

WHAT'S INSIDE?

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UPCOMING EVENTS

SOURCE OF INCOME

LEGISLATION WEBINAR
APR 21 • 10:00 - 11:30 AM

MEETING OF THE MINDS:
INDUSTRY BRAINSTORMING
MAY 6 • 3:00 PM - 5:00 PM

GENERAL MEETING
MAY 13 • 11:30 AM - 1:00 PM

CAA EDUCATION

CERTIFIED POOL OPERATOR

APR 13-14 • 8:30 AM - 5:00 PM
Instructed by Chadwell University

FAIR HOUSING

APR 15 • 9:00 AM - 12:00 PM
Instructed by Chadwell University

BED BUGS

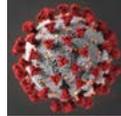
MAY 12 • 9:00 AM - 12:00 PM
Instructed by Bill Willis, Willis Law Firm

YOU'RE DOING THE JOB NOW GO FURTHER! LEASING 201

MAY 18 • 9:00 AM - 4:30 PM
7 CEUs Available • *Instructed by Lisa Schmidjell-Justice, Haley Residential*

MARKETING ON A DIME

MAY 20 • 9:00 AM - 12:00 PM
Instructed by Lisa Schmidjell-Justice, Haley Residential



COVID-19

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

Franklin County Auditor Provides Rental Registry, Property Valuation Process Update

On Thursday, March 18, CAA members once again met virtually by attending the second CAA Virtual General Meeting. After a brief welcome and some meeting details Franklin County Auditor Michael Stinziano kicked off his presentation.

Stinziano's presentation focused on the COVID impacts of the Board of Revision, the 2021 priorities of the Franklin County Auditor's Offices and the Rental Registry. Beginning with

an update on the Triennial property valuation he noted that there no delay granted to see what the impacts of the pandemic would have on property values. However, there is legislation that has passed out of the Ohio House of Representatives and is now in the Ohio Senate that would allow for challenges to the 2020 property values through the Board of Revision as a result of the pandemic.

• AUDITOR CONTINUED ON PAGE 3

New Virtual Event Raises Funds for CAA Community Assistance Foundation

On Thursday, March 18 nearly 50 CAA members gathered virtually for a new CAA event, Bingo for Charity. Still keeping social distance during the COVID-19 pandemic creative way to bring everyone together for fun, exciting events have become the temporary normal.

Almost 90 bingo cards were sold with all proceeds benefitting the CAA Community Assistance Foundation. Individuals followed along hoping to be the one to scream "BINGO" for the grand prize \$1,000 in the final game by claiming a full bingo card. Winners of

• BINGO CONTINUED ON PAGE 3



**Noelle Smith, Grand Prize
Bingo Winner**

2021 EXECUTIVE COMMITTEE



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Schottenstein Real
Estate Group



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Membership*
Don Brunner,
BRG Realty Group,
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*Vice President of
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Carrie Sitterley, Sentinel Real Estate Corporation
Noelle Smith, Redwood Living
Travis Smith, Roger C. Perry & Co.
Scott Solomon, Oxford Realty
Mark Wagenbrenner, Wagenbrenner Development

• AUDITOR CONTINUED FROM PAGE 1

Noting that there was a 20% increase to residential property values and a 15% increase in commercial property values the Auditor was expecting to see more challenges. Those wishing to file can now file online without a Notary signature and receive an e-receipt. While this is one of the positive changes to COVID Stinziano did note that his offices would be reopening in the future to allow in-person visits.

Looking ahead to the 2023 process Stinziano noted that the same third-party vendor that completed the 2017 and 2020 valuations has been retained. He did note that anyone with input on the process was welcomed to contact his offices to provide feedback prior to the 2023 process.

For those who have contacted his offices stating that the website has an obsolete photo, they will have to wait no more. Photos are being taken and the website being updated with current information.

• BINGO CONTINUED FROM PAGE 1

each game prior to that received a \$25 Amazon gift card. Just for playing, individuals received a DoorDash credit to make the afternoon a bit more fun.

Game one featuring one vertical line had two winners, Megan Batty with Sherwin Williams and Nikki Bango with Commercial One Realtors. Game two winner Tiffany Freeman with Redwood Living won by successfully getting one horizontal line before anyone else. Moving on to game three where the winner needed to complete a diagonal line after a couple close calls Alex Holzer of Commercial One Realtors got the bingo. Getting closer to the grand prize the

Speaking to the Rental Registry Stinziano mentioned that if companies do not like receiving mail from his office, they simply must keep his office up to date. Noting that a significant portion of the mailings could be avoided with a simple change of contact. "If you register, you won't get the reminders," Stinziano said.

One item that permitted have a later application date was dog licenses. If you have not renewed your license, you have a bit of extra time in 2021 to do so.

Stinziano wrapped with asking members to contact him with any questions or concerns.

A complete recording of the meeting can be found through this link: https://www.caahq.com/march2021_gm.html

games became more challenging with game four requiring the winner to complete an 'X' shape. Feeling lucky, Alex Holzer won his second game in a row. The event wrapped up with the exciting grand prize game with the winner taking \$1,000 by filling the entire card.

Noelle Smith with Redwood Living was the lucky winner by being the first to fill her card.

We'd like to thank our generous sponsors who made the event possible and helped us raise money for the CAA Community Assistance Foundation.



CAA **November 9, 2021** The Ohio State Expo Center & State Fairgrounds
 12:30 - 4:30 pm Kasich Hall

EXPO 2020

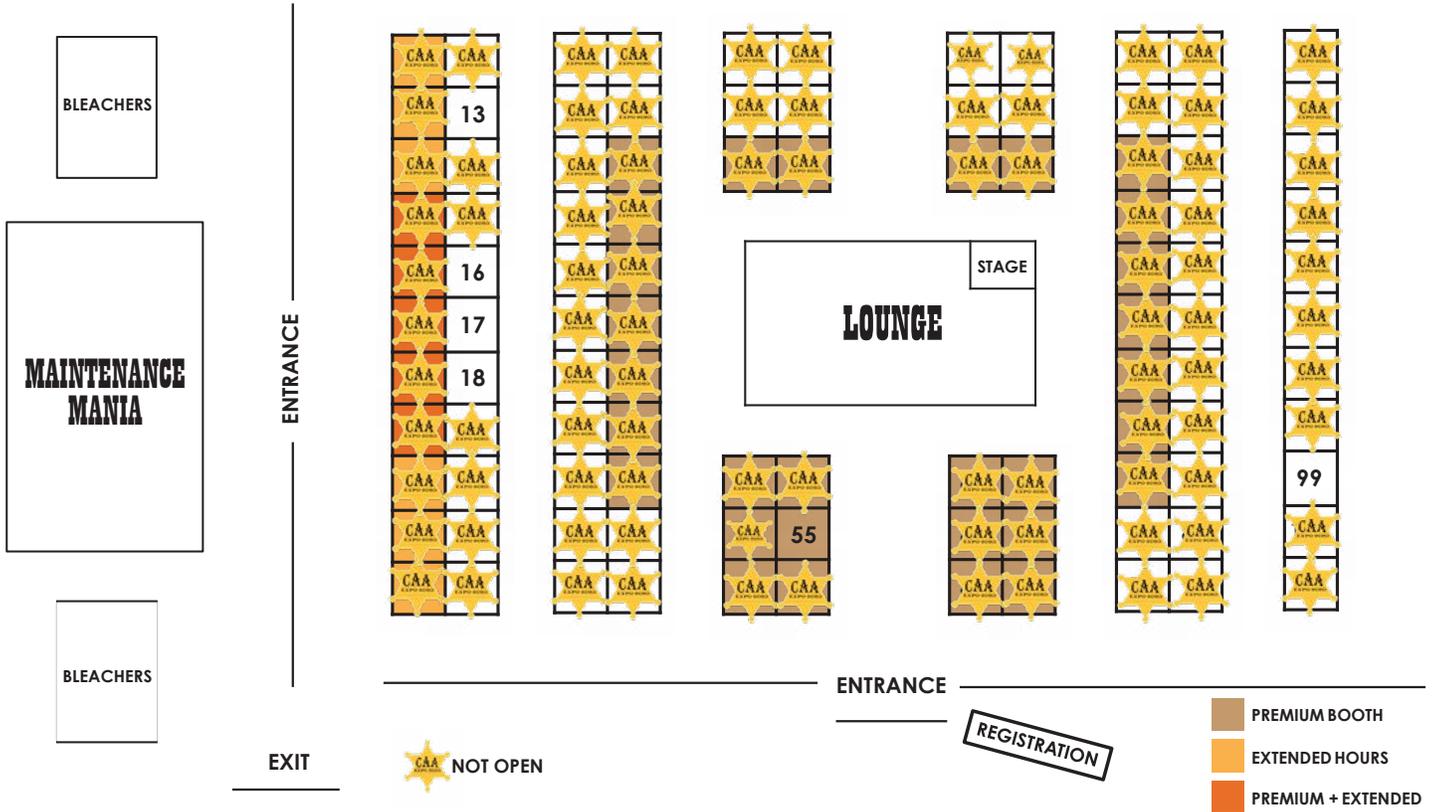
The Central Ohio Multifamily Exposition is the CAA Annual Trade Show and Education Conference. It is the largest multifamily industry show in Central Ohio. This year we celebrate the fun Wild Wild West style!

SAVE THE DATE!
 Registration is Open!

Get Your Booth Today! All Booths are 10x10
 Regular Booth **ONLY 5 Available!** \$750
 Full payment is required to reserve your booth along with your 2021 membership dues! Call 614-488-2115 or email caa@caahq.com.

FREE for all **Primary Members!**

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.



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

SPONSORSHIP HIGHLIGHTS NEW THIS YEAR!

Magnificent Seven \$250 - Limited!

- Sponsor gets a 3 minute 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 - \$500



- Only 1 available
- Sponsor 1 of the bar/beverage locations
- Saloon will be named after the sponsor
- Company Signage next to each saloon location
- Saloons are placed in high traffic areas, great for Expo attendee visibility!

PERQ

OK Corral - \$500



- Only 3 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



To stake your claim as a 2021 Expo Sponsor contact the CAA today or go to www.caahq.com

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

FROM THE PRESIDENT

Leading a Company from a Millennial's Perspective

By Brian Schottenstein, CAA President

A lot of times when I go about my daily business, people probably wonder how a guy 29 years old can take on such responsibility leading a top real estate development company? I just embrace it.



I still have kept many of the philosophies created by my father, Gary Schottenstein, our chairman and CEO, that have allowed our company to be a leader in the real estate development industry for more than 50 years — one is our six core goals, of which the first one is my favorite: “Build honest, open relationships with residents, customers, contractors, related parties and the public, so that our promises and integrity are unquestioned and reaffirmed to all.”

My father has been a tremendous role model and mentor, offering all of us inspiration, guidance and support. He has taught us by example the importance of integrity, honesty, morality, ethics, character and trust.

He has also tutored us on the importance of the ability to get along and communicate with all types of people from all walks of life. He has established great longtime associations with co-workers, suppliers, vendors and customers — and treats them like family.

A self-motivated employee

Although I have kept a lot of our company's culture and services, there has also been certain ways our company operates now that I believe is related to my millennial mentality.

Our company culture is a group of hardworking individuals, who work well together creating a great team. We also like to laugh in the office and often have company events and charitable outings.

We don't have people watching the clock. We want our employees to be self-starters, and create their own ways of getting work accomplished. A self-motivated employee is very important to me; if they enjoy working for our company, it will reflect well on what we all achieve.

Our industry has changed a lot even in my first five years. There has been so much construction occurring that we only focus on the top cities to work with, where we can be one of the only multifamily developers in the market and bring in a top product.

Keep an open mind

Some advice I have for young leaders is when you start off a career you usually are very open minded — don't lose that.

There is always another angle or a different way to get something done. Don't get set in your ways, and keep a fresh look at things.

Ultimately we are working for the satisfaction of our residents. I love working on new and innovative developments and nothing is more fulfilling than creating a living environment that allows our residents to enjoy where they live, as well as cities that are proud of our developments.

Spring Vendor Parade May 19th

Join the CAA as we shake off 2020 and Spring into 2021 with member appreciation! Join our Spring Vendor Parade as we stop by participating properties and have a little fun along the way with Office and Maintenance Staff.

FREE for Primary Members

Send an email before May 5th the CAA with the subject line:

Spring Vendor Parade Property Submission

INCLUDE YOUR:

- COMPANY/MANAGEMENT NAME
- PROPERTY NAME (CAN LIST MULTIPLE)
- PROPERTY ADDRESS
- PROPERTY CONTACT/S
- PROPERTY CONTACT EMAIL/S & PHONE
- # OF OFFICE STAFF ON SITE
- # OF MAINTENANCE STAFF ON SITE

Associate Members

Limited spots for 15 vendors!

Registration open 4/15/21 to 5/5/21 and closes May 5th at 4:30PM.

REGISTRATION FULL

Cost is \$25/vehicle. Proceeds benefit the Community Assistance Foundation.



CAA EDUCATION

Fair Housing

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

- Up-to-date Fair Housing Laws
- Stay within regulations and compliance
- Geared toward all levels of property management staff

Apr 13 • 9:00 am - 12:00 pm • \$79; \$99 after Mar 30

EPA Certification

- The Section 608 EPA Refrigerant Technician Certification Exam is required by all individuals who open a system or container holding a controlled refrigerant
- The first half of the class is dedicated to learning the material
- The second half of the class is used to take the exam

Apr 15 • 12:00 - 5:00 pm • \$119

Bed Bugs 101

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

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

May 12 • 9:00 am - 11:00 pm • \$79; \$99 after Apr 22

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

May 18 • 9:00 am - 4:30 pm • \$79; \$99 after Apr 28

Marketing on a Dime

Instructed by Lisa Schmidjell-Justice, Haley Residential

- Marketing strategies for new prospects and renewals
- Make your community stand out - on a budget
- Drawing traffic in and keeping residents renewing

May 20 • 9:00 am - 12:00 pm • \$79; \$99 after Apr 30

HD Supply: Swimming Pool Maintenance

Instructed by HD Supply

- Chemical testing and water balance
- Filtration and mechanical maintenance
- Liability and safety aspects of pool management

May 25 • 1:00-4:00 pm • Free

HD Supply: R-410-A and Other Refrigerants

Instructed by Art Aros, HD Supply

- Transition from R-22 to new alternative refrigerants
- Service guidelines; old and new equipment; repair options
- Proper charging techniques

May 25 • 9:00-12:00 pm • Free



Meeting of the Minds: Industry Brainstorming Sessions

May 6

August 26

November 10

3:00-5:00 pm

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.

visto[^]

www.gowithvisto.org

Fair Housing

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

- Up-to-date Fair Housing Laws
- Stay within regulations and compliance
- Geared toward all levels of property management staff

Jun 8 • 9:00 am - 12:00 pm • \$79; \$99 after May 19

NATIONAL SPEAKER: Toni Blake's AmaZing Tour

In 2021 your humanity is your greatest amenity. People want to be seen, heard, and valued. Revive your personal skills for real human connection and get your LEAZING back!



Jun 10 • \$39 One ZOOM; \$69 TEAM One In-Person + One ZOOM

PRESIDENT'S SERIES

Scioto Country Club 2196 Riverside Dr., Columbus, OH 43221

TBA

Jun 9 • 8:00 am - 10:00 am • \$35

Hospitality & Service in Multifamily

Sep 16 • 8:00 am - 10:00 am • \$35

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!



**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.

Advocacy in the COVID Era

A lot has been said (and written) about how COVID has changed things and the impacts of those changes. I would argue, some things are changed for the better, we have a greater respect for personal space now, that's for sure. One of the things that has changed and has been a bit under the radar is the way we work with and communicate with elected officials.

I believe that, in some ways, this could be one of the better changes. No longer is it absolutely necessary to funnel into City Hall or the Statehouse to have a meeting and communicate with representatives. Now, we coordinate and meet virtually. While, of course, there are disadvantages to not face-to-face access, there are some advantages as well.

It has made it easier for our members to have access to these elected officials. Before, it could involve travel and extensive amounts of time out of one's schedule, parking, finding offices, limited number of attendees, etc. Now, we are able to have more communication during meetings and, in some cases, more representation. It allows us to promote our message more effectively. We have also reverted to the written word a bit more. Before the pandemic, in-person testimony and communication were gospel. Now, we can provide background, testimonials, experiences through written communication. This allows us to provide more detail since it is not bound by the confines of time. Though we have pared some down a bit. But it also allows more participation. When someone may be intimidated about testifying in front of a public body whether it be City Council or the Ohio House or Senate, now, we can



send written testimony. This does also help with the "strength in numbers" element that can always be an asset. We have seen an increase in member involvement and direct communication with elected officials as a result of the ability to send a written narrative versus oral testimony.

That being said, there are some things that are not necessarily better. Monitoring changes and introduced legislation in the strictest sense is nearly the same as it has always been. But now those conversations and tidbits one picks up

in hallways and through conversations in passing are not there. The conversations in groups standing around waiting are now held primarily one-on-one and typically mean one individual must take initiative to pass it along to the next. Someone may not be motivated to do so, they may forget or, as we all remember the telephone game, the message may not be the same once it has reached an interested party. Diligence in monitoring changes and staying proactive in making calls, sending emails, and communicating with other entities with shared interests have become more time consuming.

It is more imperative than ever that CAA staff keep taps on everything from the local to Federal levels. There are pieces of legislation introduced at every level that would have an impact on our members. From a proposed change requiring members to take vouchers to tax issues at the state level to rent assistance, eviction moratoriums and mortgage assistance in Congress. We're keeping an eye on it all and work to advocate for you, our members.

UPCOMING

GENERAL MEETINGS

May 13 • 11:30am - 1:00pm
The Fives

September 9 • 11:30am - 1:00pm
TBD

November 18 • 11:30am - 1:00pm
Franklin Park Conservatory, Wells Barn

\$15/person
Register at www.caahq.com

CAA BUSINESS PARTNERS

CREATED TO SAVE YOU MONEY

CONTACT YOUR CAA BUSINESS PARTNERS TODAY!

Sedgwick
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The Sherwin-Williams Company
614-230-4512



WHAT'S THE SCOOP?



Harper House Columbus Provided residents with a little St. Patrick's Day Fun!



The Normandy hosted a fun morning social for residents on St. Patrick's Day, yum!!



Palmer House Hosted a St. Patrick's Day Goodies Basket give away to keep residents engaged.



Village Green hosted a food drive with their residents for Move for Hunger and PB & J Drive.



The Mirada hosted a fun drawing for the Furry residents!



The Gramercy New Albany – hosted a fun resident engagement giveaway by having residents post a picture of them being active and tagging the

Gramercy. They were then entered to win a Free Bath & Body set and bottle of Chardonnay.



Instagram post from casto: Congratulations to Hayden and his precious dog Buddy for winning the Sawmill Commons Pot of Gold prize for the best poem!

I met a tiny leprechaun
So very short and fat
He put his fancy top-hat on
And vanished just like that

Sawmill commons is where we go
To play some hide-and-seek
We need to find this pot of gold
But the chances are so bleak

Written by: Hayden Owens

Sawmill Commons (CASTO) held a poetry contest for residents to win a Pot of Gold, what a fun and unique contest to engage residents!

CASTO Communities is hosting a March Madness Contest for residents where they could win \$200, \$100, or \$50 Visa gift cards with special instructions on how to enter their brackets.



WHAT'S THE SCOOP?



The Champion Companies – have found creative ways to keep communities engaged while keeping everyone safe (food truck nights, breakfast events, and grab-and-go charcuterie boards)!



Cortland Living – hosted a virtual paint party for residents with Paint the Town.



Estates On Main hosted a free at-home, virtual yoga for its residents.

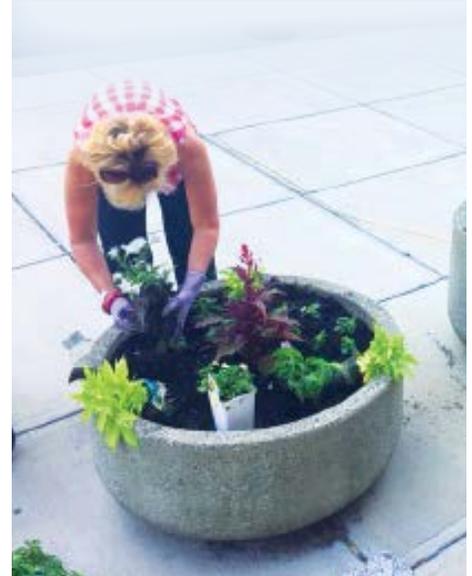


Clifton Park hosted a St. Patrick's Day themed give away for its residents.



CITY HALL
BEAUTIFICATION

May 28, 2021
9:00 am



ASSOCIATE ANGLE

Technology and the 2020 Pandemic

by Tammy Hunter, Choice Property Resources

How has technology changed during the Pandemic (how people have watched TV, use technology)?

- Just as households are moving to “Over The Top” streaming services, we are seeing more telecom companies move away from traditional cable to an “Over The Network” streaming service (i.e., AT&T Tv, WOW! tv+, etc.)
- Movie theaters had to close their doors...movie production companies have released direct to TV/stream options. People are now able to pay for new release movies to watch from the comfort of their own home.
- More streaming options are available...no longer just Hulu, Prime or Netflix (Peacock, Disney+, HBO Max, Sling, YouTube TV, etc.).
- Those with only mobile devices at home have added wired internet and those with wired internet at home

have upgraded the speed of their service.

- During the height of the Pandemic, Telecom companies adjusted to more online assistance, suspended data limits temporarily, offered free use of Wi-Fi hotspots and discounted/modified requirements for already in place affordable programs to allow for easier access and availability.
- FCC implemented the Emergency Broadband Benefit (EBB) to help struggling households pay for internet. \$3.2 Billion has been reserved to provide a discount up to \$50/month towards broadband for qualified households. The monies will be paid directly to the participating service provider on behalf of the eligible household. More information can be found at [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)

How have communities had to adapt or change to the increased use of technology?

- They have expanded their Wi-

Fi hotspot availability (hallways, common area spaces)

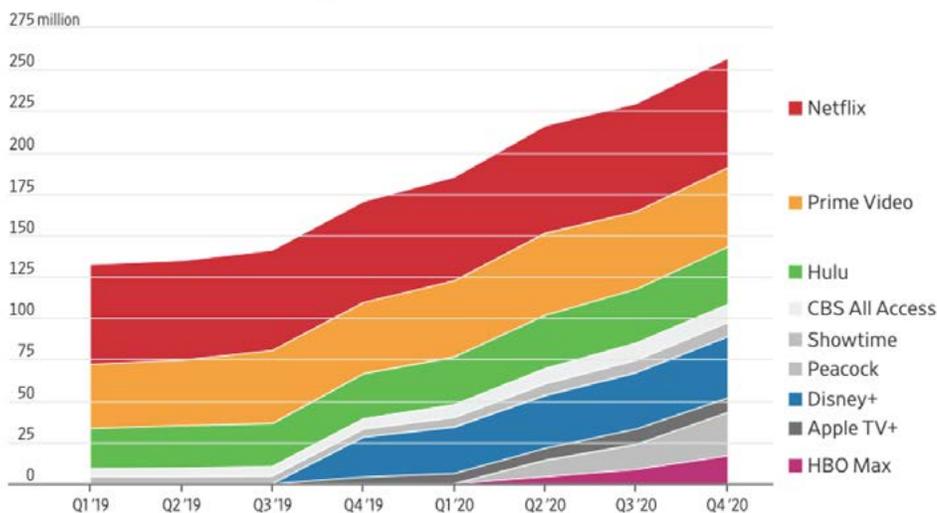
- They are providing more robust internet options (i.e., installing managed Wi-Fi networks, or entering into bulk internet agreements to ensure all residents have access to quality internet service either at a discounted rate to the residents or free to the residents via the property absorbing the cost)
- Bringing more internet options (more vendor options to allow residents selection)
- More management companies are accepting online payments and rolling out mobile-friendly ways to interact with property staff, such as online service requests.

What challenges have multifamily companies faced when trying to improve/provide bandwidth opportunities for residents?

- The number one issue is cost. It can average \$350-500+/unit to have a managed Wi-Fi infrastructure built out to the property. There will also be ongoing monthly expenses that can vary depending on the level of service desired. These costs can be carried over to the residents however in the affordable sector, we are seeing more owners/management companies absorb the full expense.
- More grants and funding options have become available to provide opportunities for multifamily housing to build out/bring a minimal level of service (free of charge) to the residents. We have seen an increase in these requests, specifically in the affordable sector.
- Property wide internet (available in the resident units) is also known as bulk internet. Many properties

Rising Tide

Cumulative number of U.S. streaming subscribers



Note: Hulu count excludes live-TV subscribers. Peacock numbers are signups. Fourth-quarter, Apple TV+ and Prime Video figures are estimates.

Sources: MoffettNathanson; HarrisX

have existing marketing agreements that prohibit the property from adding bulk services to the site. Reviewing any existing agreements before committing to an internet build out will alleviate any potential pitfalls further down the line.

- Educating the residents (especially in the Senior sector) can be a challenge. There is a digital divide, and many properties are trying to navigate the best way to bridge this gap and educate the residents to become more knowledgeable so that they can benefit from these ever-changing services.

What resources are available to help multifamily companies navigate through the digital divide?

- There are various online resources available:
 - o Broadband Communities – bbcmag.com/multifamily-broadband
 - o HUD Connect Home – connecthomeusa.org
 - o NAA/NAHMA
- There are third party experts that can assist with the vendor communications and agreements (i.e., Choice Property Resources)

2021 Associate Council

- Chair - *Megan Batty*
The Sherwin-Williams Company
- Co-Chair - *Trisha Hendrickson*
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Tidwell Group
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- Tracey Thrush*
RentPath
- Morgan Walterscheide*
Ferguson Facilities Supply



RENTING FURNITURE MAKES SENSE IN SEVERAL DIFFERENT INSTANCES, SUCH AS:

- You need a furnished residence.
- You have permanent furniture at another location that has not yet arrived.
- You are on a temporary assignment and need a furnished apartment for a short or long term period of time.
- You have suffered a loss due to flood or fire, and are in a temporary rental until repairs are made.

WHO RENTS FURNITURE?

- Temporary Job Assignments
- Military
- Traveling Nurses
- Change of Marital Status
- Company Expansions
- Professional Athletes
- Relocating Executives
- Home Stagers
- Owners of Rental Properties
- Students – International/US
- Short-Term Medical Care
- Fire/Flood Victims

WHY CHOOSE CORT?

CORT enables flexibility, efficiency and productivity by providing customers with the furniture they need precisely when they need it — turning empty space into beautifully furnished space within 48 hours.



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LIVE. WORK. CELEBRATE.™

LEGISLATIVE AND NATIONAL SCENE

by Steven Gladman, Senior Policy Analyst

City

In March of 2021 Columbus City Council unanimously passed three housing ordinances that materially change how apartment management companies will do business. All three ordinances will become effecting July 1, 2021. All the ordinances carry a criminal penalty, a first-degree misdemeanor.

The Columbus Apartment Association opposed the ordinances for over a year. The sponsor of the ordinances was Councilmember Favor. CAA met with her and her staff numerous times in an attempt to modify the ordinances and make them better for property owners and still provide tenant protection. All council members and the mayor were sent letters detailing the problems the ordinance created for apartment management. None of the request changes CAA made to the ordinances were included.

CAA is working with the Ohio Apartment Association to explore legislative options at the state that correct issues that the three local ordinances created.

Summary of Ordinances

From Memo by Willis Law

A. Rental Receipts: Section 4551

In March of 2021 the City of Columbus passed a rental receipt law that criminally punishes a landlord if they fail to provide a rental receipt to the tenant when a tenant pays their deposit or rent. RECEIPTS HAVE TO BE GIVEN WITHIN 4 DAYS OF PAYMENT. THIS LAW DOES NOT APPLY TO ELECTRONIC PAYMENTS.

This law takes effect July 1, 2021. HERE'S WHAT THIS MEANS:

1. A receipt has to be given when:
 - a. Payment made in person:
 - b. Payment made via drop box or mail: Receipt must be given within 4 business days of receipt of the payment.
2. THIS LAW APPLIES TO ALL FORMS OF PAYMENT EXCEPT FOR AUTOMATIC ELECTRONIC PAYMENTS. IF A TENANT PAYS BY CASH, CHECK, MONEY ORDER ETC. AND IT'S NOT ELECTRONICALLY PROCESSED, YOU HAVE TO GIVE A RECEIPT.
3. What constitutes a receipt or what does it need to look like?
 - a. SHORT ANSWER: We don't know.
 - b. LONGER ANSWER: Any document that

shows that they paid or that they have a balance will suffice. We would recommend giving an automated account statement that either shows a payment when made or shows a balance.

- c. Since the law does not define receipt, it is believed that you can email, and that you can make it automated. Obviously these work arounds are subject to interpretation.

MAKE SURE A COPY IS KEPT OF EVERY RENTAL RECEIPT THAT IS MADE FOR PAYMENTS!

B. Source of Income Discrimination: 4551.03

In March of 2021 the City of Columbus passed a source of income discrimination law that criminally punishes a landlord if the Landlord discriminates based on the tenant's source of income. *This law does not take effect until July 1, 2021.*

1. What is "Source of Income?"

Income derived from wages, social security, supplemental security income, public or private sources, and all forms of federal, state or local assistance payments or subsidies, including rent vouchers, child support, spousal support, and public assistance (i.e. Section 8).
2. What does this mean from a practical standpoint for landlords?
 - a. A landlord can no longer state they do not accept Section 8.
 - b. A landlord cannot make a minimum income requirement that tries to get around Section 8. For example. If your rent is \$1,000.00 and the Section 8 voucher is \$800.00, the Landlord cannot require the tenant to make 3 times the monthly rent of \$1,000.00. The Landlord has to subtract the voucher first. So in this example, the tenant would need to make at least \$600.00 per month to qualify.
3. What may a landlord not do?
 - a. If a tenant receives a source of income as stated above, a landlord cannot take the following actions against the tenant based solely on their source of income:
 - i. Refuse to rent a unit to this tenant/applicant.
 - ii. Make any distinction, discrimination, or restriction in the price, terms, conditions, fees, or privileges relating to the rental, lease, or occupancy of the unit or in the furnishing of any facilities or services in connection with the rental, lease, or the unit.
 - iii. Attempt to discourage the rental of a unit.

LEGISLATIVE AND NATIONAL SCENE

4. How can a landlord comply with this law?
 - a. **Do not** tell any applicant or person calling in that you do not accept Section 8.
 - b. Notify your screening company that your property has to consider Section 8 and other source of income when determining eligibility for applicants relative to income qualifications.
 - c. Do not nonrenew someone or refuse to rent to someone solely because they receive Section 8 or another source of income outlined above.

C. Renter's Choice (Security Deposit) 4551.04

In March of 2021 the City of Columbus passed a law that allows a tenant to elect how they pay their security deposit. This law does not take effect until July 1, 2021. The law provides that:

1. EVERY TENANT HAS TO BE GIVEN A CHOICE ATTACHED TO THEIR LEASE THAT LET'S THEM PAY THEIR RENT IN ONE OF THREE WAYS
2. If Landlord requires that a tenant pay a security deposit, the tenant can
 - a. Pay the security deposit in full,
 - b. pay the security deposit over 3 monthly installment payments,
 - c. pay the security deposit over 6 monthly installment payments.
3. Does this law apply to you?
 - a. This law does not apply to you if you own 4 or less rental units. At this point the City has not indicated what "owning 4 or less rental units"

means. In other words, if you own 4 units in Columbus and 4 units somewhere else... does this apply? Similarly, if all units are in different entities we don't know if that means you own them or not.

- b. It does not apply to any lease that is executed or renewed prior to July 1, 2021.
4. How do we comply with the law?

At the time of lease signing, provide the tenant an option on how they want to pay the security deposit. Attached is an addendum that can be used. The tenant must select what security deposit plan they would like and pay pursuant to it.

This law in no way prevents a landlord from pursuing damages against a tenant.

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LEGISLATIVE AND NATIONAL SCENE

HOT TOPIC!

April 21
10:00 - 11:30 am

Source of Income Ordinance and the How To's of the Section 8 Voucher Program

FREE webinar presented by CMHA for CAA Members

**Register Now! Attendees will receive a Free Parking Pass for the
November Expo and VIP Early Access to the Trade Show Floor!**

State

The Ohio General Assembly is mainly focused on passing the two-year state operating budget. The budget is required to be balanced and passed by June 30, 2021. The state budget will be much easier to pass than projected a year ago. At the issuance of the COVID-19 Emergency Health Orders, a significant revenue shortfall was predicted. But the state actually received more revenue than projected because of Federal Stimulus funding.

Besides the budget numerous other bills have been introduced. Our lobbying firm is monitoring all bills that relate to apartment management. Only a very few bills that are introduced are passed into law.

Many bills are re-introduced in each two-year General Assembly. Current bills we are monitoring but are unlikely to pass include:

- Source of Income as a Protected Class
- State Rental Moratorium
- Submetering
- Elimination of Mandatory Cable/Broadband for Rental Leases

Federal

The \$1.9 Trillion stimulus package was passed. Significant provisions include, rental assistance, direct payments to individuals and additional small business funding.

The CDC Moratorium is still in place but two Federal judges, one in Texas and one in Northern Ohio have ruled that the CDC does not have the authority to impose a moratorium. Both the Ohio and Texas decisions have been appealed by the US Department of Justice and at this time the rulings are limited only to the two cases that resulted in the ruling.

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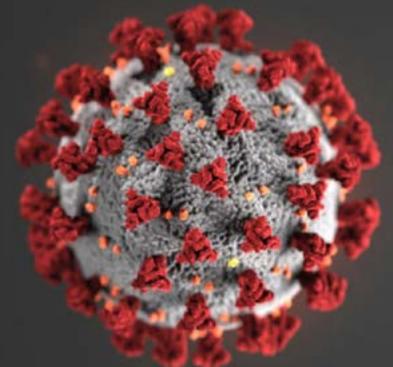
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August 31 - September 2, 2021

COVID-19 RESOURCES

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

Visit NAA Response Page at
www.naahq.org/coronavirus-guidance



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Hadler Real Estate Management Company

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Heritage Hill Property Management/ Whispering Pines

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SUBURBAN TOUR

SEPTEMBER 15,
2021

DOWNTOWN TOUR

SEPTEMBER 16,
2021



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Through a Pandemic, Disasters, and Preparedness – Your Red Cross Is There

By Jessica Burchard and Marita Salkowski, Regional Communications Director

In the one year since the World Health Organization declared COVID-19 a pandemic, the Red Cross has stepped up to address the emotional needs of families reeling from the Coronavirus and 2020's record-breaking disasters.



In Central Ohio, and across the country, trained American Red Cross disaster mental health and spiritual care volunteers have had more than 53,000 conversations to provide emotional support to people in 2020 — which had the greatest number of billion-dollar disasters in a single year. In addition, trained volunteers have provided free crisis counseling through the Red Cross Virtual Family Assistance Center for grieving families during COVID-19.

“The past year has been overwhelming for many in our community, and yet through it all, people are caring for one another,” said Stephanie Byrd, Regional Executive for Central and Southern Ohio. “When help can’t wait, the Red Cross provides families with the support they need during emergencies.”

While COVID-19 may have changed the look of how assistance is provided, it hasn't changed the Red Cross mission, or the level of help provided to those dealing with life-altering emergencies. The pandemic forced the Red Cross Disaster response for most home fires and other disasters to go virtual. Currently, the first interaction a client has with the Red Cross is through a phone or computer using a video conferencing software like Zoom or FaceTime. This is done to protect the health of both the clients and the volunteers.

Linda Hamilton of Jeffersonville, Ohio, a 12-year veteran of the Red Cross Disaster Action Team (DAT), has been providing virtual disaster response since the spring of 2020. She uses her skills as a caregiver to listen patiently and help people receive assistance from the Red Cross. “Some of these calls take a long time; people want to talk about what happened, so I listen to them,” Hamilton said. “It always feels rewarding to know you're able to give someone some help.”

A [2020 study](#) on a rise in volunteer experiences added to LinkedIn profiles shows that more people want to help others during this unprecedented time. Last year, more than

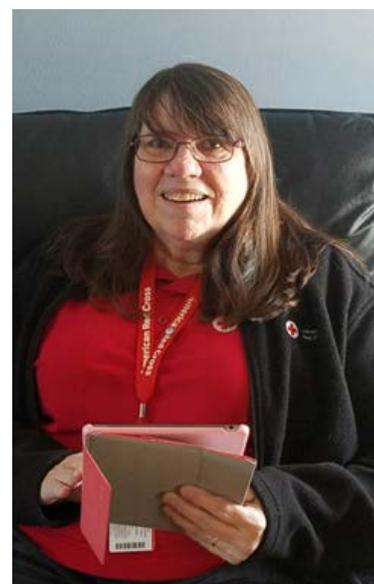


Red Cross disaster worker responding virtually

70,000 people across the country [became new Red Cross volunteers](#) largely to support urgent disaster and essential blood donation needs, with most of the work being done virtually to abide by COVID-19 safety protocols.

Red Cross disaster response is not the only aspect of service that is currently being provided virtually; the free [preparedness initiatives](#) have moved on-line. Participants can either log on to an already scheduled training class or can request individualized training for their group.

As a humanitarian organization, the Red Cross places top priority on the health and safety of our employees, volunteers, blood donors and those who receive our aid and services. Our commitment to public health is unwavering—both during this global COVID-19 pandemic and year-round. The Red Cross is continuously adapting its guidance and protocols in reaction to this public health threat, while ensuring that our services, including delivering our preparedness classes, are delivered in the safest way possible.



Linda Hamilton, 12-year Red Cross volunteer

BWC UPDATES

CareWorks is now Sedgwick

Our team includes the experienced colleagues from CompManagement and CareWorks Comp. The two companies merged and are now Sedgwick. Together, we serve nearly 65,000 Ohio employers including organizations of all sizes operating in various industries across the state.

Deadline Approaching: Group Retrospective Enrollment for Upcoming July 1, 2021 Policy Year

The deadline to enroll in Group Retrospective Rating with CareWorks Comp for the upcoming July 1, 2021 policy year is January 22, 2021. Group Retro is a performance-based program where the group's claims, incurred for the policy year, are compared to the group's premiums paid to the BWC. The participants will receive premium rebates as long as the claims incurred for that policy year are lower than the overall premiums paid to the BWC. For more information, call CareWorks Comp TPA at 1.800.837.3200.

BWC Board Approves \$5 Billion Workers' Compensation Dividend

Yes, those checks you got in the mail from the BWC were real! The BWC Board of Directors approved Governor Mike DeWine's \$5 billion dividend proposal on November 2, 2020. This is the largest BWC dividend in state history and DeWine hopes it will serve as a lifeline to businesses struggling amid the coronavirus pandemic. The dividend will be the third this year, following a \$1.54 billion dividend issued in April and a \$1.34 billion dividend in October.

Checks were distributed to employers covered by BWC in mid-December. Gov. DeWine said that the BWC "remains in a strong fiscal position thanks largely to healthy investment returns on employer premiums, a declining number of claims each year and prudent fiscal management." After the dividend is paid out, the BWC will have an approximate net position – assets minus liabilities – of \$7.2 billion.

2020 Policy Year Estimated Payroll was Reduced by 20%

Were you aware? Your July 1, 2020 through June 30, 2021 Policy Year Estimated Payroll was REDUCED by the Ohio BWC by 20% in response to payrolls possibly being lower as a result of COVID-19! Employers can call the BWC at 1.800.644.6292 and adjust their 2020 Policy Year Payroll as needed up until March 1, 2021. This will ensure a more manageable True Up in the summer of 2021.

Group Retro Rebates from 2018 & 2019 Policy Years: Rebated EARLY

If your company was enrolled in CareWorks Comp's Group

Retro Program for the 2018 and/or 2019 Policy Year, you received your rebates in April 2020 and in October 2020 as BWC Dividends. The Ohio BWC rebated 100% of your premium from the 2018 Policy Year in April 2020, AND rebated 100% of your 2019 Policy Year premium in October 2020. Therefore, since you already received all of your premium back from those two Policy Years, this is why you didn't receive your first 2018 plan year rebate last month, nor will you receive rebates in Fall 2021 or Fall 2022 or Fall 2023.

For more information about all the Ohio BWC's training opportunities, visit the BWC's Learning Center at: [BWC Learning Center Login](#)

2-Hour Safety Training Requirement for 2020 Policy Year Deadline is 6/30/2021

2020 Rating Year—BWC Rule—ORC 4123-17-68

Group Rated and Group Retro Rated employers who have had a claim from July 1, 2018 through September 30, 2019, have to complete a required two hours of safety training by June 30, 2021. BWC's requirement applies to any allowed claim an employer had from 7/1/18-9/30/19, regardless of size or severity. Two hours is the minimum amount of safety training mandated by the BWC. Only one person from the employer needs to take this safety training. If an employer experienced more than one claim within this period, they are still only obligated to attend two hours of safety training. If an employer has multiple policy numbers, they must attend two hours of safety training per policy.

For more information about all the Ohio BWC's training opportunities, visit the BWC's Learning Center at: [BWC Learning Center Login](#)

Selling? Merging? Closing? Spinning off? Let us know!

When it comes to mergers, acquisitions, closing or even spinning off a portion of your business into a separate entity, CareWorks Comp needs to know! Plus, there are certain forms that need to be completed to let the Ohio BWC know what is going on with your company as well. Contact your Account Executive at CareWorks Comp TPA or call our main number at 1.800.837.3200.