Property Management Panel

**Speaker View & Screen Share:** [00:00:00] [00:01:00] [00:02:00] [00:03:00] [00:04:00] [00:05:00] 30

Alright guys, we'll get started. Good morning. My name's Jillian. I'm the chair of the Property Management Committee. I wanna welcome everyone for being here for our first property management panel. We've got a lot of great information for you today. Each member's gonna go over certain topics. Remember to leave all your questions to the end.

We're gonna have a question and answer portion, and then remember when you do answer those que or ask those questions to not discuss your percentages, um, what you charge for things, that kind of stuff, [00:06:00] right? And get started and go first for forms. Sure. Um, I'm Phillip Johnson from Salem Regional Association.

Realtor I'm also Region Corps, RVP. Sorry.[00:07:00] [00:08:00]

We go, can you hear me now? Good. Again it's just a great piece of documentation, but again, giving it to an owner when you're onboarding or when you're talking to them, how many of us had that conversation? I have to paint the living room. Well, yeah. They live there for five years. Painting's kind of expected.

Now of course, if they've wall mounted the TV and we have to sit here and spend 30 minutes patching the wall, that's different, and this spells that out for you in detail. One of the other forms that came out this year was the site unseen addendum. How many people had 30 [00:09:00] applications over a weekend last year when there was no inventory available?

Had people from out of town saying, I want.[00:10:00]

All right. Sorry guys. Alright, well that's the major elements in the forms. I'm sure we'll have some questions at the end, but I wanna keep things going so. Thank you, Phillip. I'm April Martinez. [00:11:00] I work with Crest Fund Property Management. I've been doing property management locally for about 30 years.

I'm gonna go over the importance of inspections. Um, there's three different types of inspections. The first one is a move inspection. When doing a move-in inspection, it's essential to make sure you're documenting all that property in its entirety to include.[00:12:00]

Wanna get away from the law so you can see kind of where that is, and then you can zoom up to get the picture that you need. Um, so that's really important. That's the standard that's put in place as your accountability as the owner's. Judiciary duty. So the second piece of it is protection as well.

For any tenants that are going to claim you're charging a fictitious fee when you go to the security deposit. So the documentation on that move in and what you're giving them a form is important. Always. I recommend too, um, that you have the seven day notice or however many days that you have that you firing them to turn their version of the [00:13:00] move-in inspection.

In, um, I we use the same forms that come with the zips for the move-in inspection. I have them initial just the first few pages. They don't sign it 'cause I want it documented that they were given the move-in inspection and that they, they were required to turn it in. So that's that. Then they're the duration of the tenants.

You wanna do what you call, um, a keep up periodic inspection. That's when it's tenant occupied. So while the tenants are in the property, you're got two goals there? Yes. The number one is we're looking to see if the tenants are taking care of the property properly, if they're not misusing it for other uses in there.

And you also wanna make sure you're doing your due diligence to the owner too. So there's two phases of that inspection. Um, taking the pictures are very general pictures. They're not as intense as when you do a move in inspection. Um, they're, they're just general, but you're looking for those items and if you find any discrepancies, you are [00:14:00] addressing those immediately with the tenant and informing the owner, getting the owner, um, up to date on what's going on in your property.

Then the second portion of that, uh, is the, I mean, the third portion is the move out. And that again, is a very thorough, um, um, inspection where you're looking and you're doing a comparison. There's a reason they give us 30 days to process those security deposits because when done properly, they take time.

So you have to be diligent and to look into the pictures you took. And if they did, there are some companies that they'll not charge. I mean, they'll charge a tenant if they didn't turn in an inspection. But in all good conscience with our license on the line, we do work for the owner as clients, but we also have a responsibility to fairness.

And so I think that's important to mention. Um, and then getting those security deposits out within, um, the 30 day required, unless an extension, because it was left completely in disarray, say in eviction. [00:15:00] Then you're allowed to, um, get that security deposit out with an extension of up to 30 days. But you have to put them on notice prior to the third, first 30 day term coming to terms.

So I wanna stress communication too on the inspections. Um, I think it's important to notify, um, owners all the time, 'cause that's the number one complaint they get, is that there's lack of communication. So if you communicate by when you do the inspections, giving them the pictures, letting them know, Hey, did an inspection, everything looked great.

I did notice you're stain, um, deck needs a little pressure washing. You wanna go ahead and get that taken care of again 'cause we're looking to protect your investment and your asset, which is your home. So maintaining that keeps it easier from when you're going to do a move out. Unless. Less money 'cause they're gonna complain about that too.

There's cost into doing terms usually. So those are the things we're kind of looking, engaging into for like these type of [00:16:00] inspections and they're very, very important.

Good morning, I'm Jane Kennedy. Um, I've been in business for 33 years and I have about 250 properties that I manage. What I was gonna speak on today is marketing as far as, um, where the best places are to market and some places we need to kind of stay away from. I highly recommend that if you're a member of the MLS, that you do put all of your rentals in the MLS not only for way of advertising, but also it helps when you get it rented for we, so the other agents can use it as a comparable.

Not using that, if I have no property that I can look at that's been rented in that neighborhood the past year, you know, that makes it difficult, you know, sometimes to come up with a fair market value. I do not recommend, um, that you advertise on Craigslist or Facebook marketplace because of the scams that are out there.

You're just welcoming a scam artist to take your property and advertise it themselves and, [00:17:00] fraudulently take someone's money. Um, I do think your personal Facebook page or your company's personal, your business Facebook page is a great place to put your ads for your properties that are for rent.

As far as, uh, Google, I do think you should ask for Google reviews. When someone says you do a great job, automatically just say, great, thank you. Would you mind putting a blurb about me on my Google, um, review? Because sometimes you're gonna get those one star reviews as we all talked about this morning.

I got one this weekend, and it really does upset you when you get it. It does suck, she said. I mean, it really does, you know, ruin a good day when you get a bad review. But if you have. A lot of five star reviews, then those occasional one star won't affect your rating so much. So think about that. Also in your marketing in either the MLS or if you use AppFolio or wherever, I recommend that you state that you do not advertise on Craigslist and Facebook marketplace [00:18:00] so that the tenants are on notice.

If they receive a notification from someone through those channels, that they'll hopefully realize that that's not the, the realtor that has it for sale. Do you think that could be a liability issue? Is that why you suggested. What's that? Do you think it could be a liability issue? Is that why you're to not put it on or to put it, not to put that phrase on.

I just think it puts the tenants on notice that if you see my ad on Facebook Marketplace or Craigslist, it's a scam. And I have other agents that actually put signs on the front doors of their rental properties that says we do not advertise on Facebook marketplace for Craigslist. And if you've come to this home through that channel, you know, back up and call the number all the time.

Um, I have, many times I've had tenants text me, you know, are you the property manager for 1 2 3 ABC Street? Because some other man with this phone number has been talking to me about this property. And then I just sent them $700 and I said, you know, you've been scammed. You know, you need to make [00:19:00] sure that you're talking with the realtor sign that's in the front yard before you communicate.

So that's another, another. Thing that's important in your marketing is to use your real estate signs in the front yard, because that way should they come to the property and see a different number than who they're communicating with, hopefully they'll realize that you pick up on that and, um, and contact the, the property manager.

Now another thing we were gonna discuss is how property managers handle their showings of their homes. And I'll tell, explain to you how I do it from mine, because I am really kind of a one woman band. I don't have, uh, property managers that work beneath me, so I handle everything myself. If I had to personally show my rentals that are available, I would not eat much breakfast or dinner.

I wouldn't be able to do anything else. So what I do that works for me, and I know this system has been in place for my company for many years and it does work. Somebody's gonna argue that there are, you know, loopholes here, and I'm sure there are, but I've never [00:20:00] had any problem with it. What I do is I have on my, on my cell phone, I have three populated text messages, probably 15 or 20 of 'em that I use when I'm discussing my properties with prospective tenants.

And when someone says, I wanna look at your home at 1 2 3 80 C street, I automatically send them, you know, text message one, which is, when do you wanna move in? Who's gonna be living there with you? And do you have any pets? That answers three key questions that I'm looking for to determine if they're gonna look at a property of mine.

If they say, well, we're looking at moving in in December, then I have a text that says, I'm sorry, you would have to sign your lease within two weeks and pay your deposit. You need to contact me closer to when you're moving in. I don't let agent, I mean, uh, tenants look at the properties if they're not looking to move in, in the timeframe that matches, matches by healthy policy.

But what I do, if I send these questions out, if they come back and answer everything. The way that that would make them an acceptable [00:21:00] or acceptable perspective tenant. I asked them to text me a picture of their driver's license. And when they do that and I have their driver's license, I'll allow them to look at the property by giving them the lockbox code.

I have never had anything, any, ever had any theft or any problems with this system. It does work now. I do go to my properties once a week to check on them as I know people are going into them, but it does work. And then I just simply say, if you're interested in rent the property, text me back and I'll send you the application, send you a link through the application.

But if you're a small property management company and do, don't have the resources to show the properties yourself, this system does work. If anybody wants more information on it, let me know. I can help you get through that. Um, how do you show your properties? We use a, uh, we use self showing lot boxes.

So we, it goes through a program. The one we use is called Tenant Turner. And they do a prescreening, similar to what Jane said. Um, you know, it's about a five question questionnaire. [00:22:00] Do you have pets? Ask for the credit score to get a good feel for 'em. Then it gives them a one-time code that expires after an hour so they can go on their own to visit the property.

It provides a owner report showing how many times it's been seen, uh, how many online leads the property's got. It's been a very good tool for us. We don't have the resource to that someone showing properties all day. And, uh, you know, someone had kind of nailed it. They said, look, if someone steals a refrigerator, I'm then i'll paying for a refrigerator, then pay two people's salaries to show houses for the year.

So, um, we've had good luck with it as well. Uh, I think a lot of people, when they're uploading their id, they know that they've got some in, in the game. So, uh, it's been a very good tool for us. And how do you show your ies? Same method. Same method? Yes. Okay, problem. Perfect. What about y'all? We use a similar system.

We use, uh, code Box that integrate with AppFolio. I, that's something a lot of people utilize. Same [00:23:00] aspect of, again, my leasing manager may not be available to go meet you, but seven o'clock at night on a Saturday when your wife and family is free to go look at this. And this way you can capture that lead while they're in the driveway.

Mm-hmm. Also, you, you've got your id, we've got your phone number, we've got your information, the, have some basic background. The likelihood of you stealing that refrigerator. It's pretty small. It's much more likely that I see a sign for a house for rent. I know it's empty. I'm just gonna break in and steal a refrigerator.

I'm not gonna leave. A chain of communication going back of, Hey I went to this house on Tuesday at two o'clock because the code's only good for one hour. Mm-hmm. One of the things you mentioned, I just wanted to touch back on, we did change the name of the property inspection form. It's property assessment.

That, and the reason for that is you have countersigned that we don't want it to be an opinion in court. That I verified that this is the condition of the property on that report, that the [00:24:00] tenant turned back in. Or how many maybe filled it in and didn't turn it back up. Okay, well just 'cause you wrote it down, never turned it into me.

Doesn't mean that it's valid. And this way when you go into court, it's not, you signed off on this. This is what it looked like when they moved in. Now it's an assessment. The tenant completed. It's not from us

oh. Uh. Sorry, one more thing. I have had friends who have had properties from lease that have had ads skimmed, but on Facebook, had somebody show up with a U-Haul ready to move in, calling a locksmith to get the lock free key because the property manager wasn't available to meet you today. I'll give you a hundred dollars rent credit to call the lock up.

Oh, that is how that scam is working. You know a lot of people who use the one time showing systems, they have a laminated sign they put in the window. If you have talked to anybody other than Blank Property Management Company, please call this number. [00:25:00] You may be scammed.

Alright. My name is Alex Townsend. I'm with Townsend Real Estate. Uh, I've been doing it for a little over 14 years. We've managed just around 650 properties. My topic today is kind of protecting yourself and your business. Obviously make sure you're carrying proper e and o and general liability and deterrence and you can get sued whether you're a hundred percent right and it's still very expensive.

Uh, make sure you've got some insurance to back you up and help offset some of those costs. Pay close attention to your applications. We've been seeing a lot of fraud going around. Um, you know, we've been dealing with, with one particular person. She's stealing people's identities. People are paying her and she's putting their faces on driver's licenses you know, using other people's social security numbers to get them approved.

And we've had a couple of 'em get through our system. In the, about [00:26:00] six months ago, and, you know, they either immediately stopped paying rent or pay this girl directly. I think they are gonna catch her. But one thing we've done since we were made aware of it, is we put all of our applicant's phone numbers into the four warrant app and, uh, to verify that that's actually that person.

Uh, so that's been good for us. Also, uh, one thing we use as far as pets and service animals we use. It's called pet screening.com. If you don't use that, I highly recommend using it. It is free to you. If the tenant has a pet, they pay $20. It does like a background check on the pet, gives 'em a one through five score on how how risky it is to rent to that pet.

Also verify service animals. And if someone has a service animal, they don't pay the $20. They get the screening for free. You know, we all know someone can go online and print out a sheet saying that's a service animal. So it kind of cuts out [00:27:00] that, uh, that interpretation there. So that's been really good for us.

Bill talked about the wear and tear in sight unseen addendum. I definitely recommend that you use those. Let's see, inspections. April kind of touched on that. One thing we do with our inspections is we send. Each routine inspection to our owners. Mm-hmm. And we save that email into our system. So if you get an owner that you've had a long time and they say, Hey, I, I didn't know that the property was getting in this condition, you can pull up all the previous emails that you sent to them and say, well, hey, here's the last three that we've sent you.

Because you may see something on an inspection that doesn't have to be addressed. It could be the walls getting more wor, carpets getting more worn, things like that. And we've all probably had that landlord that asks you to do something that may be against the law or against your rules or ethics.

The real estate commission's gonna say to do what your landlord asked you to do, but your recourses to terminate your [00:28:00] management agreement with that landlord. So I recommend not sticking around to try to make it work if they're not budging on something that's against your policy laws or ethics.

I highly recommend, most of us probably are members, but actually going to the NFO events, especially at the national level, you'll pick up a lot of stuff that'll really help your business. It's been a very good for us as well. It's n it's a big one. Mm-hmm. Norcom, yeah, it, national Association of Residential Property Management.

But those events, they may look expensive, but I think what you'll take away from them will, will pay for the trip tenfold. That's pretty much all I've got. Anybody have anything to add? I'm just breaking all your mics. I'd also throw out, you know, one of the benefits of being a realtor is we do have access to the legal hotline.

John might, [00:29:00] might h out that comes in. Sorry. Uh, but it's one of those things, it's a lot easier to take advantage of that resource up front, get a clarification or interpretation and move forward. One of the things also, if an owner is asking you to do something unethical, that's a pretty good chance that they're gonna do something to you that's unethical.

Mm-hmm. So that owner who's debating and pushing back on repairs and maintenance, yeah. They're gonna be the ones who sue you. Yeah. When the tenant moves out. Absolutely. And goes, you didn't maintain the property properly. I didn't know that it was like this. I didn't realize the fence was falling down.

Here's the estimate that I sent you to repair the cuffs. Here's the email that said I'm not doing that, and now I'm terminating you. Okay. So if they decide to sue, you've got written documentation of here's the repairs, here's where you said no. And that's why we terminate. I haven't dealt with that situation.

I wanna add too, a little bit what Alex added into on that. Yes, we have all of [00:30:00] that, but it's better to cut your losses because like Alex said, it's still gonna cost you money. It's gonna cost you money to defend what you did, right? Mm-hmm. So it is better to cut your losses. Absolutely. You ready for questions?

I guess I, alright.

First, I just wanted to thank all of you for sharing your wisdom and knowledge. This is very exciting for those of us who are newer to property management and very helpful. So thank you. Um, my question was for Phillip, can you read off the form numbers for the form? Sure. To be for possession is form.

Sorry. Command for possession. Is this one working? That one is. Okay. You're good. This is form 4 2 7 D.[00:31:00]

The site unseen addendum is four 40. Sixt.

The landlord, li tenant normal wear and tear guy is four 17 and the lease is still form for 10. It's just revised and updated. Thank you. And well,

the inspection, yeah. Assessment. I see it. Uh, it's not on the default, so sorry. It's, thank you. Anybody else have any questions?

I know there are also resources at the state and a [00:32:00] property manage management division and a conference that is more local that's coming up in October and um, in cater to both document managers and real estate brokers. And so, so I just wanted to share, if y'all wanna look that one up, uh, to attend

services at the state level that they can join and be a part of. I'd be happy to Ms. Um, on the board of Governors for the state property management division. It's a great resource. It's a great way to network. Same thing as, but it's just going to Cherokee this year. Uh, I think we're gonna be in Greensboro for Vision Quest again this year, so it's a great resource to take advantage of.

You'll get the handbook. I believe dues are $45 a year, costs next to nothing. But it is a great education opportunity and a great resource. But yes, we will be in Cherokee in about 30 days for that convention. Hi, [00:33:00] I'm Jennifer Lockhart. Quick question for you on occupied properties and code box or the tenant turner, if you have an occupied property, you were talking about people being in the house.

Sorry, go ahead. Yeah, we, we don't use the boxes on occupied properties, but one thing that you can do, uh, 'cause there are certain properties that have to be shown manually, whether occupied or unoccupied. There's common entry door or anything like that. So you can select in person showing. And what we can do with our tenants is we can put their phone number in there and it helps coordinate with the prospect and the occupant to make that showing happen.

Same thing, if it's a. Uh, a common door that has a code to get in, we can put the showing agent or property manager's information in there to coordinate the chat. How are you finding your current occupied tenants who are still in the property? How are you finding that interaction between the prospective tenant and the current occupied tenant?

Well, we typically try to avoid the [00:34:00] showings up until the tenant moves out for one big reason is we don't know how long it's going to take to get the property back either market ready or move in ready. Uh, we don't know all of our vendor schedules. So if someone has a move-in date that's 15 days after the occupant moves out we don't want to find ourselves in a position where the property's not ready for them to move in and we've already collected.

Are the rest of you doing the same thing? Not doing any showings until move out? Until after move out? It, it depends on the circumstance. For those that are like early terms that we're needing tole the property. Typically we have a conversation with that tenant who's saying, Hey my job's relocating me to Chicago.

Okay. Here's how that process is gonna work. Once we have, and in those cases, typically we're only doing it once we have an approved application or a submitted application. We're not gonna go show up to 87 people who just want to go kick tires at the dealership on set. This is, you're, you're serious about moving forward in that circumstance.

But [00:35:00] most of the time in Occupy homes, and I don't know when you move that sofa away from the wall, how much work I'm gonna have to do. Yes. We may have done a walkthrough recently, but you all know as well that when they're carrying the mattress downstairs, put a hold, well, instead of three days to have the contractors in there.

Now it's filed. We don't usually, typically advertise them if they are tenant occupied because we're not showing, we're not putting a box on there. Um, it's normally left up to the tenant who's usually breaking the lease and they are motivated. However, I don't know in your area, but what it's been my experience that a lot of times they don't even set up appointments with occupied even when their owner occupied and the owner's try and advertise prior to them moving out 'cause they need a renter in there.

We, I don't see a lot of, I don't know about you guys, but I don't see a lot of activity. People want to live at the houses when no one's there on their time. And that's, so [00:36:00] if they insist because we are obligated to try to release it, um, we will. But by rule of thumb, most time we do not advertise until it has it's empty.

And a good explanation if your owners are leery. What I've told my owners is two things. I've told them a, Hey, it's gonna make it more challenging because the tenants are still in there. Because you have owners that'll say, oh my God, my house, they gave notice. Um, and they're not breaking a lease or anything, but they're just giving notice.

Well, owners get nervous because they need renters in there. So they're like, well, can't you start advertising as coming soon? Remember, they're coming soon. Mm-hmm. My feedback for that is typically this. We don't know how the condition of that house is gonna be when the tenants door to show it. We don't show it.

It's Senate occupied. You have a lease in place, they're paying rent, so we're not showing it. But you take a risk if you want to do it because the condition of the house, you could lose potential people, number one and number two, but the rest of the panel's gonna always agree. We don't know how long it's gonna take [00:37:00] to make sure it is rent ready for anyone that is in it.

And the biggest piece of advice I can give is this, how I get the owners to come to terms with those extra eager owners. Is, I say simply this. Listen, I wanna always be advocating for you, for you, I wanna do the best job for you. And here's potentially what becomes an issue. We've put that house as coming soon.

When you first put the house on, you're at the top of the search, you're losing your position. Why would you do that though strategically wise, it's not smart. So that's, that's how we handle it. Question. My name is Cina and, um, I only manage 30, um, but I'm also mainly a buyer and seller agent.

Um, I am showing my properties. I screening Zillow first. I'm not showing unless ICU apply. If people cannot spend $30 and they cannot apply to unlimited amount of properties, I'm not wasting my time. Number one. Number two, I have a lot of owners right now. They cannot [00:38:00] afford. And I mean that wholeheartedly for me saying house is for anybody.

And all my owners know I have a professional, clean, professional carpet. I mean, my houses are spotless, but I cannot, they cannot afford it. So time wise, once it credit, it depends on how the house is left. If they're damage is understandable. But on average, what's your turnaround from once the tenant was out?

'cause I have made it happen. One tenant who's out the next tenant moves in the next day. And how is it stressful? Absolutely. Have sometimes really, like myself short, yes, but so many people, I mean, I'm upfront in money at times. 'cause they can afford it and have to take it outta rent. Is it risky? Is it my calls to make and I, and I can, you know, but it's, it's bad.

Like they already trip when the house is not rented within two, three weeks. No, I think that's, that's great. And we're just kind of making our recommendations, learn from our experience. One thing, if you're doing that and you have the time is. [00:39:00] Like a pre-move out inspection would be a good idea. Go through about 15 days.

Uh, and mainly just want you learn from the mistakes that we've made. Um, I've had tenant, yes, I've had tenants, uh, say be out on the 30th, and next thing you know, they're not out until the fifth. And it just, you know, if you've got, especially military and her household goods are set to arrive. And the other tenant's not out.

It really puts them in a bind zone. So on average, what's your, once a tenant moves out, whatever date it is, unless there's really major damage or we need to renovate more, what's your turnaround on average? If, if it just needs to be cleaned? I would hope seven days max. You know, depending on the vendor schedule, if it needs repaired, we kind of shoot for 21 days.

I review uh, every week with my property managers if something's been vacant 21 days. And then on the market we have a conversation about that. Do you guys have anything in writing? 'cause I'm obviously good with how the stuff in writing 'cause I repeat myself over and over and over. Explain. And I [00:40:00] told the owners and they're like, really?

You did say that. So now I start everything in writing, like setting expectations. 'cause you know, good contractors are booked just because your house now has an issue, I cannot pull in from somewhere else 'cause it's not fair. And it's not right. So, yeah. So do you have that in writing or I don't for turnaround time.

Mm-hmm. I, I do not just 'cause some of that's outside of my control. Okay. Yeah. But, um, I think with that, if he is, is a great recommendation Alex made too. If you have, we all have different kinds of owners. Mm-hmm. So if you have those owners that are a little more, it's hard for them to miss rent though.

They, they understand in the beginning it's taking a risk anytime they're renting anyway. I think it's, it's essential that you communicate that to them so they understand. But again, the pre-inspections is helpful, but there's no way to ever guarantee that, um, to an owner. So I think that my recommendation, um, is always kind of just being don't.

[00:41:00] With property management and sales, it's two different kind of hats you wear a little bit. I've, for me personally, I think in property management there needs to be more direct communication. Don't sugarcoat it. Don't fluff it. 'cause you're gonna get yourself in trouble if you do. I'd rather over I'd rather overemphasize like something on the, on the bad side because then when I deliver and I'm over, then they're happy and I'm happy.

Yeah. The old saying over promising, over deliver, sorry. Under promise, over deliver. Okay. Get the words out today. We typically from move out saying we went listed on market photoed everything under 30 minutes before we do an inspection. If an owner pushes on that and we can do an inspection and, and say, okay, it is just gonna be a little bang clean.

Get the carpets clean. Okay, we can say that for two weeks. But again, what if that tenants movers don't show up? The home they're closing at late because none of us have ever had a closing delay. I was gonna buy a house. I'm supposed to [00:42:00] move out on the 30th. Okay, well guess what? Those been delayed for seven days.

If you've already rented that property, you are now a material be breach or contract and open another liveability. So is it better for you to be honest and transparent with your client about it's gonna be two weeks versus pushing for that set, weekend turnaround and now you're in the breach of contract situation where guess what?

You're paying for that tenant hotel, you're paying for the Ubers, you're paying for storage fees. 'cause you promised that house is gonna be available on October 1st.

A good example of that is I just had a tenant move out at their move in every six month. Inspection house is spotless, like one of the best tenants I've ever had. They moved out during, so if I would've already. They lease that property, I would've had to figure something out because you're several, several treatments to get that house back without roaches.

So I do the same. I [00:43:00] wait till they move out before I re-list it. And that could be seven day turnaround. It could be a 10 day turnaround. For this one, obviously it's a lot longer 'cause it has to have multiple sprays. Mm-hmm. But you never know what you're gonna run into until they move out.

Like they can be a plus tenants and then they move out and it's a disaster. Uh, one thing I also forgot to mention about forms with the lease, how many of us have taken on properties from other property managers, private owners with a handwritten lease that grandpa wrote and Oh, years ago? Yeah. I actually had a tenant about a while ago.

We found the original lease from the sixties. It was on a five by seven piece of paper. That was a whole contract. Make sure you take the time to get all their information, get 'em on new paper. A lot of times with us that everyone wants to be able to still raise the rent to a 30 day lease, just so you can get 'em on standard contract, standard form.

The last thing you want to find out is you go to [00:44:00] do an eviction with 'em. Oh. There's no partial payment clause. Oh, there's nothing in here about to demand for possession. Oh. There's nothing in here about late fees, court costs. You're not able to charge any of that back. Yeah, your case just got dismissed.

Get ahead. Yeah. Hi, my name is Sabrina. Um, I, we just started property management, like,

yeah. Um, so I have questions about that. I've learned a lot between service analyst and emotional support analyst. Then I've heard horse words from my father about animals that could cause issues with insurance. 'cause I know insurance doesn't like certain roots. What do you do? Because the laws haven't caught up to what they should be.

In my personal opinion, if somebody has an emotional support animal, they're applying, they're doing all the right things, but it's a breed that the insurance doesn't accept, how do you go [00:45:00] about that in the best possible fight? It's my opinion, if they give you the documentation prior the support animal, it doesn't matter what the breed is.

You can't, you can't discriminate on that. But what it can come down to is there has been an interpretation of it is gonna be contested. That asking an owner to res shop an insurance portfolio to get reasonable COV coverage is not considered a reasonable accommodation. Well, you can also have a problem with your HOA too.

Correct. But HOAs are different rules altogether, and a lot of those are not enforceable rule state commissioner, but rule are HOAs. Yeah. So I, we use that screening as well. It verifies the paperwork, it verifies that it also keeps you in compliance with hipaa. My staff does not need to know what your need is.

They just need to know it's documented by a doctor. It's a valid prescription that has been updated in the [00:46:00] last year that says, Charlie's here to do this task. I, I know we're in favor. How many people are dealing with former military PTD? Yeah, you should be able to have that. Thank you for your service.

But again, if it's one of those things that I have a cockatiel, a trap, a dog, a cat, a miniature pony, and here's all these other things. And I wouldn't printed these out off my form that I paid $20 for. That's not reason. That's something that I've been seeing, like service animals, they've been trained, they've had a certification, like they went through all of that.

But emotional support animals are untrained. They have just perform a specific duty for a specific need. So an emotional support animal. We can not accept somebody with an emotional support animal 'cause there's no specific need. Don't, you will get yourself in trouble with that. Good pet screening.com.

Take yourself out of the equation. And they have said that your animal does not meet the [00:47:00] guidelines to be an emotional support animal with this pet screening. Do you make them provide vac updated vaccinations? Yes. They, they do all pictures. You have to have the photos so that if they submit the, you know, this is my little chocolate lab and you go by there and all of a sudden that's a doberman you're taken care of.

The other thing is there is a form that is a, an emotional support animal, a support assistance animal form addend addendum. You can. That still says in there, if there is an issue with this animal, it is still a breach of contract. So that if there is an emotional support animal that comes by, Hey, you breached your contract, you have to get rid of the animal.

Well, it's a service animal, don't care. You can't have a pit bull that's going after the neighbor's child. So follow up question mind. If somebody has an animal and that animal hurts another tenant, what, um, obviously another tenant in the house, [00:48:00] multifamily family, how would that work? I mean, obviously you wanna get that tenant out, but like intro advice, like, what is my responsibility?

Did you have 'em complete a background check on you? Bulk? Yes. Do you have it in your lease that they're allowed to have that? And here are the TURPs. I follow the highest standards available. I used an independent third party company to verify this animal was not an imminent threat to my neighbors. I can't do better than that.

My owner's supposed to have insurance. I have my general liability and e and o, I've documented everything I can. Now, obviously, once that animal will attack somebody, here's, you've got 72 hours to read home. That's what the contract typically says. Once that happens, you've done your due diligence. Is everybody gonna get sued?

Probably. But you can sit there and shield yourself going, I have followed every standard I [00:49:00] have. I had a situation where the HOA didn't notify the owner or us of an issue with the, so we're then able to say, not only did we follow this process, here are our guidelines. The HOA was aware of an issue, notified nobody.

So guess what? They're the negligent ones. If their situation happens, the insurance are gonna go after whoever has money. Make sure you're the one that has the best shield. Add one thing, let me add one thing really quick. I think that they get mixed up a little bit with service animals and ESAs and the difference is that people don't realize is the service animal is when you're going to a business.

So you in ES a, just because you have a ES A doesn't mean businesses have to allow that that comes into fair house and for the their homes or personal homes. So people sometimes think that it can only be a surface animal that you have to take in property management. I think there's a lot of [00:50:00] misunderstandings on that and that's not the case.

The ESA is absolutely for homes. It's for your homes, not your businesses. That's the difference. I think it's important to explain to all your new or existing landlords that there is a certain amount of risk in renting out your property. So yes, you do have to allow that animal, the animal could destroy the house.

And, I let 'em know worst case scenario would not do those meetings. And if, they're worried about ever having to put a dime into remarketing their home, they probably just need to sell it. I have one thing. I got a real estate commission complaint last year because I do not use pet screening.com though I, I think I'm going to start, I typically ask the tenant to email me a copy of their paperwork for their ESA or service animal to review before I ever let them look at the property.

And I had, the commission complaint I had was from someone that said that I didn't have the right to ask for that documentation. The real Estate Commission of [00:51:00] course, said that I did. So just remember if, if you're not gonna do a pet screening service. You should definitely ask for copies of that paperwork.

They're supposed to have a long-term relationship with that doctor. A lot of 'em don't have but a five minute relationship with the PA or whoever signs the letter 'cause they're just getting it offline or, you know, online. So that is something that, you know, you could follow up and say, how long have you been treating, Jenny for this service animal.

If they say, oh, we just met Jenny today. I mean, you could deny it, but the one thing about fair housing is you need to tread very lightly. I would, I would've, I would accept the animal. Yes. If it's gonna be a fit. Because the next thing you're gonna know, you're gonna have a lawsuit on your hands. Violating fair housing.

She had a question back there. She pretty much answered it. My question is, okay, let's say I'm a prospective tenant. You are the property manager. I have a certified doll, you tell me. Well, you have to check with the owner. Is the owner [00:52:00] allowed to deny that request? No, ma. But that's why I say I, I wanna review the paperwork nine times outta 10 when I say, please email me your paperwork and I give 'em my email.

I never see it. I never hear from again because they think they're just gonna get away with me accepting their dog without paying pet fee. And I talk from personal experience 'cause I trained service analysts for the military and I had a property manager tell me that came back to the property owner and the property owner came back and said No.

And I'm like, this is that. And terminating terminate your agreement. That's the case. 'cause you don't wanna be a part of that. PET screening will make your lives a lot easier when it comes to that topic.

There's HOA restrictions. I was just curious if if the pet's certified yeah. Are they, um. Are the HOA rules, do they supersede? I don't think so. Not federal. It's federal. If a tenant's neighbor complains about a pet [00:53:00] grading, there's an HOA complaint, what would do you do? It would be a fair housing lawsuit against the A HOA for not complying to the cowfish, but you have real restrictive covenants.

So here's my question. You have restrictive covenants, which some of these new pods, they're, their restrictive covenants are saying that if it's considered a dangerous breed, you know, so the question is with an ESA or a a, uh, service animal, if it's one of those restrictive breeds and it's going into a p, how are you dealing with that as a property manager?

You have to allow the pet period. And if they have the correct documentation, um, that's the key. You have to make sure it's legitimate, um, documentation number one. And number two, when you move the tenant in with that, the HOA should, you should be given all those documents to the HOA and informing them.

And that alleviates most of that, to be honest with you. And be careful not to call it a pet. You gotta call a animal. Yeah. ESA Yeah. Or service, whatever it [00:54:00] is. I always ask them, you know, are you gonna deny somebody in wheelchair rent in their neighborhood? Are you gonna deny handicap access? So if that pet bites somebody in the neighborhood animal, sorry, that animal, that ESA bites somebody in the neighborhood or, and, and it's against the covenants because it was a dangerous breed.

I'm just giving, and I'm not trying to say, you know, I'm not signaling one out. I mean, I could. Be very concerned. I know that pet screening would cover you, but I would be very concerned you know, with that problem, your job is to always remember this. Your job is to always be in compliance with what you're required to do.

Your due diligence, that's your job. Anything that happens, I could walk outside and get ran over. Things happen as long as you put your steps and done all of your due diligence and, and covered yourself with knowing you got the proper documentation notifying the HOA, that, then if that does happen, then that gets dealt with as an incident.

Meaning that, okay, now here's the [00:55:00] incident. You are in compliance. That's a federal law. So that's what your backup is at all times. And then that pet, like Alex or somebody said on the panel, if the dog does become a problem, then it's removed and gone. That's how that's handled. And, and that goes back Thera is that strict that goes back to don't take the property or, or get out of it if they're trying to tell you not to take a, a service down.

I'm gonna, there's some questions on here I'm gonna ask y'all to answer. Okay. Sorry. I'll send those out. Do you require your tenants to carry renter's insurance? Yes, absolutely. I do. Yeah. Yeah. And proof before picking up the keys? Yes. And you need to be listed as a, um, interested party. So if they don't pay, you're notified. Same thing with your owners. Yeah. How would you suggest to handle a sublet?

I do not allow those don't. Yeah. You know? [00:56:00] Yeah. I, I think if it came down to where you kind of had to, like the tenants moving or relocating, you move them out doing their lease, lease, tenant in. Yeah, absolutely. Um, the lease actually says it doesn't allow sounds Right. Bring the standard realtors. Other than nrp, m what was the other resource Phillip mentioned on, um, at the state level?

State property management division or state PMD. Okay. And, uh, also depending on what industry you're into, there's also I, that's two to real estate management. There's a few different options through that as far as getting certifications as well. That tends to be more on your larger site, multifamily or mixed use type facilities.

What company do they use for self touring lockbox? I think there's a ton of different ones you can use. There's programs, there's code box there, there's a hundred different lock is what we use. Yeah. We use rent. [00:57:00] Yeah, I use a box. It's uh, self one off Amazon, like $60. You can set it directly from your phone set up for one time codes, day hour.

If you've got a a vendor that needs it for a week, you can set it for a week, however you wanna do it. Yeah. And then it automatically changes the code after that time period. Yeah. And the great thing with different systems like that is you can have a, a vendor combination. So my painters, no, the code is this for all of our properties, but still be able to give that one time shoving code to a prospect or somebody else that you don't want to have, have full access to our property.

Yeah. I think there was one more. Um, what's the addendum for the emotional support animal? I don't have the number there is. I'll find it in just a moment. Okay. That's all the questions. Does anyone else have any questions? Of course.

So I had an [00:58:00] applicant provide her emotional support letter documentation from the doctor and it was like three years old. So I was wondering we could have anybody have those go within a year. Yeah, it's usually You wanna get one? Hey, great, we got this. Um, do you mind asking your doctor, 'cause usually it has to be within about a year, just an updated one.

Should be no problem for you. It is considered basically a prescription that has to be written. Uh, all period period problems. Just for the addendum for the new contracts. If we could add, uh, next, go back to the longer line on the authorized occupant list because the line that you, you have a single line on the first page. If they have three, four kids, you can't put that the date birthdate on that line.

They don't need birth dates. Well, I, I understand that, but you know, it is property manager, you'd like to know ages and all that, but then that's why they didn't get a criminal background check. That's why we do doobs too. But then we can [00:59:00] verify, well they didn't do a criminal background or credit. 'cause even if they're not a leaseholder, we're still requiring background screening.

So if by putting the DOB next to it on the occupant, then we know it's a child. Exactly. Just needs to be a little bit, little bit bigger. Sure. I'll bring that up in forms this year, but also you do have, uh, line 28, which is four lines long, says additional terms. There's nothing stopping you from going additional occupants and putting them all there.

Okay. On the inspection, if you could add ano an extra column for cosmetic. Versus good needs attention. The idea is good is still where they can say something cosmetic. I understand it, you understand it, but getting people to interpret is always gonna be a challenge. That's part of our onboarding and leasing protocol when we're going through there, is explaining that to tenant.

The idea is the more columns you get, the more confusion you're gonna have. Does that mark on the ceiling, the water leak that's not disclosed and they're saying it's [01:00:00] cosmetic. Really it should have been something we followed up on. It's always a little give and take on that and those forms are geared up for lieutenants who, not for us.

Like we have to get our own. If we're gonna use those forms, then maybe we that to get our own what we need. Exactly. Again, this is for the tenant to turn into you to say, Hey, I'm concerned about this, not the million dollar deal. One last thing on the, on the MLS, if we can make it mandatory that, uh, all photos are dated.

Would be great because I can, countless number of times I've seen photos from 10 years, 15 years ago and on, not on mine, but like all my photos have dates and via new apps connects and put the address on it, which eliminates a lot of the confusion. Should be mandatory. That would be something to discuss with your MLS committee.

Well here, well that's not Yeah, we're property managing. Yeah. This is, but I understand what you're saying. Yeah. [01:01:00] If a tenant, uh, omits a given issue within property that renting or uh, unreasonable amount of time, uh, what is like the red line on what's reasonable and unreasonable for omitting issues for a given property?

Like, 'cause their accountability, like tenants would be accountable if they just say omit something for like three months and we were there four months later. Prevent inspections. Like if water leak leak, leak leak. Yeah. Like a leak on a ceiling or something. Like, hey man, like you cut EPO in and you get, I've been there and they go, uh, oh five months.

And I'm like they've gone bigger. And they go, yeah. I mean you obviously admitted it. Would it be their responsibility in that case and uh, if so, what's the threshold? Oh, that's good. On, on uh, how the duration of time when supposed to relate to, it's gonna depend on the tructure state and Yeah.

How severe. It's so, you know, I had a multi-family down $8,000 water. Yeah. Two [01:02:00] flappers on toilets just running 24 hours a day. Guess what? You need to talk to your renter's insurance about whether they're recovering you for this. Or for example, not changing a filter on an HVAC system. And the HVAC system die, dies and you go to get it serviced, and they say that the compensate line was completely blocked because the, the, the filter is really dirty.

And then how do you who pays for that visit? It's gonna be up to you and your owner to decide how to balance that equation. I've had tenants who have been in place for 10 years. It's $150 service. Call owner goes, I'll split the cost with them. I've had owners go, I don't care if it's $1, I'm charging 'em.

It's just, and you have the right to charge them. If they have not changed the filter, they're negligent. You need to have it in, there're spraying out that they need to change their filter every four days. Right? Yeah. It, it's in the maintenance de we changed it, but it's in the maintenance de i, I want [01:03:00] my HVAC company putting that on the invoice too.

That's the big, you have a picture right now. You been Yeah. And that's actually a really good point about everything you know, is that if your vendor can put on the invoice, hey, it was a, uh, toilet, you know, those toilet, um, blackboard P flush valve? No, the toilet wipes, they say that are wallet flush rolled down the flushables, you know, unless you put it in your lease.

That's another thing to think about. Adding to your lease is where maintenance denim is no use of any kind of flushable systems or et cetera. Um, but my point is, is that when it comes to that point, you have to have it, them, the vendors write it. Otherwise, you know, it can be quite an issue.

That's one of the things I always think that helps us sell our services. Oh, you, you want your brother to go out there and do the maintenance? Mm-hmm. Okay. When there's a debate on why is the plumbing clogged, if it is a family member of the owner versus an independent contractor who goes out and says, yeah, I had to jet the lines out because they have been pour grease down to [01:04:00] drink for the last two years, it is a lot easier to stand up in court if you end up in a legal situation, right?

Yeah. Mm-hmm. When it's not you, it's not me. It's not the vendor. It's an independent contractor who's licensed, who came up with this interpretation. How are you handling septic systems? In what capacity? So if you have a property, you're property managing a property that has a septic system, when you're taking it on, how are you handling it?

And then between each tenancy, how are you handling it? We asked when is the last time the septic system was tested, pumped and cleared? Have they had any issues with hail lines and how old is the system? Um, are the lines buried deeply low? I had one property we took on that the supply line was basically about that deep under the dry.

You put a, you know, super duty truck across there, you're gonna have a broken lot. Um, but you know, it is also one of those things we've had, I had a small property where there [01:05:00] was, uh, some mobile homes with the cell system and seven people all going to one drain. Okay. Who's responsible for the issue?

Well, Mr. Owner, this is the investment you bought. I can't determine once it got to the trunk line, which of the tenants is responsible for that. Therefore, it is part of your responsibility for maintaining the home. Now, what we send notices to can and grease don't flush flushable wipes. Sure. But if it's in the tank, it's hard to determine which of the seven people did that.

It was more about tenants. So you, you, you, you've told your owner when you first moved on the property and then, um, you rent out your first property. You provide if you need to, you provide that paperwork to the tenant to show them that you've done your due diligence. Do you require the tenants upon their leaving the property to clean the septic system out?

No. That's an owner expense. Mm-hmm. Yeah. Maintain, unless, sorry. There's a problem with the septic while it's kinda [01:06:00] occupied and you get a call and it's backing up and you send them out there and they tell you there's grease, it's ed up with freeze or flushable wipes. So what we do is we add into our paperwork.

If it is septic, we make 'em initial next that they know it's septic. We recommend that they use redx once a month so they don't have the inconvenience of it backing up. Then we also put in writing no flushable wipes. If you put flushable wipes or the found to be in there, then you're gonna be charged for the cost of pumping the unit.

That's how we do it. So you never have the tenant pay. It's an owner expense. It's normal. We actually, it's actually, I'm sorry, I'm gonna correct you. It's not all your, your company may choose it's an owner expense, but you don't have to make it that way. It is specifically on the system because I'll tell you the way that we do it, we require our owners when we take on a property to have the system inspected and cleaned out so that we know that we're starting with a clean slate.

Yeah. And then every tenancy, we require the tenant just to get the septic system cleaned out. [01:07:00] Because what I have found is three or four years down the road, the owner's like, it, you don't exactly know where you are and it doesn't cost a lot of money to get a septics, uh, cleaned out. It took maybe about $150 for that whole year that they lived there if they got that.

Didn't have to pay a PWC bill that had septic in it, then in my opinion, it's more than a wash for the, in the tenant's favor. So that's, I'm just telling you, that's the way of we're choosing to be for you and your owner and your company. Yeah. I think that's business practice. I say there is different practices.

Yeah. I just wanted to say yeah, I, at your discretion, I make owners. Yeah. As an owner responsibility, unless there's something that has been, it's obvious that it's specifically done, but I mean, that's a good, I just think, yeah, there's, and it's on the, it's on the pro, it's on the rental contract.

Mm-hmm. Nothing in this industry is one size fits all. I think we've all Yeah. Yes. Encountered that over the years. I mean, you have guidelines, you have policies, but you have to adapt to different circumstances. Yeah. The [01:08:00] emotional as, sorry, assistance annual agenda is form 4 43. We have some more virtual, more questions.

Yeah. Okay.

Minimum credit score, getting into certain best practices. How do you handle lawn care?

How do you handle lawn care? If it's not made in the time it states on the contract, landlord lives next door and notice,

don't take on property

finish. I, I would just send 'em notice that we see the longs get long and to cut it and then I add in if we get any fines from the city, that the tenant's gonna be responsible for that. Yeah, I have, I have one owner desk. I have, um, one owner that he has his [01:09:00] own what's his own certain maintenance. I don't manage too many properties, so I'm able to accommodate that for him.

And it's every, in his maintenance, it's every two weeks during the main season. That's your, I'm obviously not driving out there every two weeks, but they've signed it, they've agreed to it. And we just hope for the best, think it's what's reasonable and when can I get to it. I mean, know, spraying for the last seven days.

Yeah. You know, 'cause that never happens in North Carolina in the spring. That, yeah. Okay. You haven't been able to get to it. But I understand it. I mean, my landscapers get behind when those things are going on. For owners that were running into situations where tenants are not maintaining the yard as we need to do under lease renewal.

Your rent's going up $250 a month and we're including your landscaping. And I have some, i some owners to where I'm like, okay, well I do do that. I'll add it. Know, we'll add the rent. Then the landscaping's taken care of. I have some owners that are worried about the pest control. You know, that's a really hot topic.

Like, okay, we'll raise the rent a [01:10:00] little bit and we're gonna pay for quarterly pest control now that, now that's handled and you can advertise it as property comes with pest control and happy. Yeah. Same thing with the landscaping. We have one, it's a new construction. They wrote it and you know, they always put down a great, so mm-hmm.

It's dirt, it's a dirt yard. So we seed it in the spring. We're seeding again this fall and we're having the long maintained for the first two years, so that long term, that asset looks better, rent's better, it's quicker. People want to have their, their families, no one wants their 5-year-old mud kit. But that way we can go out and say, yeah, it's a hundred dollars more, but landscaping's included owner, your property's gonna look better.

Very small question outta curiosity about on your rental contracts, you put on month to month, uh, premium on the additional s part of the rental contract on every one of 'em, or, uh, what do you do? Anything associated or related to that or anything? Good point. [01:11:00] I don't, I'm having run month to month, so then we can kick him out if we need to or you know, whatever.

Like, I think he's saying if this tenancy continues on without renewal, when it goes month to month, the rent rate rent will be this incentivizing them to like try and renew or move out. It's up to the landlord. I was just curious. We do that based on the specific property, the owner for location or more inclined to do that on some of her multifamilies than single families?

You know, do I want all my leases to end in May? No. Okay. If you're wanting to do that, there may be a premium associated with Okay. A good question. 'cause we've talked about this before. Can a tenant push an issue with square footage if it's a 5% difference from advertised? Um, I feel like a lot of times we think about measuring, obviously for sales, but don't think about it for rentals.

I've never had that come up. Never. I haven't had it never. I haven't had it come up either. I haven't specific, not an issue, [01:12:00] but anybody can sue anybody for anything. Yeah. Now I do like to use the q the QB for floor plans. It's super easy to use. 'cause a lot of times if the tenants say they're, they're moving from wherever and they wanna know if their king-sized bed can fit in that room.

Or if their dining room table's gonna fit in there. I feel like everybody loves a floor plan and it's fairly easy to walk through and use. And it's included with the MLS What's it called again?

And it is, it is easy to use, download. It's in our, but yeah, you just hold your phone and walk through and it does the floor plan for you. It's fantastic. Every property you have on the market, we rented out. Have me stuff. Yes. I mean that is the rule. That is the North Carolina Real State Commission rules.

Is it every property that you, [01:13:00] every property you have out there. Alright guys, still. Every property that you have out there, if it's on the MLS, if it is being advertised for rent, it needs to have a accurate measurements and that, that's a North Carolina Real Estate Commission rule. Absolutely. For putting the out.

Yeah. Different set of rules when you're doing that versus market general. Well, I thought if you're a realtor, you have to, and if you're a realtor owning a re residential property management company, you have to have your properties measured according to the Real Estate Commission rules. Only if for advertising specific square footage.

No, it's for sale and rent. Excuse me. I, if, if you're stating a square footage. Correct. That's true. Sorry to put in the MLS you have to have a square footage, so therefore you can't never use a tile.

We can put one, also put a list together at the next meeting. [01:14:00] Okay. We can do that. A vendor list. Right. Any other questions?

Well, yeah, that's what so I wanna thank everybody for coming. This is our first panel. Um, I think it turned out really well. Our goal is to hopefully get some more educational things out. We have a CE coming up next, mama,

and you don't wanna miss this one. It's gonna be that it's different. So I feel like all of the other CE have always been about emotional support. Animals and security deposit for are obviously very important. Um, but this one's gonna be a little bit different. Um, Pam Sper is coming into town for it as well.

Um, she's awesome. She's great. Yeah. And we've had her before. Yes. But it's been a, it's been a couple years since we've had, uh, a CE like this. The topic is 10 important dance moves for property managers, and it is an elective for ce October 16th, nine to one is the one that is, [01:15:00] it's in the newsletter.

You can register for it that way. We kind of, I feel like this year we're kind of getting our ducks in a row, so we're starting to kind of late to do events, but I think next year we'll do, next year we'll do a lot more, hopefully bring some more information and bring a lot more the property management community here.

And I maybe at some folks something I kind of hear what you would like to have, you know, so that way we know how best to serve. I believe it needs be here based on the numbers. I think it's, it will obviously get some, I mean, the ones before have been very large, so I think they were waiting to see if you register so.

Yeah. So right now it's here. Depending on how many register, we'll send something out. You'll be somewhere else. Um, but yeah. Thank y'all for coming in and enjoy the rest of your day and keep touch with the newsletters. We're gonna start putting some stuff [01:16:00] in. https://www.longleafpinerealtors.com/committees/