@greatfloors.com)

**Sherwin Willams Floorcovering**  
 208-362-9773  
[sw8622@sherwin.com](mailto:sw8622@sherwin.com)

**Insurance**

**Renters Legal Liability**  
 Julie Larson  
 801-783-3565  
[julie@rllinsurance.com](mailto:julie@rllinsurance.com)

**Strategic Risk Alternatives**  
 Bre Cohen  
 208-424-2249  
[info@strategicriskalternatives.com](mailto:info@strategicriskalternatives.com)

**Western Reporting**  
 Brent Rasmussen  
 801-308-0005  
[brent.rasmussen@westernreporting.com](mailto:brent.rasmussen@westernreporting.com)  
[www.westernreporting.com](http://www.westernreporting.com)

**Internet, TV & Phones**

**Century Link**  
 208-412-0010  
[Ebin.Barnett@centurylink.com](mailto:Ebin.Barnett@centurylink.com)  
[www.centurylink.com/mdu](http://www.centurylink.com/mdu)

**Superior Satellite**  
 208-426-9800  
[supersatidaho@gmail.com](mailto:supersatidaho@gmail.com)  
[www.superior-satellite.com](http://www.superior-satellite.com)

**SenaWave**  
 Cyndi Woosley  
 720-275-2636  
[lan@senawave.com](mailto:lan@senawave.com)

**Landscaping**

**Cutting Edge Landscape**  
 208-378-4588

[johnb@cuttingedgelandscape.com](mailto:johnb@cuttingedgelandscape.com)

**Emerald Lawns**  
 208-570-2717  
[emeraldlawnandpest@gmail.com](mailto:emeraldlawnandpest@gmail.com)

**Green Services Inc.**  
 208-794-6448  
[jamin@mygreenservice.com](mailto:jamin@mygreenservice.com)  
[www.mygreenservices.com](http://www.mygreenservices.com)

**U.S. Lawns**  
 Boise Area  
 208-463-4317  
 Twin Falls Area  
 208-934-6255

**Laundry Services**

**CSC Service Works**  
 Kye Bunnell  
 385-215-4500  
[kbunnell@cscw.com](mailto:kbunnell@cscw.com)

**Hainsworth Laundry Company**  
 Melissa White  
 800-529-0955  
[melissa@hainsworthlaundry.com](mailto:melissa@hainsworthlaundry.com)

**Maintenance Supply**

**HD Supply Facilities**  
 Dan J. Stewart  
 208-514-9920  
[daniel.stewart@hdsupply.com](mailto:daniel.stewart@hdsupply.com)  
[www.hdsupplysolutions.com](http://www.hdsupplysolutions.com)

**Mortgage Finance**

**CBRE**  
 Shawndy Behne  
 505-837-4997  
[Shawndy.behne@cbre.com](mailto:Shawndy.behne@cbre.com)

**Paint**

**A Grade Quality Painting**  
 208-919-2679  
[agradequalitypainting@gmail.com](mailto:agradequalitypainting@gmail.com)

**Sherwin Williams**  
 208-362-9773  
[sw8622@sherwin.com](mailto:sw8622@sherwin.com)

**Parking Enforcement**

**Abys Towing**  
 Lee Bellemare  
 208-288-0471  
[lee@abysstowing.com](mailto:lee@abysstowing.com)  
[www.abysstowing.com](http://www.abysstowing.com)

**Kase**  
 Nathan Nuno  
 208-941-5191  
[nathan@kaseparkingenforcement.net](mailto:nathan@kaseparkingenforcement.net)

**Pest Control**

**Custom Bed Bug**

Hans Madsen  
 208-957-5511  
[info@custombedbugs.com](mailto:info@custombedbugs.com)

**Pestcom Pest Management**  
 Steven Wilson  
 208-639-1776  
[swilson@pestcom.com](mailto:swilson@pestcom.com)

**Sprague Pest Control**  
 Richard Voss  
 208-338-8990  
[rvoss@spraguepest.com](mailto:rvoss@spraguepest.com)

**Property Management**

**Evans Property**  
 Rene Evans  
 208-251-8697  
[revans@gatecityrealestate.com](mailto:revans@gatecityrealestate.com)

**Square One Property Management, LLC**  
 208-488-4276  
[crossfieldmeridian@gmail.com](mailto:crossfieldmeridian@gmail.com)

**Edward Anderson Broker**  
 509-994-2257  
[efa517@gmail.com](mailto:efa517@gmail.com)

**Commercial Northwest Property Management**  
 208-344-0288  
[marianne@commercialnw.com](mailto:marianne@commercialnw.com)

**Property Management Software**

**Henri Home**  
 Dan Vanderheide  
 480-270-8383  
[dan@henrihome.com](mailto:dan@henrihome.com)  
<https://henrihome.com>

**Entrata**  
 David Davies  
 4205 Chapel Ridge Rd.  
 Idaho, UT 84043  
 801-877-1841  
[ddavies@entrata.com](mailto:ddavies@entrata.com)  
<https://entrata.com>

**Security**

**Signal 88 Security**  
 208-340-5446  
[dcrowell@signal88.com](mailto:dcrowell@signal88.com)

**Kase**  
 Nathan Nuno  
 208-941-5191  
[nathan@kaseparkingenforcement.net](mailto:nathan@kaseparkingenforcement.net)

**Reputation Mgmt**

**Curvue**  
 530-556-4900

[michelle@curbvue.com](mailto:michelle@curbvue.com)

**Resident Portal Services**

**Henri Home**  
 Dan Vanderheide  
 480-270-8383  
[dan@henrihome.com](mailto:dan@henrihome.com)  
<https://henrihome.com>

**Satellite Services**

**Superior Satellite**  
 208-426-9800  
[supersatidaho@gmail.com](mailto:supersatidaho@gmail.com)  
[www.superior-satellite.com](http://www.superior-satellite.com)

**Scent Marketing**

**Aire-Master of Idaho**  
 Edward Zigmund  
 208-466-0700  
[magicvalley@airemaster.com](mailto:magicvalley@airemaster.com)  
[www.airemaster.com](http://www.airemaster.com)

**Aire-Master of the Gem State**  
 Patty Thies  
 208-250-9221  
[gemstate@airemaster.com](mailto:gemstate@airemaster.com)  
[www.airemaster.com](http://www.airemaster.com)

**Tenant /Pet Screening**

**Western Reporting**  
 Brent Rasmussen  
 801-308-0005  
[brent.rasmussen@westernreporting.com](mailto:brent.rasmussen@westernreporting.com)  
[www.westernreporting.com](http://www.westernreporting.com)

**Rentler**  
 Sandy, UT 84070  
[tj@rentler.com](mailto:tj@rentler.com)  
[www.rentler.com](http://www.rentler.com)

**Utility Billing**

**MultiFamily Utility Co**  
 404-487-6066  
[nweaver@multifamilyutility.com](mailto:nweaver@multifamilyutility.com)

**Wholesale**

**Costco**  
 208-321-8745  
[w761mkt03@costco.com](mailto:w761mkt03@costco.com)  
[www.costco.com](http://www.costco.com)