



Inside this issue:

RentLinx Stats	2
Coverage Area	2
Associate/ Preferred Member	2
Non-email Disclosure Addem.	3
5 Facts in Tenant	4
Membership Count	6
Important Dates	6

Next Meeting

**Tuesday, November 19, 2013**

5:30 p.m. **Granny Shaffar's, N. Range Line, Joplin**

**Monte Duncan, Pest Control**

Our next meeting will be this coming Tuesday, November 19, 2013. Dinner buffet is at 5:30 p.m. with our program to start at approximately 6:15 p.m. Cost of the meal is \$10 per person. Reservations are not required and guests are always welcome.

## Are You A Virtual Victim of Your Tenants?

**What every landlord needs to know about**

### **E-mail with tenants**

**What is the best form of communication between landlord and tenant?**

In recent years, I've found that an astounding number of landlords communicate regularly and casually with their tenants via email. Many landlords prefer this. I don't. Here's why.

The method of email communication between two parties makes either party available for contact 24/7 at the whim of the other party. This leads to an expectation for the sender that the receiver instantly got the message or notification, when in actuality, the message may not be seen for hours, days or even weeks - depending on how often the receiver is online and check that email.

Tenant email often lacks thought and consideration that would normally go into a written letter, phone call or face to face conversation. Because emails are so impersonal, people tend to say what is on their minds or emotions without any restraint or time to think the issue over first. That often leads to misunderstandings and hard feelings.



# rentlinx 2nd Quarter Stats

## Properties Views

411 April

225 May

161 June

## Units Listed

122 April

123 May

122 June

## RentLinx

List your properties

Here for on-line

Search of available

Housing units

[www.RentLinx.com](http://www.RentLinx.com)

Prospects may

search by:

# Bedrooms

School District

County

City

## Association Coverage Area

According to MAA, our Association covers a large area of southwest Missouri, southeast Kansas, northeast Oklahoma and northwest Arkansas. These are the counties which are in our Association's area:

**Missouri:** Barton, Jasper, Newton, McDonald

**Kansas:** Linn, Bourbon, Crawford, Cherokee

**Oklahoma:** Craig, Mayes, Cherokee, Ottawa, Delaware, Adair

**Arkansas:** Benton, Carroll

If you know someone who is a rental owner or manager or who is considering becoming an owner/manager, tell them about us and all we can do for them!

### **Landlords who use email as their primary mode of communication with tenants can be setting themselves up for legal problems without even knowing it!**

Now more than before, courts are accepting printed out emails as proof of official notices, repair requests and other paper trails by tenants to be used against landlords. The LPA does not recommend email communication as a medium for any official notices regarding the tenancy from tenants. For your protection, insert the notice below to appear at the bottom of any emails you send to your tenant.

#### **Free E-Mail Disclaimer Notice**

*DISCLAIMER: This email address is used primarily for advertising purposes. If you have business with our company, please note that all official notices or requests should be sent to us directly in writing by First Class mail or certified mail. We do not guarantee a timely response to any email messages.*

### **Free Lease Clause for Official Notices**

We feel it wise to include the following clause in your Lease Rental Agreement:

*NOTICES Any notice which either party may or is required to give, may be given by mailing the same, by certified mail, to Tenant at the premises, or to Owner at the address shown below or at such other places as may be designated by the parties from time to time. This includes notification or requests for repairs. Tenant is required to notify Owner in writing of Intention to Vacate or Intention to Re-new at least \_\_\_ days before the expiration of this lease. Tenant agrees to follow instructions provided in the Intention to Vacate form and the Intention to Re-new form.*

*Tenant agrees to immediately notify Owner or Agent in writing by certified mail of any dangerous or hazardous conditions existing on the premises.*

### **LPA Essential Form: No E-Mail Disclosure Addendum**

The LPA No E-mail Disclosure Addendum discourages the tenant from easily abusing contact with the landlord through email. In today's hi-tech society, it is common to find tenants through internet ads, such as Craigslist, The LPA Rental Ads and other rental websites. This is how the tenants usually obtain the landlord's email address.

For various reasons, some landlords prefer the tenants do not use their email to address any official issues or problems concerning the rental. The landlord may not check email frequently enough, may not feel comfortable handling rental business by email, or maybe would prefer to not make tenant-landlord contact so available or frequent. Whatever the reason may be, the landlord now has the option at lease signing to disclose to the tenant that further communications should be done by telephone and or in writing.

Keep up with who –or who doesn't—live in your neighborhood

[Www.jshp.dps.mo.gov/MSHPWeb/PatrolDivisions/CRID/SOR/SORPage.html](http://Www.jshp.dps.mo.gov/MSHPWeb/PatrolDivisions/CRID/SOR/SORPage.html)

Receive email notifications when sex offenders move into/out of or work in your neighborhood.

PF 73 Non E-Mail Disclosure

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### NON E-MAIL DISCLOSURE ADDENDUM

This addendum is made this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, and is added to and amends that certain agreement by and between \_\_\_\_\_ as Tenant(s) and \_\_\_\_\_ as Landlord(s), which agreement is dated \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Said agreement is amended as follows:

The parties agree that although email communications may have been used between the landlord and tenant prior to the signing of the above stated lease agreement, email communications **shall not be recognized** as an official form of communication.

Any and all communication between tenant and landlord shall be in written form or by telephone. Any and all **official notices or requests** shall be properly delivered in writing as outlined in the lease agreement.

#### Additional Terms or Instructions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed:

\_\_\_\_\_  
\_\_\_\_\_



### Associate/Preferred Vendor List

- ABC Supply Co., Inc., 624-0486**
- Absolute Best Carpet Cleaning, 358-3962**
- Derailed Commodity, 781-6616**
- Haskin's American Family Insurance, 624-6200**
- Keller-Williams Realty, 623-9900**
- Mid-Missouri Bank**



American Family Insurance  
Steven Haskins, Agent  
1901 E. 32nd, Suite 16  
Joplin, MO 64804  
417-624-6200  
Www.AmFam.com



Derailed Commodity  
3001 S. Range Line Rd  
Joplin, MO 64802-3260  
Bob Waldo, Sales  
417-781-6616  
Www.derailedcommodity.com

Absolute Best Carpet Cleaning  
1113 Orchard St.  
Carthage, MO 64836  
Tyson Waldo, Owner  
Www.absolutebestcarpetcleaning.org



ABC Supply Co., Inc.  
3632 E 20th St.  
Joplin, MO 64801  
417-624-0486  
Susan Boyer, Manager



**KELLER  
WILLIAMS**  
REALTY

Keller/Williams Realty  
619 S. Florida Ave.  
Joplin, MO 64801  
Donny Allen, Owner/  
Agent  
417-623-9900 X315



MID-MISSOURI  
BANK

Mid Missouri Bank  
2230 E 32nd St  
Joplin, MO 64804  
Garrett Terry, VP  
417-782-4353

## 5 Secret Facts in Tenant Screening

**Why do experienced landlords who know how to screen tenants still get bad ones?** They understand the rental housing industry, have a system of tenant screening, have a good rental application, have access to get credit reports, charge screening fees, and more, but for some reason still find themselves in eviction court! Why?

In order to secure a good tenant for your rental, it is critical that we practice proper tenant screening, but it is also important to understand some of the **Secret Facts of Tenant Screening**.



## What Are "5 Secret Facts of Tenant Screening?"

### Fact # 1: You are screening ALL the time!

Most people think that tenant screening is a quick little investigation starting with a rental application and ending with an approved credit check. **Not true!** A full screening begins at the point of First Contact when the tenant first responds to your rental ad. It continues through the showing process, the application process, the verification process and the review process all the way through to the very end of the lease signing process. At any time during this entire period, a landlord may find a reason to disqualify a prospect. **Fact # 2: All tenants feel they deserve as much as they can get from you.**

That doesn't make them a bad person. It's just business and understandable, so always keep that in mind and try to remember that in order to have a happy tenant who stays and respects you and your property, you must provide them with a quality rental they are happy to keep paying for each month. A good deal. Oh, and because you're a good person, try to keep your charitable instincts under control. (As much as possible. Remember, this is business.)

### Fact # 3: You can count on predictable responses during the screening process.

I usually try to get prospective tenants to show their "true colors" as early as possible. This is an enlightening and time saving practice, whether it is positive or negative. By mentioning that a credit check is required or that the management reports rent payments to the credit bureau, you may get an idea of how the prospect feels towards his or her credit. For example, sometimes asking for pay stubs or tax records can ruffle feathers or not.

### Fact # 4: There are 3 factors in every rental negotiation

1. **Power or Leverage** Who has the power? Who needs to rent fast or who needs a tenant fast? Do you have something the prospect can't find anywhere else?
2. **Information / Knowledge** Know who and what you are dealing with can determine whether you have a successful rental or not. You must know what is in your lease agreement and what your prospective tenants can handle, and if they will earnestly be able to perform what is agreed.
3. **Time** If you are in a rush to rent, you may not be able to stand firm on your price. This is an important negotiating factor. One month either way equals a month of rent either in your pocket or not in your pocket.

### Fact # 5: There are 4 factors in every tenant approval

1. **Credit History**
2. **Cooperation with the screening process** An uncooperative applicant is a MAJOR red flag!
3. **Income** Will the rent be paid? Do they have the income needed to comfortably cover all their bills, living expenses plus the rent?
4. **Timing** If you find the perfect tenants who want to move in 6 months while your rental is ready now, will you wait? Probably not, but sometimes it could be worth waiting a reasonable amount of time for the right people.

#### About the author:

As a Real Estate broker / investor in New York, John Nuzzolese has been involved with rentals and investment property since 1979. Besides owning and operating two real estate businesses, he is president and founder of The Landlord Protection Agency, Inc. , an organization specializing in helping landlords and property managers avoid the hurdles and pitfalls and expensive blunders common when dealing with tenants.

More information on The Landlord Protection Agency is available at [www.theLPA.com](http://www.theLPA.com)



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Any advice you may receive from any Director or Officer of the Association is simply our experience or willingness to help and is not to be construed as legal advice. Our intent is to network and to share our experiences with other members. We are not responsible for the legal content of any forms we provide our membership.

**Annual Election of Officers**  
**November is annual election of Officers. If you would like**  
**to serve on the Board, please contact a Board member.**

**SOUTHWEST  
MISSOURI RENTAL  
HOUSING  
ASSOCIATION**

64802-1801

Phone: 417-781-3337

E-mail: info@swmorental.com

**We're on the Web!**  
**SWMORENTAL.com**

**'NO CALL' LIST**

You may sign up for the Missouri Attorney General's "No Call" List. Call toll-free 1-866-NOCALL1 or log on to:

[www.moago.org](http://www.moago.org).

**Membership as of  
October 31, 2013:**

**21 Landlords  
342 Properties/Units  
5 Associates**

**Southwest Missouri Rental Times**

Each member of this Association shall:

- Strive continually to promote the education and fraternity of the membership and to promote the progress and dignity of the apartment/rental housing industry.
- Maintain and operate our apartment/rental housing projects in accordance with fair practices and in compliance with the By-Laws of the Association.
- Promote and maintain a high standard of integrity in the performance of all rental obligations and services in the operation of our apartment/rental housing projects.
- Establish high ethical standard of conduct with suppliers and other doing business with the apartment/rental housing industry.
- Endeavor to expose all schemes to misleads or defraud the apartment/rental housing residing public and to aid in the exposure of those responsible.
- Seek to provide better values in apartment/rental housing.

**Purpose**

- The purpose of this Association shall be:
- To advance the general welfare of the rental housing industry.
- To participate for the purpose of mutual benefit in an interchange of information and experience with all state and local affiliated associations of the National Apartment Association.
- To encourage within the apartment/rental housing industry a high appreciation of the objectives and responsibilities of apartment/rental housing owners and operators in providing adequate privately owned housing.
- To promote the enactment and enforcement of local, state and federal laws beneficial to the apartment/rental housing industry and free enterprise.
- To disseminate useful information to all members and inspire them to further educate themselves in the practical features of their apartment/rental housing operations.
- To advocate a code of ethics to maintain high professional standards and sound business methods among its members for the best interests of the industry and the public.

**Upcoming Events and Dates to Remember**

**November 19**—regular membership meeting. 5:30 pm Granny Shaffer's, Joplin. Speaker, Monte Duncan, Pest Control.

**December 3**—BOD meeting 5:00 pm Keller/Williams Realty.

**December 17**—regular membership Christmas Party!, 5:30 pm Granny Shaffer's, Joplin. Entertainment by Faithful Heart.

**January 7**—BOD meeting 5:00 pm Keller/Williams Realty.

**January 21**—regular membership meeting. 5:30 pm Granny Shaffer's, Joplin.

**February 4**—BOD meeting 5:00 pm Keller/Williams Realty.

**February 18**—regular membership meeting 5:30 pm Granny Shaffer's, Joplin.

**March 4**—BOD meeting 5:00 pm Keller/Williams Realty.