

WHAT'S INSIDE?

FROM THE PRESIDENT

How Coronavirus will Affect
Real Estate • page 4

LAURA'S BLOG Preparing for
the Unknown • page 5

UPCOMING EVENTS

NOVEMBER

**GENERAL MEETING:
MENTAL HEALTH IN THE
WORKPLACE WITH BRETT
KAUFMAN**

NOV 12 • 11:30 AM - 1:00 PM
Virtual Event

**MEETING OF THE MINDS:
INDUSTRY BRAINSTORMING**
NOV 17 • 3:00 PM - 5:00 PM
Location TBA

CAA EDUCATION

HVAC A-Z

NOV 3 • 9:00 AM - 4:00 PM
Instructed by Chadwell Supply

- How to troubleshoot and repair HVAC systems
- Includes terminology, tools, charging procedures, thermostats, evaporator coils, compressors, head pressure, fan and electrical systems, and much more

YOU GOT THE JOB! NOW WHAT? LEASING 101

NOV 18 • 9:00 AM - 4:30 PM
7 CEUs Available • Instructed

by Lisa Schmidjell-Justice,
Haley Residential

- Leasing and property management basics
- Customer service basics
- Working with prospects
- Closing the sale

CORE LAW

NOV 19 • 9:00 AM - 12:00 PM
3 CEUs Available • Instructed by
Bill Willis, Willis Law Firm

- Recent changes to state and federal real estate laws
- Recent rule and regulation changes

TELEPHONE TECHNIQUES

DEC 1 • 9:00 AM - 12:00 PM
Instructed by Lisa Schmidjell-

- Justice, DEI Communities
- Basic telephone training
 - Why the phone is important
 - Turn calls into prospects

With Some Traditions Absent, Challenge Cup Golf Still Provides Fun, Competition

The CAA held its annual Golf Outing on August 31, 2020 returning to New Albany Country Club.

Over 140 golfers gathered for a socially distanced, unusual CAA outing. While it looked and felt different than in years past members enjoyed a beautiful day of scramble golf and friendly competition.

Golfers were assigned tee-times prior to the event to comply with state mandates and directed to their starting tee throughout the morning. Despite the new circumstances' golfers took advantage of participating in the 50/50 raffle, Putt for PAC and the Skins game as they always have. Tee times rolled off continuously from 9:00 – 11:00 with golfers making their way around

• **GOLF CONTINUED ON PAGE 3**



Schottenstein Real Estate Group enjoyed their day on the golf course

Hatzifotinos Urges CAA Members to Communicate with Local Officials to Help Stay Potentially Hazardous Measures



On Thursday, September 10, nearly 50 CAA members continued to embrace the new normal by attending the first ever Virtual General Meeting via Zoom.

After a quick welcome and some housekeeping items Dimitri Hatzifotinos with Willis Law got the ball rolling discussing evictions, tenant's bill of rights and a potential new protected class of renters.

Hatzifotinos began with an update on evictions with the end of the CARES Act and the newly implemented CDC rules. He encouraged landlords to urge delinquent residents to take advantage of IMPACT

funding available that would help stay the eviction. Currently, IMPACT is stationed at Franklin County Eviction Court and has a pool of \$5 Million dollars available for allocation to help residents settle rent disputes. This is a one-time use; a second delinquency will result in an eviction.

Now, before an eviction, landlords must serve a 24-hour notice to verify occupancy. Courts are asking if the resident does occupy the unit before proceeding with an eviction. Proof must be provided. Photographic evidence was suggested.

• **GENERAL MEETING CONTINUED ON PAGE 2**

Associate Members Participate in Vendor Parades

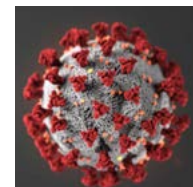
On Wednesday, August 12 CAA Associate Members celebrated property and on-site staff with a parade and boxes of goodies during the first of what will turn out to be several CAA Vendor Parades throughout the Central Ohio area.

Due to the significant interest among CAA Primary Member properties, this one-time event has turned into an event that will span a number of weeks as Associates work to visit each property insuring everyone gets a chance to partake in the fun.

• **VENDOR PARADES CONTINUED ON PAGE 2**



Associate Members pose for a group photo during the first Vendor Parade



COVID-19

Visit CAA Response Page at
www.caahq.com/covid-19.html

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- Chris Rohrbacher, Schottenstein Property Group
- Brian Schottenstein, Schottenstein Real Estate Group
- Don Seager, REMAX Affiliates/Seager & Associates
- Neil Sethi, Landis Properties
- Andrew Showe, Showe Management Corporation
- Carrie Sitterley, Sentinel Real Estate Corporation
- Noelle Smith, Redwood Living
- Scott Solomon, Oxford Realty
- Mark Wagenbrenner, Wagenbrenner Development

• GENERAL MEETING CONTINUED

Hatzifotinos continued by saying that courts are also now requiring that the landlord or a designated representative be present at all eviction hearings. It must be someone with knowledge of the situation.

Next he discussed a proposed Tenant’s Bill of Rights that is working its way through Bexley city council and will likely find it way to other municipalities if passed, including the City of Columbus. Items included are: Source of Income as a protected class, must show cause for eviction, not just non-payment and regulation of security deposits.

With source of income no property will be allowed to not accept housing vouchers as a source of income. This means the unit would fall under Columbus Metropolitan Housing Authority guidelines for inspections and leasing. The burden and cost will be on the landlord. Solutions include an increase of rent making the vouchers unusable.

• VENDOR PARADES CONTINUED

During the first parade over 10 vendors visited 9 properties in the Polaris/Westerville area. With each parade excitement and participation have grown as word spreads and enthusiasm builds.

Jack Woodard from The Garratt said, “The Vendors came by and gave us treats for the staff. That is some awesome. Thanks to All Of Our Great Vendors.”

Also, from The Garret Taylor Hartzler said, “Our vendor parade was fun and we got plenty

Eviction for cause was the next item of discussion. Cause must be shown, and proof provided for a non-renewal even with an expiring lease. This would prohibit non-renewal simply for unwanted residents.

Finally, Hatzifotinos touched on new security deposit proposals. This includes not having the ability to charge more than one month and it must be allowed to be paid over six equal installments.

Several times throughout the meeting Hatzifotinos emphasized contacting Columbus City Council to let them know how these issues not only impact multifamily owners and managers, but also residents. He encouraged CAA members to contact city council to voice their concerns, but also suggested having residents reach out with how they will be negatively impacted as well.

A complete recording of the meeting can be found through the link below.
www.caahq.com/sep-gm

of goodies. It was fun to talk to everyone (while practicing social distancing!).”

“CAA Vendor Parade was a lot of fun and a unique idea in bringing vendors together with friendly new faces to meet and greet with treats,” said Heather Ambrecht, Community Manager at Northgate Crossing.

Once the parades are complete it is estimated that vendors will have visited over 50 properties.

SAVE THE DATE

NOVEMBER GENERAL MEETING

**Mental Health in the Workplace
with Brett Kaufman**

November 12, 2020

11:30 a.m. – 1:00 p.m.

\$15/person

Virtual Event

Register at www.caahq.com

COLUMBUS APARTMENT ASSOCIATION STAFF

The Apartment Age is a quarterly publication of the Columbus Apartment Association. 1225 Dublin Road, Columbus OH, 43215, 614.488.2115 (p) 614.488.8526 (f)



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Associate Director



Emily Cunningham,
Membership &
Events Director



Kathi Wilson
Accounting Director

• GOLF CONTINUED

18 of NACC's 27 holes. Hole sponsors were recognized with signs and pin flags since the traditional tents and games were not allowed.

New this year scoring was monitored on a special app allowing players to see where they stacked up against the competition adding an additional element for the most competitive teams. As golf wrapped up, CAA staff picked the 50/50 winner who won \$403 dollars and will be announced on social media.

Since gathering for a meal was prohibited, the CAA will award prizes in person by special delivery. Keep an eye on the CAA social media outlets to see winners' reactions.

There was a total of 10 skins at the event with teams splitting the \$360 total skins pot. Schottenstein Real Estate won 3, The Fritsche Corporation won 2 skins, while Environmental Pest Management, Link Real Estate Group, Capital Contracting Services, Overmyer Hall Associates, The Waterworks all won one skin.

Proximity contests were held on each set of nine holes. A listing of winners can be found below.

Proximity Contest Winners

Closest to the Hole #2 West

George Wengryniuk,
Reddy Equipment, Inc.

Closest to the Hole #2 North

Mitch Dawson
Environmental Pest Management

Closest to the Hole #2 East

Jason Carpenter
Environmental Pest Management
Dimitri Hatzifotinos
Willis Law Firm, LLC
Josh Hreha
Environmental Pest Management
Joe Hoehn
Certa Pro Commercial Painters

Long Putt Made #9 North

Long Putt Made #9 East

Long Putt Made #9 West

Environmental Pest Management team took home the top prize shooting a 52. Schottenstein Real Estate Group came in second with a 54 and Link Real Estate Group finished third shooting a 57. A complete list of winners is below.

CAA Challenge Cup Winning Teams

1st Place Environmental Pest Management
(Brad Harvey, Josh Hreha, Mitch Dawson, and Jason Carpenter) 52

2nd Place Schottenstein Real Estate Group
(Brian Schottenstein, Scott Pickett, James Koon, and Tom Miles) 54

3rd Place Link Real Estate Group
(Richard Baldini, Jim Ambrosio, Shawn Bernowski, and Jonathan Priest) 57

The CAA would like to thank everyone who participated in this year's Golf Outing. We look forward to seeing you at a future CAA event.

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FROM THE PRESIDENT

How Coronavirus Will Effect Real Estate

By Brian Schottenstein, CAA President

The real estate world was already changing with Amazon, but now it is going to be even quicker. More people are working from home than ever before and shopping online. This will have a negative impact on buildings and retail stores, but will have a positive impact on suburban rental communities and housing. Our company is seeing people moving out of congested downtown developments and renting larger apartments to include a home office. This pandemic will also continue to help online companies like Amazon.



friendly that it doesn't make much sense for a person to go into a store anymore.

I think the retail industry is on the brink of a major overhaul. The malls that have the best chance to make it will be ones that create an experience when you shop, so it's more entertainment than shopping. Retail centers with services that you can't buy online will also continue to be successful.

What Amazon means for housing

I don't believe the housing industry will be affected by Amazon directly — other than the ease of using services such as Alexa, which is now being installed directly into routers through a company acquired by Amazon called Eero. This again allows Amazon to see the consumer's buying behavior. Amazon also owns Ring, a home security service.

I feel that even if Amazon entered into our industry, we would be able to compete. One of the most important aspects of our customer experience is creating speed and flexibility.

But with the pace of today's society, you and your employees must continue to innovate to stay relevant in the marketplace and make sure you won't become obsolete.

According to the online commerce research firm eMarketer, Amazon has:

- 67 percent of the online books, music and video market
- 46 percent of the online computer and electronics market
- 45 percent of the online toy market
- 34 percent of online furniture sales

Amazon is in a position to take over any industry that sells retail goods that could be purchased online. Amazon Prime is so user

CAA Statement on Diversity & Inclusion

We recognize at Columbus Apartment Association (CAA) there is work to do. We are presented with a unique opportunity for change and unity, which we hope that all Americans will embrace. We are dedicated to being more intentional in our efforts for greater inclusion and diversity within the CAA community of staff, volunteers, board members and membership.

Our industry is interconnected with the principles of the Fair Housing Act and Civil Rights laws which are based on the concept that all people should be treated equally. This is a practice that all in our industry are bound to adhere to.

Equity in the treatment and service to all our residents, the public and employees continues to be the cornerstone of the mission of the CAA and, that of our members. We are committed to fighting against racism and discrimination in the rental housing industry and outfitting our members with the resources to have meaningful conversations about diversity, inclusion, and unconscious bias.

We are now providing an action plan to support those statements. We clearly have work to do to be more inclusive and to increase our diversity, both within our organization and within our broader community.

We stand with all those working for widespread social change to eradicate racism and injustice. We join the outcry for greater inclusion and equity. We are committed to having tangible and actionable goals behind that urgency.

We have begun a conversation on how we can address unintentional bias in our organization, where we can do a better job of inclusive outreach, and how we can start taking immediate steps to increase our diversity and inclusion within the CAA.

CAA staff and Board are discussing how we meaningfully move forward in an actionable way. These are the first steps we are taking with what will be a long-term and ongoing process that we are committed to sustaining and resourcing:

- Processes review -- We'll review our key processes to make sure our questions, decision points and programs are free from bias. We will look for places where we can do more to answer specific needs of diversity and inclusion.
- Outreach to diverse leaders -- Increase outreach to diverse community leaders to help us gain understanding of their community needs and how we can support each other's efforts.
- Continuing education -- Implement interactive educational sessions for our members throughout the year. We will expand these efforts and continue them moving forward.
- Expanding our work -- Actively focus on holding events and educational sessions in more diverse areas.
- Expand Diversity -- Include diverse leaders in each area of the CAA who can help us expand our outreach and implement our plan in a meaningful and impactful way.

Ongoing Commitment to Diversity

- Focus on internal roles working to achieve diversity in our organization and extended community.
- Increase diversity on our board of directors and within our organizational leadership.
- Develop long-term, action-oriented partnerships with diversity groups to enable ongoing outreach, engagement and two-way support for the long term.

We encourage everyone to take advantage of all resources available, including those of the National Apartment Association on their Diversity and Inclusion page.

We are at the very beginning of a transformation that will take time, hard work, self-awareness and honest communication. We know we have serious work to do, and we are committed to that work. Over time we will add to the actionable items focused on broader community and long-term diversity efforts. While we know there will be difficult discussions and challenges along the way, we are committed to change, and we will not shy away from these tough realities. We know the result of these efforts will be a stronger, more vital organization able to benefit from the opportunity of diversity and inclusiveness.

We look forward to your participation with our efforts.

Preparing for the Unknown

Each year as the summer winds down and fall begins, we start planning for the next year. It is a time-honored tradition at the CAA. We print the calendar from the current year and the calendar from the next year and we put them side by side. Meetings are evaluated, events are scheduled, schedules are coordinated. The calendar makes its way around the staff as each looks for something missing, out of place or in need of adjustment. Once the calendar has made its way through this process, we go through the final steps of adding each to our staff calendars. This usually involved accepting over 100 outlook invitations. Personally, that is the most frustrating part of the whole process for everyone, staff entering the items and staff accepting. Then, in early December we distribute all the meetings dates and times to their respective workgroup and committee members to prepare you all for the coming year.



Expo, we offered online education, moved meetings to zoom, postponed some things (I know, people are zoomed out) and eventually tailored policies and procedures to allow for a small return to in-person education. Register early though, class sizes are very limited!

I know we will have to continue to forge our way through uncharted waters over the course of the next year and we will do it to provide the services you are accustomed to. We will keep giving you COVID updates as they happen, we will keep updating you on State, Federal and Local issues. We will have virtual events or modify in-person events to make them possible and to make everyone comfortable. We are always here to answer the phone or an email for any questions or concerns. We look forward to seeing you all again, in the meantime, stay safe, healthy and take care.

Once meeting and events are scheduled staff begins to work on piecing in education. As most of you know we offer dozens of education opportunities throughout the year. General rules apply, stay away from the first week of the month, try not to have sessions on Mondays or Fridays. Summers are the least attended sessions, so very few during those months. It truly does become a juggling and balancing act all at the same time.

I am sure by now you are asking why I am going through all this detail with you. Simply because, like with everything else about 2020, this year it is harder to go through the normal process. With all the change and uncertainty that has come about in the past eight months, it is hard to predict what we could experience in the next month let alone the next 16. But we find ourselves digging in and working our plan as best we can. It is challenging, planning for the unknown. All we can do is put pencil to paper, map it out and hope for the best.

One thing we have all learned over the course of this pandemic is how to change and adapt. We did it early by moving the

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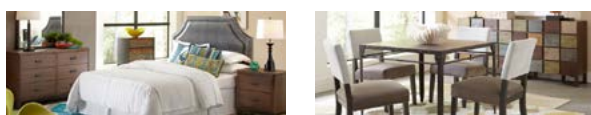
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LOWE'S MAINTENANCE SUPPLY HEADQUARTERS

LEGISLATIVE AND NATIONAL SCENE

by Steven Gladman,
Senior Policy Analyst

National

The Center for Disease Control (CDC) on September 1, 2020 issued a country wide moratorium for nonpayment of rent. The moratorium currently will be in place until December 31, 2020.

The National Apartment Association (NAA) has joined with other real estate associations and housing advocates in opposing the moratorium. Instead of a national moratorium, housing advocates and housing providers want a federally funded rental assistance appropriation.

The CDC moratorium has been the subject of legal action to repeal the moratorium at the federal level as well as locally, including a lawsuit filed in Columbus.

The election, the death of Justice Ruth Bader Ginsburg and the ongoing partisan politics in Congress has made passing legislation to provide rental

assistance and addition CARES funding unlikely before the election. Although the status seems to change daily.

The continuing resolution that was needed to allow the Federal Government to meet its financial obligations needed to be passed by September 30.

The proposed continuing resolution would only allow federal government to operate through December 11, 2020. Many feel that the continuing resolution would be quickly adopted, but the politics of appointing a replacement to the Supreme Court before the election has increased partisan politics and made passage of any legislation difficult. Congress finally passed the legislation and the President signed the bill just hours before the deadline.

State

The General Assembly passed legislation that will provide CARES dollars to local governments. CARES Act requirements restrict how the funds may be used. The

Ohio General Assembly and Governor DeWine had sought more flexibility in how the funds could be used.

Many smaller cities testified that the current CARES Act requirements are overly restrictive and smaller cities will struggle to find appropriate uses for the funds. CARES funds cannot be used by the local governments to replace general revenue dollars.

The State now seems inclined to allocate funds for rental assistance that would be administered through local Community Action Agencies. The General Assembly seems in no hurry to push this money out to local governments. The use of the funds under Federal law are limited to COVID related expenditures and must be used by December 31, 2020.

Local

Columbus City Council allocated funds to create a rental assistance program. Funding is \$10 million, and funds are still available to qualifying households. IMPACT,

the Franklin County Community Action Agency, is the lead organization administering these funds.

The Franklin County Court rule allowing the use of affidavits instead of in person testimony from the landlord has been overturned.

The new eviction court rule requires a representative of the property owner to appear in eviction court and provide live testimony.

The city and county have allocated funding for Legal Aid and Community Mediation Services to have a greater presence at eviction court to provide guidance to tenants.

CAA continues to monitor policy issues that could impact the way you do business and will continue to provide updates.

Eviction Moratorium Action Needed

As the nation honors the life and legacy of the late Supreme Court Justice Ruth Bader Ginsburg the battle to fill her vacancy will take up a lot of the political oxygen in Washington. Prospects so for another COVID relief package are tenuous, but the CDC's eviction moratorium is still the law of the land. Last week the NAA joined a lawsuit to stop the CDC's overreach. Now we need you to tell Congress to do its job and come to an agreement on COVID relief legislation that includes emergency rental assistance!

Please tell Congress that an eviction moratorium by itself will devastate the apartment industry and does nothing to protect apartment communities and the 17.5 million jobs supported by the industry. We MUST have a robust rental assistance program!

An eviction moratorium may keep residents in their homes in the short term, but it will just put them months behind in their payments that they will struggle to ever make up. And, months of rental defaults will cripple our industry's ability to protect our communities, pay our employees and meet our own financial obligations. Already, we are seeing smaller independent owners drain their reserves to keep their businesses afloat while some residents have been unable or unwilling to pay.

Please contact your members of Congress TODAY before it's too late and tell them to pass emergency rental assistance and not eviction moratoriums!

https://www.naahq.org/advocacy/action-center/advocacy-365?vsrc=%2fCampaigns%2f77033%2fRespond%3fvvcgUT%3dynj-njwSMJ4G_7pAvzZZrg%26unregistered%3dynj-njwSMJ4G_7pAvzZZrg%26vvcgRD%3dBz3Et2JAGJ8gP3bR%26vvsbr%3d4Lrq2CYGw45mBimY8_l3QQ

NAA Joins NCLA in Lawsuit

Today, the National Apartment Association (NAA) joined the New Civil Liberties Alliance (NCLA) in a lawsuit challenging the U.S. Centers for Disease Control and Prevention's (CDC) unlawful [order](#) halting residential evictions through December 31, 2020. The CDC's overreaching eviction moratorium directly harms the apartment industry, including NAA members' businesses, and jeopardizes the long-term viability of rental housing while rippling into the broader economy.

The suit, *Richard Lee Brown, et al. v. Secretary Alex Azar, et al.*, argues that rental housing providers have been irreparably damaged by the CDC order and its unwarranted overreach. Federal agencies do not have powers to waive state laws and the CDC has encroached on private property rights with no legal authority. Further, rental housing providers do not have the ability to absorb delinquent rent and pay their mortgages and bills required to keep communities operational and Americans in their apartment homes.

In addition to this suit, NAA is committed to challenging the CDC's overreaching order with additional legal challenges throughout the country. The rental housing industry should not be held responsible for our nation's housing crisis, which has been exacerbated during this pandemic, and government agencies should not trade one crisis for another.

<https://www.naahq.org/news-publications/naa-joins-lawsuit-challenging-cdc-national-eviction-moratorium>



WHAT'S THE SCOOP?

Trends through the Pandemic: How is Leasing Changing?

By Kathryn Benadum, PERQ

Leasing in multifamily has evolved over the last couple of decades. It used to be so simple – you would advertise in the local print guides and prospects would show up at your leasing office. In the last 10 years, the digital revolution has provided hundreds of new ways for prospects to research apartments from their couch. For starters, online leasing became a thing and concepts such as 3D Virtual Tours began to rise in popularity. The leasing process slowly had the potential to evolve into a more virtual one, yet most leasing was still done in person.

When COVID hit, we were suddenly faced with a whole new set of challenges –how do we show apartments over the phone? Do we show them through video chat? Do we offer self-guided tours to allow for social distancing? Will prospects truly move somewhere sight unseen?

Property management teams quickly adapted with live video touring and self-guided options allowing prospects to complete the leasing experience virtually. These options grew out of necessity with many leasing offices having to limit business hours or close doors and are now starting to depict renter preferences and new leasing trends.

PERQ's data on tour trends from May through August shows:

- In August, a little over 50% of prospects opted to tour in-person when given multiple options for touring a community.
- Second to In-Person, Live Video tour and Self-guided tours have remained the top touring choices for prospects through the summer months.
- Roughly 50% of prospects in August, when given multiple touring options, selected a tour that requires little to no in-person contact with a leasing agent.

	May	May %	June	June %	July	July %	August	August %
In-Person	1299	34.94%	2831	52.38%	3031	52.64%	2814	53.63%
Photo Tour	14	0.38%	30	0.56%	9	0.16%	6	0.11%
Live Video Tour	1111	29.88%	1158	21.42%	1147	19.92%	967	18.43%
Phone	51	1.37%	56	1.04%	55	0.96%	86	1.64%
Pre-Recorded Video/Virtual Tour	450	12.10%	478	8.84%	501	8.70%	523	9.97%
Self-Guided	793	21.33%	852	15.76%	1015	17.63%	851	16.22%
Total	3718		5405		5758	100%	5247	100%

NEW MEMBERS

Primary

First Pacific Group
 Contact: Michelle Riley
 mriley@fpacific.com

Horizons Asset Management
 Contact: Ethan Ard
 ethan.ard@horizonsrec.com

Davis Properties
 Contact: Patricia Kearns-Davis
 pkdavis@remaxcc.com

REMAX Capital Centre, Inc Realtors
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 yair@cibrentals.com

Associate

Livable
 Contact: Jimmy Thompson
 jimmy@livable.com

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- Office management
- How to handle evictions

Oct 20 • 9:00 am - 4:30 pm • \$79; \$99 after Oct 6

Bed Bugs 101 HOT TOPIC!

3 CEUs Available • Instructed by Bill Willis, Willis Law Firm

- The science of bed bugs and Integrated Pest Management
- Management changes and treatment options and results
- Discussion of resources available

Oct 21 • 9:00 am - 11:00 am • \$79; \$99 after Oct 7

HVAC A-Z

Instructed by Chadwell Supply

- How to troubleshoot and repair HVAC systems
- Includes terminology, tools, charging procedures, thermostats, evaporator coils, compressors, head pressure, fan and electrical systems, and much more

Nov 3 • 9:00 am - 4:00 pm • \$79; \$99 after Oct 21

You Got the Job! Now What? Leasing 101

7 CEUs Available • Instructed by Lisa Schmidjell-Justice, Haley Residential

- Leasing and property management basics
- Customer service basics
- Working with prospects
- Closing the sale

Nov 18 • 9:00 am - 4:30 pm • \$79; \$99 after Nov 4

Core Law

3 CEUs Available • Instructed by Bill Willis, Willis Law Firm

- Recent changes to state and federal real estate laws
- Recent rule and regulation changes

Nov 19 • 9:00 am - 12:00 pm • \$79; \$99 after Nov 5

Telephone Techniques

Instructed by Lisa Schmidjell-Justice, DEI Communities

- Basic telephone training
- Why the phone is important
- Turn calls into prospects

Dec 1 • 9:00 am - 12:00 pm • \$79; \$99 after Nov 17

Marketing C to A

Instructed by Lisa Schmidjell-Justice, Haley Residential

- Ideas to capture prospects and renewals
- Inside and Outside marketing on a budget

Dec 2 • 9:00 am - 12:00 pm • \$79; \$99 after Nov 18

Maintenance 101

Instructed by Lisa Schmidjell-Justice, Haley Residential

- Maintenance communication with residents
- Maintenance budgeting
- Preventative maintenance and capital improvements

Dec 8 • 9:00 am - 4:30 pm • \$79; \$99 after Nov 24

You're Doing the Job Now Go Further! Leasing 201

7 CEUs Available • Instructed by Lisa Schmidjell-Justice, Haley Residential

- Understanding budgets & scopes of work
- Office management
- How to handle evictions

Dec 10 • 9:00 am - 4:30 pm • \$79; \$99 after Nov 25

Writing for Business

Instructed by Lisa Schmidjell-Justice, Haley Residential

- Learn to craft written communications
- Deliver your message in a way that will help you stand out
- Techniques to accurately deliver your written message

Dec 15 • 9:00 am - 11:00 am • \$59; \$79 after Dec 1

PRESIDENT'S SERIES

All sessions held at Scioto Country Club
2196 Riverside Dr., Columbus, OH 43221

Recruitment & Retention

Dec 9 • 8:00 am - 10:00 am • \$35



**Meeting of the Minds:
Industry Brainstorming
Session**

**November 17
3:00-5:00 pm**



SPECIAL OFFER

EARLY BIRD DISCOUNT

REGISTER IN ADVANCE FOR ADDITIONAL SAVINGS

GROUP DISCOUNT
4 for the price of 3
REGISTER 3 PEOPLE FOR ONE CLASS GET ONE FREE!

New Online Learning Platform Available!

NAA recently launched a new online learning platform, VISTO. Through Visto you can earn industry designations such as CAM, NALP and much more.

You can brush up on topics such as Business Etiquette and Dealing with Difficult People. In addition, if you miss the annual NAA Education Conference you can access materials online. Visit the site today to learn more.



www.gowithvisto.org

**Contact the CAA at 614-488-2115
or caa@caahq.com to register!**

Registration policy: Seating is limited. Cancellations are required five days in advance. Substitutions are accepted. No shows will be billed.

BWC UPDATES

Handicap Reimbursements & Lump Sum Settlements

With regard to Handicap Reimbursements, CareWorks Comp guarantees our customers that we will review all lost time claims that are eligible for the BWC's Handicap Reimbursement Program. Each claim in which an eligible handicap condition is identified will be filed within the BWC's prescribed filing time limitations. There are 26 conditions that the BWC recognizes--from diabetes to epilepsy to, even, arthritis. If we are able to show the BWC that one of these allowable conditions slowed the injured worker's recovery from the claim and had nothing to do with the injury, we will petition the BWC to remove a portion of the claim's cost out of your experience.

With regard to Lump Sum Settlements, we will only make settlement recommendations that produce a favorable outcome for the employer. When reviewing a claim for settlement potential, we will:

- Review current claims costs as the starting point for all settlement negotiations.
- Estimate and utilize future medical and compensation in the settlement proposal.
- Consider your program enrollment and the impact that a settlement will have on your participation (e.g. Group Retro refund impact.)
- Include the injured worker's current employment status as part of the settlement discussion.

Settlement can bring closure to a frustrating and difficult claim that is a drain on your company's resources and time. Even if a claim is no longer in your experience and impacting your current premiums, settlement can still provide a benefit to you by eliminating the nuisance of ongoing claim activity.

The good news is that you have an equal voice when it comes to the terms of the settlement and no settlement can be processed without your consent. Remember, settling a claim closes the claim and removes the reserve. The claim is still used 4 times to calculate our EMR (Experience Modification Rate.)

Our dedicated Cost Containment Team is here to assist you at every step of the cost savings process! We are available to discuss your account and offer specialized recommendations based on your organization's individual needs.

CareWorks Safety Library: Now Live!

Looking for an easy way to fulfill your 2-hour Safety Training Requirement for this current 2019 Policy Year? We've got the answer! Simply go to: <https://www.careworks.com/state-fund-tpa/training/> Here, you will find previously recorded webinars for which you can register to fulfill your 2-hour Safety Training Requirement. Each webinar is 2 hours and costs \$25.00. Currently, there are 4 webinars to choose from:

- Employee Engagement
- OSHA Inspections; Prevention, Preparation, & Minimizing Fines
- OSHA Recordkeeping
- Preventing Slip, Trip, Fall, & Overexertion Injuries

Looking for a do-it-yourself Toolbox Talk to give to your employees? Go to: <https://www.careworks.com/state-fund-tpa/training/> click on the orange "VIEW TOOLBOX TALKS" link and you will see 13 different Toolbox Talk programs that you can download and use to train your employees. The topics range from Emergency Evacuation Plans to Diffusing Workplace Violence and even Parking Lot Safety. Print out each of them and use one at your next employee meeting!

Ohio BWC Free Informational Webinars

Each month, BWC hosts two monthly webinars to help educate and keep the employer community informed on several items. The same topics are covered twice a month; webinars are held on the second Tuesday and fourth Thursday. Registration links as well past and current webinar information can be found at the following link: [Monthly Employer Update Webinars](#) The webinars last about 20- 25 minutes. Any employer may attend and they are FREE!

2020 -2021 Group Rating Accountability Letter

This letter outlines the safety services expectations that employers should have if they are enrolled in a group rating program. Your publication of the AccountabilityLetter must be reported to BWC each year on the SH-2 Safety Summary Report.

The full letter is posted online at <https://www.caahq.com/bureau-of-workers-compensation.html>

FY12 Group Rating Accountability Letter

Each year Ohio employers have the opportunity to participate in BWC's Group-Experience-Rating Program or Group-Retrospective-Rating Program. While these programs are not required, they do provide you with an opportunity to significantly reduce your workers' compensation premiums, while increasing your awareness of safety and risk-management strategies.

Workplace safety is an important component of these programs. To succeed in accident prevention, we encourage you to use the many resources available to you. We believe a group-rating program is a partnership that includes you and your employees, your sponsoring organization or third-party administrator (TPA) and BWC. Each has specific roles and responsibilities, all designed to assist in preventing workplace accidents. This letter outlines the safety services expectations you should have as an employer enrolled in a group-rating program.

The employer will:

- Maintain a safe workplace;
- Attend safety training to enhance workplace safety;
- Use BWC's safety services as needed;
- Fulfill the required two-hour training requirement and provide proof of attendance to sponsor for claim(s) occurring within the last year.

The certified primary and affiliated sponsoring organizations will:

- Sponsor eight hours of safety training (this may be done at one time or may be provided incrementally as long as the total is at least eight hours);

- Provide information regarding safety resources to group members;
- Possibly assist an employer in achieving its safety needs;
- Manage employer fulfillment of the two-hour training requirement, where applicable;
- Publish this letter to group members.

The TPA may:

- Assist sponsoring organizations with fulfilling the group-rating safety requirements;
- Assist an employer with its safety needs;
- Work in conjunction with sponsors to develop safety training and deliver safety resources;
- Provide resources for claims handling.

BWC will:

- Monitor all group-rating safety activities to confirm requirements are met;
- Remain in communication with sponsoring organizations to provide recommendations for fulfilling safety requirements;
- Provide safety training through Ohio's Center for Occupational Safety & Health;
- Offer on-site safety consultation (hazard assessments, air and noise monitoring, ergonomics evaluation, training) by a BWC safety professional;
- Offer publications and videos for safety program support;
- Conduct employer visits to confirm the employer is meeting group-rating requirements, when appropriate.

The goal of this collaborative effort is to make sure all your safety needs are met. Using these resources will assist you in preventing accidents, reducing claims costs and achieving the highest discounts possible. Below you'll find contact information for various resources.

BWC: www.bwc.ohio.gov/employer/services/safetyhygiene.asp, groupratingsafety@bwc.state.oh.us



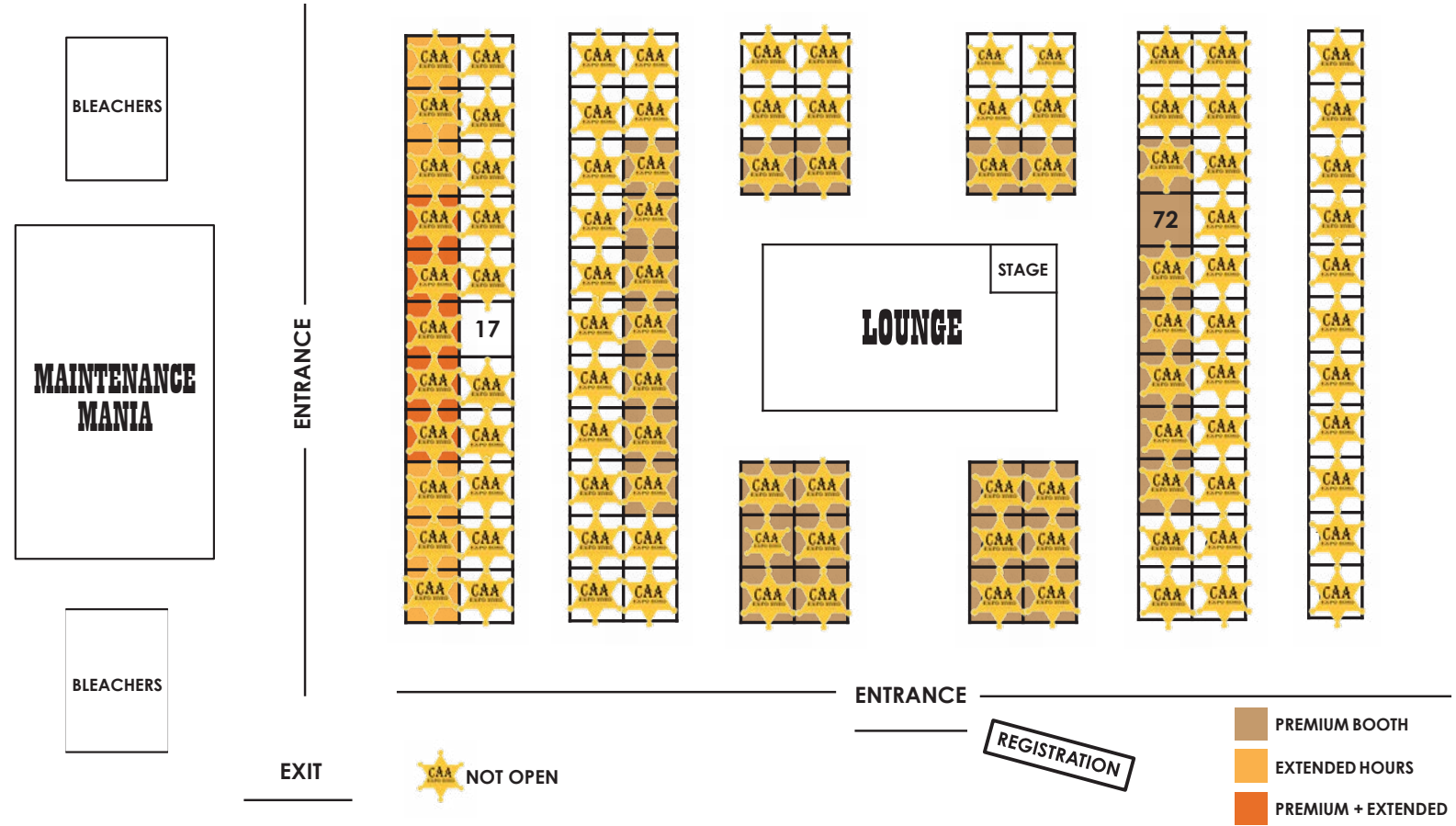
Visit all Wagon Train Sponsors and get entered to win the Expo Grand Prize!

SAVE THE DATE!
Registration is Open!

GRAND PRIZE!
Pre-Register Today and be automatically entered into the Expo Grand Prize, drawn at the end of the Expo, must be present to win.

FREE for all Primary Members!

 Booth 42	 Booth 76	 Booth 53	 Booths 64-65	 Booth 8
 Booth 87	 Booth 63	 Booth 41	 Booth 74	 Booth 19
 Booth 73	 Booth 62	 Booth 75	 Booth 11	 Booth 90



Sponsorship Highlights - New This Year!

The OK Corral Sponsorship \$500 - Limited!

- Drive traffic to your booth with your coupon - "redeem for a prize at our booth"
- Sponsor can place a discount coupon or QR code on all parking passes to Expo attendees
- Opportunity to get your company logo in front of 400 Expo attendees
- Company logo in all Expo marketing materials, Expo AGE Newsletter and on the CAA Expo website

Magnificent Seven \$250 - Limited!

- Sponsor gets a 3 min. advertisement on the Chuck Wagon Stage
- Sponsor company is responsible for providing a prize to give out during their spotlight on the stage (\$200 min. value)
- Company logo in all Expo marketing materials, Expo AGE Newsletter and on the CAA Expo website

To reserve your sponsorship, call 614-488-2115 or email ecunningham@caahq.com today.

SPONSORSHIPS



All sponsorships come with advertising in all Expo marketing materials, Expo AGE Newsletter and company logo will be on all Expo related information on the CAA website (\$350 Advertising Value!)

Saddle-Up Sponsor - SOLD



WANTED Poster - SOLD



Gold Rush - SOLD



The Chuck Wagon - SOLD



Saloon Sponsor - SOLD



OK Corral - \$500

- Only 4 available!
- Sponsor the corral parking
- All expo attendees will receive parking pass with company information & logo

Magnificent Seven - \$250



- Only 7 available
- Each sponsor gets a 3 min. company advertisement on the Chuck Wagon Stage
- Sponsor company provides a prize during their 3 min to one expo attendee (\$200 minimum value)

Wagon Train Sponsor - \$250



- Limited sponsorships available
- This sponsorship generates additional traffic flow to your booth
- Wagon Train will generate conversation between sponsor and attendees
- Each attendee visit to your booth enters them into the Expo Grand Prize Drawing

One-Room Schoolhouse - \$250

- Only 3 available
- Sponsor gets time to address all expo education attendees
- Introduce your company and personally invite them to your booth
- Receive an exclusive advertisement in the CAA Expo Age (\$75 value)
- Company logo in all CAA Education marketing for the Expo



Stake your claim as an Expo Sponsor!

Contact the CAA today or visit www.caahq.com

Please note: All sponsorships have a no-refund cancellation policy.

WANTED!
 All CAA maintenance technicians

Entry is FREE
 for maintenance technicians

WINNER
 gets up to
\$500 Cash Prize!

CAA

MAINTENANCE MANIA!



Presented By



Presenting Sponsor



April 27, 2021

4:30 pm - 6:00 pm

**The Ohio State Expo Center & State Fairgrounds
 Kasich Hall**

Compete against maintenance techs in a series of eight fun maintenance related challenge games.

The Derby Car Race

Get creative as you build a race car from maintenance products ahead of the event to race down a 32 foot long track. You will receive your wheel sets from the CAA upon registration (either by pick-up at CAA office or mailed). Check out pg. 13 of the NAA Maintenance Mania participant handbook for race car specifications.

The Games

- AO Smith Water Heater Installation
- Frigidaire Icemaker Installation
- Kidde Fire & Carbon Monoxide Safety Installation
- Kwikset Key Control Deadbolt Test
- SmartBurner Heating Element Installation
- Smart Comfort Air Conditioner Repair

THANK YOU TO OUR LOCAL SPONSORS

PRIZE SPONSORS



CHALLENGE SPONSORS



TRAINING VIDEOS



2019 TRAILER



NATIONAL SPONSORS



2019 CAA VIDEO



DERBY CAR TRAINING



MAINTENANCE MANIA!



SPONSORSHIP OPPORTUNITIES

CAA will be hosting Maintenance Mania again this year. There are unique sponsorship opportunities available to our entire membership. Sponsoring this premier event will allow you to gain exposure while supporting your Association. Associate members must have an Expo booth to be a Maintenance Mania sponsor.

WANTED!

CHALLENGE SPONSORS

CONTACT THE CAA FOR MORE INFORMATION!

RACE CAR SPONSOR - \$750



As the Race Car Sponsor, you will receive:

- Signage at the game tables & race car track
- Exclusive opportunity for 3 company reps. To serve as judges for your game
- Ability to network with participants
- Company name and logo on all marketing materials

PRIZE SPONSOR - SOLD OUT



CHALLENGE SPONSOR - \$250



As a Game Sponsor, you will receive:

- Signage at one of six game tables
- The exclusive opportunity for company reps to serve as a judges for your game and network with the participants
- Your company's name and logo included in all marketing material prior to the event, including letters, e-mails, eNewsletters and the Apartment Age Expo newsletter distributed to the entire membership (\$350 advertising value)

- AO Smith Water Heater Installation *Sponsored by The Waterworks*
- Frigidaire Icemaker Installation
- Kidde Fire & Carbon Monoxide Safety Installation *Sponsored by The Sherwin-Williams Paint Company*
- Kwikset Key Control Deadbolt Test
- SmartBurner Heating Element Installation
- Smart Comfort Air Conditioner Repair

Contact Emily Cunningham at (614) 481-6945 or ecunningham@caahq.com with any questions and to reserve a sponsorship.

Please note: For those who choose to sponsor a game, staffing your game station is a necessity. You participate as a sponsor to gain exposure and network with participants. The presence of a company representative at your station not only reflects a positive image of your company, but also allows the game to run more smoothly. The CAA will confirm your sponsorship and send you a complete guide on sponsoring and your responsibilities. Thank you!

National Sponsors



September is National Preparedness Month



American Red Cross

September marks National Preparedness Month, a time when the American Red Cross urges everyone to properly plan for a potential disaster. Due to the uncertain nature of the pandemic, it's more important than ever to think ahead about what you would do in an emergency.

Tornadoes, floods, home fires and other emergencies can strike when you least expect it and can be devastating to people, homes and communities. In addition to the precautionary steps in this article, the Red Cross offers FREE disaster preparedness trainings, through virtual delivery, to help protect you, your family, property or business. You can either log on to an already scheduled training class or can request individualized training for your group by simply clicking on this link: redcross.org/CSOH-Virtual

- **Be Red Cross Ready**--Hosted by the American Red Cross, Be Red Cross Ready is a national, standardized, FREE preparedness education curriculum for adults taught by certified presenters. The program is designed to help people understand, prepare for and respond appropriately to disasters. The course is taught in 20-minute modules, with the option to mix and match various preparedness topics including: Preparedness Essentials, Home Fires, Floods, Tornadoes, Extreme Heat, Thunderstorms and Winter Storms.
- **Ready Rating**--American Red Cross Ready Rating™ is a program designed to help businesses, organizations and schools become better prepared for emergencies. Ready Rating is a free and easy, web-based membership program that allows organizations to use one of two proprietary assessments to measure their current state of preparedness. Then based on their own score, the program provides a Next Steps Report which helps them develop a complete Business Continuity Program.

Are you prepared for an
EMERGENCY?



Get a Kit

Make a Plan

Be Informed

- **Pillowcase Project**--The Pillowcase Project is a preparedness education program for grades 3-5 that teaches students about personal and family preparedness, safety skills, local hazards and basic coping skills. Red Cross volunteers lead students through a "Learn, Practice, Share" framework to engage them in disaster preparedness and survival skills.

While preparing for disaster is different this year, the three basic action steps remain the same: Build a Kit, Make a Plan and Be Informed.

Build a Kit

Assemble two kits of emergency supplies (a stay-at-home kit and an evacuation kit). Include a one-month supply of prescription medication, personal hygiene items, cleaning and disinfectant supplies and cloth face coverings. Some supplies may be hard to get due to the pandemic, and availability may worsen in a disaster, so start gathering supplies now.

Make a Plan

Disasters can force people to leave their homes, even in areas under COVID-19 related stay-at-home mandates. By having an emergency plan, your family can react quickly if a disaster strikes. Determine ahead of time where you would stay if you were forced to leave your home; ask friends or relatives outside your area if you would be able to stay with them. Check if they have any COVID-19 symptoms or have people in their home at higher risk for serious illness, if so, make other arrangements. Check with hotels, motels and campgrounds to see if they are open and if pets are allowed.

Be Informed

Because of the changing nature of the pandemic, it's important to stay current on advice and restrictions from your state and local public health authorities. These restrictions may affect your actions, available resources and shelter facilities. Learn first aid and CPR skills so you'll know what to do until emergency help arrives. Download the free Red Cross Emergency App for weather alerts and information on what to do before, during and after disasters by texting GETEMERGENCY to 90999. Additional resources for preparing during the COVID-19 pandemic are available at redcross.org/coronavirus

Preparing for disaster is important for people of all ages, but research from the Red Cross Scientific Advisory Council and the American Academy of Nursing shows older adults are more vulnerable and experience more casualties after a natural disaster compared to other age groups experiencing similar events.

- Older adults may have more chronic conditions and medication concerns.
- They may be more dependent on assistive devices like walkers and eyeglasses, and support from caregivers.
- Living in social isolation can also make them more vulnerable.

To be prepared, it is especially important for older adults to assess their needs before a disaster occurs.

As you prepare for disasters, the Red Cross is preparing too. We encourage people to join us by volunteering in their local community. A variety of positions are available including disaster shelter and health supervisors. Find out more at redcross.org/volunteer.

HD SUPPLY

**YOUR SINGLE-SOURCE
MRO SUPPLIER**

HD Supply is committed to getting you what you need, where and when you need it.

We offer:

- Free, next-day delivery*
- More than 100,000 products

Trust us to make your job easier with:

- One-click checkout online
- Fast and easy ordering on the **HD Supply Solutions™ App**
- Custom-made products, including doors, cabinets, window coverings, and more
- Professional certification and training
- Property improvement and renovation services

WE'RE ON IT™

3 EASY WAYS TO ORDER

MOBILE APP

1.800.431.3000

hdsupplysolutions.com



*On most orders to most areas.
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YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



BELFOR Property Restoration enjoys the sunshine while waiting to tee off



The Waterworks foursome



Fritsche Corporation foursome enjoying their day on the golf course



Shelby Management's foursome enjoying the day out of the office

Golf Outing



Contractors Inc. enjoyed soaking up the sunshine with their foursome



Overmyer Hall Associates foursome getting serious about their putting game



Golfers enjoyed the beverage cart sponsored by American Leak Detection and Benchmark Roofing and Restoration



Unified Residential Management's team members enjoyed the day

YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



Vendor Parade visits Brookfield Village



Eagle Crest Apartments received goodies from the vendor parade



Parkview Apartments poses with their vendor parade goodies



LakeRidge by Cortland staff members pose with goodie bags

Vendor Parade



Arlington Park staff members enjoyed the vendor parade



Scioto Commons staff poses with the vendor parade participants



River & Rich excitedly awaits the vendor parade outside the leasing office



Associate members gear up to say thank you to a property during the vendor parade