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# Resident Experience 101





# REGISTRATION IS OPEN!

#### **DON'T FORGET TO REGISTER FOR MMC**

Join us **Oct. 26-27** at the Midwest's largest industry conference dedicated to educating and connecting those in the multifamily community. From on-site teams to executives, everyone in the industry can benefit from all that MMC has to offer. For more information, click here.

Register before Sept. 15 for discounted early bird pricing!

**REGISTER HERE** 

# **UPCOMING EDUCATION**

#### **Virtual Education**

- FREE I Can Tell When You're Faking It Addressing Multifamily Burnout, Wednesday, Sept.
   6 @ 1 2 PM
- FREE Ways to Improve Your Chances of Getting a Promotion, Tuesday, Sept. 26 @ 11 AM -12 PM
- FREE The Current Coatings Industry from Roof to Slab, Tuesday, Oct. 3 @ 10 11 AM

#### TOP NEWS

#### 1. AG Scrutinizes Rental Housing Fees



According to a **press release**, the Indiana Attorney General made a deal with a Muncie Real Estate Company regarding some of it's business practices. Some language included in the settlement agreement requiring action from the property owner is noteworthy, including

- Make affirmative changes to all current and future residential leases requiring reasonable notice prior to entry of leased units by these companies or their agents
- Cease the use of a "redecoration fee," which had the effect of charging tenants for a preexisting legal duty to deliver leased units in a safe, clean and livable condition
- Remove "as-is" language from all the companies' leases and agree to abide by the landlord obligations found in Ind. Code § 32-31-8-5

As IAA has reported previously, there is heightened scrutiny (on a bipartisan basis) regarding the fees charged in rental housing. Properties are encouraged to review their fees with their legal counsel to ensure justification exists for each fee and that all fees do not run contrary to a property owner's obligations under state law.

#### 2. IAA Hosting NSPIRE Certification Course October 4 & 5



The U.S. Department of Housing and Urban Development (HUD) now has the authority to inspect public housing under the Final Rule for the National Standards for the Physical Inspection of Real Estate (NSPIRE). **As of October 1, that authority will expand to all remaining HUD Rental Assistance Programs**. HUD published the **final NSPIRE rule** on May 11, 2023, that made changes to inspections for the Public Housing and Multifamily Housing programs. That was followed by the NSPIRE companion publications of the **final Standards Notice** on June 22, 2023, the **Administrative Notice** on June 30, 2023, and the publication of the **final Scoring Notice**.

IAA is hosting a webinar detailing these major changes to HUD's Inspection Program on October 4 and 5. Click here to learn more details and register for the class.

# 3. HUD Increases Fair Market Rents; Makes \$113M Available in Affordable Housing Vouchers



On Thursday, August 31, the U.S. Department of Housing and Urban Development (HUD) announced that it was increasing Fair Market Rents by 12% on average nationwide and released an additional \$113M in Housing Choice Vouchers to public housing agencies in 36 states to help an estimated 9,500 families to meet the growing costs of housing. Indiana will receive nearly \$1.3M in additional funding for vouchers.

Fair Market Rents for FY 2024 can be found here.

### PREFERRED SUPPLIERS













# TOP NEWS CONTINUED

4. Indiana DOH Seeks Feedback on Radon in Multifamily Housing



IAA was contacted on August 28, 2023, by the Indiana Department of Health seeking a conversation on radon testing in Multifamily Housing. According to the U.S. Environmental Protection Agency, radon — an invisible and odorless gas which naturally emanates from soil and seeps through flooring — is the second leading cause of lung cancer, responsible for 21,000 deaths in the U.S. every year. Unfortunately, the Midwest, including Indiana, has high concentrations of radon naturally forming in its soil. To see the EPA's Radon Map, click here.

Earlier this year, Illinois passed a **bill** requiring rental property owners to provide disclosures, information, and testing results pertaining to radon concentrations within dwellings. Additionally, the bill allows residents to conduct their own testing for radon in the dwelling unit and gives tenants the ability to vacate a lease agreement if the level comes back as elevated and the property owner either refuses to test themselves, or tests and confirms an elevated level but refuses to mitigate.

IAA is planning to meet with the Department of Health at the end of September. If members have experience with Radon testing or mitigation, IAA would be interested in learning more, especially the cost incurred. Please contact **Brian@iaaonline.net**.

#### **5. NLRB Hands Major Victory to Unions**



On Friday, August 25, the National Labor Relations Board issued a decision that provides a new framework for determining when employers need to bargain with unions without a representation election. In the decision, *Cemex Construction Materials Pacific, LLC*, NLRB held that when a union requests recognition from an employer because a majority of workers have identified the union as their representative, the employer must either recognize and bargain with the union or "promptly" file a petition for an election. However, if the employer commits an unfair labor practice that would delay the election, the petition will be dismissed

and the employer will have to recognize and bargain with the union. HR Dive has **more** on this case and how this case changes precedent.

Despite the NLRB's ruling, there is some question as to whether this change in law will meet judicial scrutiny. To learn more, check out **this analysis** from Bloomberg.

## SIGNATURE SUPPLIERS





### MEMBER SPOTLIGHT



Dog parks are essential in the "battle of amenities" among property management companies. We've developed the only hybrid turf designed specifically for dogs, so you can attract and retain residents with your dog park, it's called Natura™. A "hybrid turf" means that grass grows through Natura, providing all the benefits of artificial turf along with natural grass. Eliminate resident complaints about your dog park being too muddy and unusable when it's wet. Natura installs easily by your existing landscaping crew, at a cost of about 1/4th of traditional artificial turf installations.

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Tim.Petsch@grassworxllc.com.

### **EXECUTIVE SUPPLIERS**



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### **HEADLINES YOU MAY HAVE MISSED**

State Attorney General Todd Rokita pledges to clean up Indianapolis Public Housing (Fox59) Rental Prices Skyrocketed in the past two years, so reports of a slowdown should be of little concern for MF investors (Yahoo Finance)

Can Indiana Feasibly Eliminate its State Income Tax? (WIBC)

Montana Housing Reforms Attract Interest in High-Cost US States (Bloomberg)

# PARTNER SUPPLIERS









Questions? Clarifications?

Contact the Government Affairs Team

**Email Lynne | Email Brian** 



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