

**NOVEMBER-DECEMBER  
2021**

*The official publication of the  
Indiana Apartment Association*

# INsites



**In Good Company Pushes  
Through Challenges of COVID-19**

**14**



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## FROM THE PRESIDENT

**Lynne Petersen, CAE**  
IAA President

As we all know, 2020 was a year filled with challenges and uncertainty, but we had the resilience to get through it all and make 2021 a year of recovery. A recovery that would not have been possible without the hard work and dedication of our members.

This year, our membership grew by 7,400 units to bring us to 262,497 units in total. Your membership is essential to this organization, and we would not have been able to face the large number of changes brought on by COVID-19 without you.

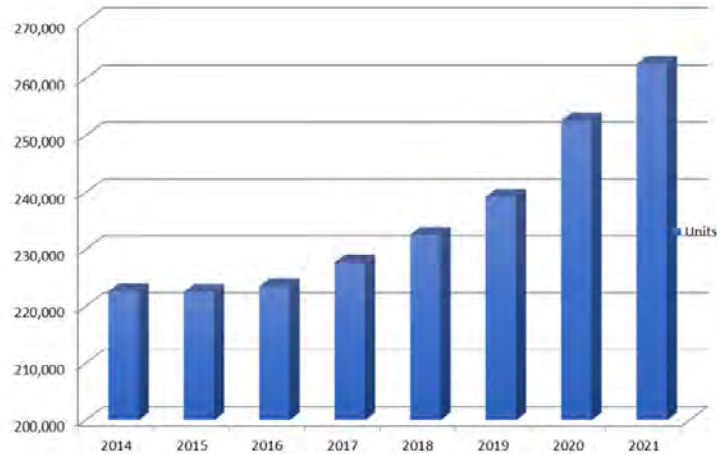


Just as you have helped us, we hope that we have continued to help you. One thing we made sure didn't change is our mission to promote, advise, and protect the general interest of ownership and management of multifamily housing in Indiana by uniting those engaged in the business.

This year alone, we hosted 12 different designation programs and more than 30 free online education courses with more attendees than ever before!

While our education and designations stayed online, we decided it was time to see our members in person again. We held all of our most popular events including the golf outing, the Property Bus Tour, the Industry Outlook, and the Midwest Multifamily Conference in person once again. And, to no surprise at all, our members showed up willing and ready to participate. Over 3,000 members attended events this year, and we are confident those numbers will continue to grow.

IAA had a successful year at the Indiana General Assembly by getting the veto of SB 148 overridden. This legislation prevented municipalities from regulating landlord-tenant matters which creates statewide consistency for our members.



This legislation comes at a pivotal time when we are seeing more and more municipalities across the country regulate everything from rent control to screening criteria. IAA was also successful in defeating 8 landlord-tenant bills which would have had a detrimental impact on our industry.

Our year of recovery turned out to be a huge success, and we are ready to take on 2022 with loyal members like you standing by our side. As always, we are happy to be your number one source for all things multifamily in the state of Indiana.

## Meet the New IAA Team Members



**Abby England** is the Director of Communications for the Indiana Apartment Association. In this role, she will oversee all communication efforts for IAA, utilizing both print and digital platforms. Abby previously served as a creative copywriter for Majority Strategies where she worked with strategists to connect the client and the consumer. Prior to that, Abby served as a freelance producer at WFYI. During her time

at WFYI, she assisted the producer of Indiana Week in Review, assisted on sets with lighting and camera responsibilities, and edited a variety of content. Abby is originally from Avon, Indiana, and she graduated from Ball State University with a degree in News Journalism and Telecommunications. In her free time, she enjoys listening to music, walking her dog, watching reality television, and reading.



**Debbie Howell** is the Accounting Assistant and Database Administrator. In this role, she will assist the Director of Accounting. She will also manage the registration process for classes and events offered by the Indiana Apartment Association.

Prior to coming to IAA, she spent ten years in office management and bookkeeping. Debbie graduated from Ball State University with a Legal Administration degree. In her free time, she enjoys spending time with her family and friends. She also enjoys movies, concerts, and festivals.

## Calendar Preview

For the full IAA calendar of events, visit [iaaonline.net](http://iaaonline.net).



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# january

5	Maintenance Leadership Toolkit Session 3	Virtual
12-14	Virtual Leasing Professional Micro-Credential	Virtual
19	Maintenance Leadership Toolkit Session 4	Virtual
25	Mental Burnout	Free Webinar

# february

4	Maintenance Leadership Toolkit Roundtable	Hybrid
8	Creating an Emergency Plan	Free Webinar
9	Bowling for Rebuilding Lives	Indianapolis
10-11 & 18	Certified Apartment Leasing Professional	Virtual
22	All Star Assistant Property Manager	Free Webinar



## Indiana Apartment Association™

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## FROM THE IAA CHAIRMAN

**Timothy J. Shafer, CPA, HCCP**

*IAA Chairman of the Board*

### Thank you from your chairman

As 2021 comes to a close, I want to express my gratitude for another successful year in the multifamily industry. Our members never fail to amaze me with the dedication and hard work they provide year after year. It's no wonder IAA is one of the top associations representing the multifamily industry in the country.

As we look back on the last 20 months, we see a never-ending list of challenges and unexpected changes, but through it all, IAA continued to provide a wealth of resources, communication, and education. With their help and our member's consistent cooperation, we have learned to adapt, and I believe it has made us even stronger than before.

This year especially, we pushed through the challenges. We have been able to hold more than 15 events, 30 free education course,

12 designation programs, and we increased communication efforts to keep our members informed at all times. We have also spent countless hours working with local, state, and federal legislative representatives to ensure that our industry needs are heard.

The multifamily industry is a strong, resilient group, and I am honored to serve you and look forward to a successful 2022. Thank you for such an incredible year filled with success and cooperation from board members to committee chairs and the countless volunteers that serve on the committees.

Thank you also for your support in 2021. I encourage you to continue to make the most of your IAA membership as we enter the new year.

### A special thank you to our 2021 Committee Members:

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# The Evolution of Application Fraud in the Time of COVID

By Kaelen Calvin

In March 2020, leasing offices were compelled to change their day-to-day operations tackling regulations amid the COVID-19 pandemic. Property management companies adapted to contactless tactics by making leasing and rent payments more accessible in a remote friendly environment utilizing online applications and payment portals. This necessary measure was deployed with the safety of staff, residents, and potential customers in mind. However, this change has created an opportunity for intentional deception.

Application Fraud has always been a problem for leasing agents. However, with the high adoption rate of online applications, property management companies have seen a 9% monthly increase of reported fraudulent applications citing from September 2020. This number continues to climb as cunning tools and techniques are readily available to doctor documents and more individuals are maintaining self-employed status. A person can be whoever they want to be without a face-to-face interaction. Driver's license, Pay Stubs, Bank Statements and other income verification documents can be falsified. An approved applicant can move into a unit with no intention of paying rent. Meanwhile a property management company is liable for the unit usually resulting in additional legal expenses trying to evict a fraudulent tenant.

So how does a property management company become proactive instead of reactive in the time of accessibility? By creating safeguards to streamline an

authentication procedure to verify an individual's identity and income at the beginning of the screening process.

Typical safeguards property management companies should incorporate:

- driver's license scanning
- document verification
- automated cross-referencing validation between credit report with application
- bank account authentication

A robust screening process with a multifactor identity verification component provides property management companies the leverage to proceed with adverse action. Technological safeguards can certify the documentation provided by an applicant is legitimate. Securely accessing data unique to the consumer acts as a deterrent even before a fraudulent tenant applies by leveraging technology outside of the predictable staples for screening. By using a multifactor authentication product to verify identity and income from a tenant's banking information, automatic verifications and cross reference validation between multiple data platforms can eliminate the potential for fraud in the initial screening process.

A reliable tenant will pay their rent on time, monthly. They will adhere to the terms of the leasing agreement. Fraud is an indelible cost to the multifamily industry. A fraudulent tenant can accumulate a multifaceted expense list; lost rent, property damage, eviction,

legal fees, court costs, and turnover expenses when management finally has the tenant removed from their property. An actual cost of an eviction can be upwards of 4000 – 7000 dollars a tenant. Safeguarding your screening process can prevent the acceptance of a problematic tenant by qualifying an individual utilizing personalized and secure data unique to the applicant. Leaning on safeguards will alleviate obstructions from running the day-to-day operations and saving a property from unanticipated expenses.

Online applications have expedited the leasing process but created an opportunity for improvement in fraud detection. To address these vulnerabilities, the multifamily industry is challenged to evolve by preventing application fraud outside of the conventional norms. Finding a new standard is vital for assessing an applicant's reliability to eliminate backend liability for property management companies.

---

**Kaelen Calvin is the Chief Operating Officer with Real ID. Real ID is a screening solution company that goes beyond background checks by leveraging data and technology to fully automate your screening process to reduce application fraud.**

For more information visit our website [www.realidinc.com](http://www.realidinc.com). For general inquiries, contact us via email [kaelen@realidinc.com](mailto:kaelen@realidinc.com) or by phone at 847.673.3077.



# 2022 BOWLING FOR REBUILDING LIVES



**FEBRUARY 9**

## It's that time of year for Bowling for Rebuilding Lives!

\*\*\*Exclusive to Management Companies and sponsors only. Sponsorship opportunities are available to supplier members.

**Date:** Wednesday, February 9

**Time:** 1:30 – 4:00 PM EST

**Location:** Woodland Bowl

3421 E. 96th St. Indianapolis, IN 46240

**Price:** \$350 for team registration (includes 2 games & shoes for up to 6 bowlers); \$30 for cheerleader registration (includes entrance to event & 1 drink ticket)

**Theme:** FOOTBALL

At a time when a property and its residents are facing loss due to a natural disaster, Rebuilding Lives steps in to help residents by providing gift cards that can be used to buy immediate needs after a disaster has displaced them from an apartment that they call home. So, come on out and join us for our annual bowling tournament to show your support because you never know when you may need it.

Sign up your team, bowl for prizes, and spend an afternoon with the Indiana Apartment Association. We even have cheer tickets available, so no one has to miss out!

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## *Milhaus gives back to community with "Day of Service"*

Milhaus continuously strives to enhance their vibrant and diverse communities, which typically usually leads to philanthropic support on urban parks and education. This vision is coordinated across the entire country, and the ultimate mission is to make a positive impact on our neighborhoods and our culture. That is exactly where their company-wide Day of Service comes in! From park trail cleanup in the Midwest to beach cleanups in Florida, the entire Milhaus team came together to make a change.

On Nov. 15, the Indianapolis Corporate Office and several Indianapolis properties including Artistry Indy, Grid, Pinnex, Edge 35, 747, The MK and AYR spent the day with the Indianapolis Cultural Trail, a local nonprofit that works to ensure the Cultural Trail is a world-class public space for residents and visitors to enjoy. The team planted over 150 perennials, picked up more than 60 five-gallon buckets of litter and cut back a truckload's worth of overgrown foliage on the trail along Virginia Avenue.

## *The Garrett Companies hosts the 2021 Clash of Clans competition*

On Nov. 24, The Garrett Companies hosted their 2021 Clash of Clans competition to raise money for The Refuge in Greenwood, Indiana and the Food Bank of the Rockies in Denver, Colorado. Altogether, they were able to raise over 2,200 items for these organizations including toilet paper, boxed meals, canned goods, and a wide variety of other essential items. Congratulations to the Denver team for coming out victorious, and thank you to everyone at The Garrett Companies for making a true difference in our community.

## *PRAXM Holds First Day of Service*

On Nov. 15, Cityscape Residential and PRAXM came together to hold their first Day of Service to benefit URBAN ACT Academy, an Indianapolis Innovation School that serves more than 350 K-12 students. Over 20 team members worked together to assemble a new shelving system inside a clothing closet that provides children who are shuffling from a shelter or foster care home with the clothing they need. The team also organized the shelves to make the closet more accessible to all. It's the season of giving, and that is exactly what PRAXM set out to do.





# Financial Conditions for Renters Improve in Wake of COVID-19

In September, the Consumer Financial Protection Bureau released a Research Brief titled “Financial conditions for renters before and during the COVID-19 pandemic.” The report ultimately found that renters financial positions are more responsive to federal policy changes than that of homeowners.

The report found that prior to the pandemic, average credit scores among renters were 86 points lower than those of mortgagors, and 106 points lower than those of homeowners who paid a mortgage. However, despite the pandemic, renters’ credit scores grew by 16 points during the pandemic, compared to 10 points for homeowners with a mortgage and seven points for other homeowners.

The report also found that renters’ financial conditions have been significantly more responsive to changes in public policy throughout the pandemic. For example, during the pandemic the government issued stimulus payments, gave forbearance of student loans, and increased federal unemployment benefits. Despite Homeowners access to the same programs, that group

did not show the same degree of sensitivity to these changes in public policy.

Specifically, among renters, some credit outcomes for recipients of certain pandemic supports appeared to be more responsive to federal policy changes than those of other groups. For example, credit scores among renters with student debt leapt during the first months of the pandemic after the CARES Act paused federal student loan payments. Additionally, delinquency among renters with children saw a considerable decline following stimulus payments, which were larger for households with children.

The report also suggested that renter’s finances are likely vulnerable and will decline in the future, as unemployment benefits have ended and the eviction moratoriums throughout the country expire. Additionally, student loan forbearance, which impacted renter households more than homeowners, ends January 31, 2022.

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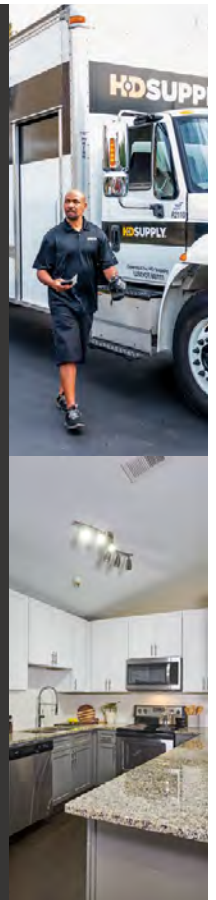
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# Join Us for the 2022 Maintenance Mania®!

WHEN: **Wednesday, March 16** • 11:00 AM – 5:00 PM EST

WHERE: **Indiana State Fairgrounds**

COST: **\$59/competitor**; \$15/cheerleader

IAA is looking for the fastest maintenance techs around. Do they work at your property? Invite your entire maintenance team to come and compete in Maintenance Mania® where they can compete in maintenance-focused challenges and earn the title of Maintenance Mania National Champion.

Maintenance Mania is a national competition where apartment industry maintenance technicians and supervisors are able to compete against each other in various skill-based games focused on frequent maintenance issues. Maintenance professionals will race against the clock to see who is the fastest at water heater installation, icemaker installation, click lock plank installation, fire and carbon monoxide safety installation, deadbolt testing, and faucet installation. The finale of the event concludes with a race car competition, where competitors build a model car using at least one maintenance product or part and race it down a pinewood derby-style tract.



Bring your team out to test their maintenance skills and knowledge of the industry as they compete to earn the title of Maintenance Mania National Champion!

## MAINTENANCE MANIA®



**MARCH 16, 2022**



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## Thank you for joining us at the 2021 Holiday FUN Meeting

On December 9, IAA celebrated another successful year in the multifamily industry. Several colleagues and friends joined together for a night of games, photos, great food and drinks, and networking. We were also able to come together and make a difference for the Indianapolis Humane Society with several generous food and treat donations! Thank you to everyone who came out and celebrated with us.

A special thank you to all our sponsors!

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*Cushman & Wakefield Panelists from left to right: George Tikijian, Principal and Senior Managing Director; Hannah Ott, Senior Managing Director; Cameron Benz, Associate*

## The 2021 Industry Outlook

The 2021 Industry Outlook took place on Tuesday, November 16, and our panelists from Cushman & Wakefield covered everything from recent sales to rent growth.

Here are some other statistics presented at the event:

- In 2021, the average community size was **195** with an average occupancy rate of **94.9%**.
- From 2016-2021, the average rent growth was around **5.2%** each year. The rent growth rate from 2020 to 2021 was **8.8%**.
- In 2021, there were **604** new units delivered in the Downtown Indianapolis area. **680** new units are predicted for 2022.
- In 2021, there were **1,528** new units delivered in the Northside Indianapolis area (Indy North, Fishers, Carmel Noblesville, Westfield, & Zionsville). **1,334** new units are predicted for 2022.
- In 2021, Fort Wayne's occupancy rate was **97.5%** with an average rent of **\$870**.
- In 2021, Evansville's occupancy rate was **96%** with an average rent of **\$810**.
- In 2021, South Bend's occupancy rate was **96.1%** with an average rent of **\$1,041**.
- In 2021, Bloomington's occupancy rate was **97.9%** with an average rent of **\$1,214**.
- In 2021, Lafayette/West Lafayette's occupancy rate was **94.3%** with an average rent of **\$1,069**.
- In 2021, Northwest Indiana's occupancy rate was **97%** with an average rent of **\$1,082**.
- 2021 set a new high watermark with an average of **\$180,900** per unit and **\$201/sq. ft.** for Class B and better product.
- The average Actual Cap Rate in 2021 declined, as values continued to rise.

*Information provided by Cushman & Wakefield – George Tikijian, Principal and Senior Managing Director; Hannah Ott, Senior Managing Director; Cameron Benz, Associate*

Thank you to our sponsors: **Cushman & Wakefield, Yardi Breeze, Landman Beatty Lawyers**





Decorated leasing center window to spread encouragement through community and show appreciation for essential workers.



Donations for local food pantry

## IGC Embraces Change and Pushes through the Challenges of COVID-19

In 2020, COVID-19 sent our whole world into a frenzy, and it left many people feeling hopeless. For the multifamily industry, that meant property owners struggling to make ends meet, tenants not making rent payments, and apartment homes filled with families for several long days of lockdown. There is no denying the negative impact all of this can have on a community. Not only is morale low, but so is engagement.

For some, these roadblocks may have seemed impossible to move, but the In Good Company (IGC) team took the opportunity to embrace change. They came together and set the goal to engage, communicate, and show their residents that they cared.

"We believed that our response to this stay-at-home order was about our

residents, first and foremost," said Jon Hicks, a managing partner at IGC.

By accepting and embracing the CDC-required precautionary strategies to maintain social distancing, add sanitary cleaning stations throughout the facility, and require masks, they were able to keep their leasing centers open and keep up with daily business. They also made sure that communication was a top priority by utilizing Facebook, text messages, and even hand-delivered letters.

These actions even went beyond the leasing centers. The IGC team wanted to be there for their residents in every way possible, and that is why they took the extra initiatives to not only help the residents but also support local restaurants. Several new programs and events were created to keep the residents engaged with each other and with management:



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# COVID-19

## UPDATES & RESOURCES

The Indiana Apartment Association team is working daily to keep our members up to date on the latest news, policies and guidance surrounding COVID-19.

Be sure to subscribe to our email list to ensure you are receiving our updates in real time.

Visit our member-only resource page for more information:

<https://bit.ly/IAACOV19>



- Heavily decorated every Leasing Center's windows to send an engaging message to residents and encouraged residents to do the same.
- Ordered over 1,400 meals from local restaurants and delivered them to residents.
- Personally drove to local pharmacies and picked up needed prescriptions for those residents who were not able to drive.
- Decorated rocks with inspirational words on them and hid them around the community.
- Planted hundreds of pansies in advance of the Easter holiday.
- Held art contests for the community's children and teens. Winners received Cold Stone Creamery gift certificates.
- Held "Social Distancing BINGO."
- Held numerous balcony decorating contests at several locations (encouraged holiday celebrations).
- Held a "Cutest Pet" picture contest where residents could take photos of their pets and post them on the Facebook page.
- Kept swimming pools and fitness centers open and sanitized them repeatedly throughout the day.

By safely executing each of these programs and events, the IGC team was able to make a huge impact on the community and their residents. Teams were able to stay focused on residents, and residents were able to see the value of living in communities that care about them. Keeping residents involved helped them feel less isolated during the many months that they were locked down, and it gave them a reason to stay. In fact, most of their (28) communities in 2021 have renewal rates over 75%.

Jon and his fellow managing partner, Mike Sakich, consistently remind their teams that they "are a community of people, not a community of buildings," and it shows in the results that they have been able to achieve.

When we put our residents first and cater to the needs of the entire community, we are able to retain more and grow more in the years to come. You get what you give, and that's an important thing to remember as we enter the new year with a new set of goals.



*A resident's balcony decorated for the holiday balcony decorating contest and holiday celebration*



*Meals prepped and ready to be delivered*

**Congratulations to IAA members who earned a new designation between Oct. 7 and Nov. 23, 2021!**



**Amanda Dwiggin**s, HI Management  
**Heather Huffman**, J.C. Hart Company, Inc.  
**Mallory Yzaguirre**, Dwellings LLC  
**Emily Stanisz**, Barrett & Stokely, Inc.

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**Kelly Hull**, Regency Windsor Management Inc.  
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**Nicholas Bojrab**, J.C. Hart Company, Inc.



**Jordan Dowdy**,  
 Kirkpatrick Mgmt Co, Inc.



## 2022 Certification & Designation Programs

The Indiana Apartment Association is proud to be a resource for advancing your multifamily career. With a majority of our programs being offered virtually this year, you can earn your certification or designation at home or in the office from anywhere in the state! Registration is now open for all classes below. Visit [www.iaaonline.net](http://www.iaaonline.net) to save your seat today!

*Please note, programs being offered online are marked as VIRTUAL. All program dates currently scheduled for in-person instruction have the possibility to be moved virtually pending COVID-19 restrictions.*

### Certified Apartment Leasing Professional

**PROGRAM DATE:** February 10-11 & 18



CALP (formerly NALP) is typically the first industry credential a professional earns. This course is recommended for leasing consultants with varying levels of experience. Completion of the coursework signals to an employer that the staff member is committed to a career in residential property management.



### Virtual Leasing Professional Micro-credential

**PROGRAM DATES:** January 12–14



This highly interactive statewide Virtual Leasing Professional Micro-credential will prepare leasing professionals to meet the growing interest in touring communities virtually, while enhancing confidence and building skillsets around technology platforms.



**Need help logging into your IAA account? Email [iaa@iaaonline.net](mailto:iaa@iaaonline.net) or call (317) 816-8900 for assistance.**

## There's Still Time to Sign Up for the 2021 MMC Rundown

IAA is proud to offer our newest MMC addition: MMC Rundown. This virtual conference experience will give you access to every trade show booth with details about each exhibitor, a list of sponsors, six of our most popular education sessions, and information about each speaker.

Sign up now and learn about...

- Resolving Conflicts
- Investigating Fraud
- Effective Leasing Professionals
- Presenting Information to Influence
- Evidence-Based Hiring
- Building a Culture of Accountability



The MMC Rundown is just \$125, which means you can still get in on all the action for half the price of a one-day registration pass. All you have to do is scan the QR code below.

You don't want to miss out on this opportunity. Valuable education and information for you to view at your leisure are just a click away, and it's only available this year.

**Or register online at [iaaonline.net](http://iaaonline.net) and navigate to the events page.**

# 2022 Certification Descriptions

## CAPS

Earning a CAPS designation enhances professional careers in the property management field. This credential may contribute to career advancement and corresponding earning potential.

Improve your: employee performance and retention; communications, ethics, and emotional intelligence; annual operating budgets and owner performance objectives; property and portfolio results; managing risk through inspections, follow-up procedures, and incident responses; AND MUCH MORE!

To earn the CAPS certification, students must complete the coursework, and pass the exam within 6 months of declaring candidacy. Minimum experience requirement of 24 months in multi-site property management or be a CAM, ARM, RAM credential holder in good standing.



## CAMT

Earning a CAMT designation validates a level of professional knowledge, enhances reputation and credibility, boosts confidence, and leads to respect. Earn career advancement by expanding knowledge in fair housing, environmental responsibility, regulatory compliance and inspections, preventative techniques, communication, and growing practical skills in plumbing, HVAC, electrical, paint, and more.

CAMT candidates must complete the classroom and virtual coursework then pass the exam within 6 months of declaring candidacy. Minimum experience requirement is 12 months of apartment or rental housing maintenance work. (This can be obtained while taking the course, you will receive a provisional certificate until this requirement is met.)



## CAM

Earning a CAM designation allows mid-level staff to demonstrate that they have the knowledge and ability to manage an apartment community and achieve owners' investment goals. This course is recommended for multifamily professionals with strong financial backgrounds and those ready to take the next step in their careers.

Course topics include: occupancy rates, comprehensive marketing plans, equitable treatment of current and potential residents, property inspections, preventive maintenance programs, accounting principles and practices, and maximizing net income.

CAM candidates must complete the coursework and exam within 6 months of declaring candidacy. Minimum of 12 months onsite property management experience is required.



## VLP/MC

This highly interactive statewide Virtual Leasing Professional Micro-Credential will prepare leasing professionals to meet the growing interest in touring communities virtually, while enhancing confidence and building skillsets around technology platforms. Following the course, students will submit a virtual tour for evaluation. Realign will be the platform and instructions provider on using their platform to record the virtual tour.



## CALP

CALP (formally NALP) is typically the first industry credential a professional earns. This course is recommended for leasing consultants with varying levels of experience. Completion of the coursework signals to an employer that the staff member is committed to a career in residential property management.

In this course you will learn about using technology to generate traffic; monitoring and managing your apartment's reputation; inspecting the



leasing center, tour route, model units, and vacant apartments; shopping the competition while building relationships with competitors; compiling a comprehensive community resource tool; effective marketing plans.

To obtain the CALP credential, candidates must complete a minimum of six months of onsite property management experience in a leasing role (can be obtained while taking the course; you will receive a provisional certificate until this requirement is met), successfully complete seven CALP courses, and pass the examination within six (6) months of declaring candidacy.

## EPA Section 608 Certification

EPA regulations under Section 608 of the Clean Air Act require that technicians who maintain, service, repair, or dispose of equipment that could release refrigerants into the atmosphere must be certified. Enroll in this course to comply with regulations essential for supporting an apartment community.

THERE ARE 4 CATEGORIES OF TECHNICIAN CERTIFICATION:

CORE: Montreal Protocol, Clean Air Act, refrigerant characteristics, and safety. The core is required to obtain one of the four-level of certifications.

TYPE I: Person who maintains, services, or repairs small appliances must be certified as Type I technician.

TYPE II: Person, who maintain, service, repair or dispose of high or very high-pressure appliances, except small appliances and motor vehicle air condition systems, must be certified as Type II technician.

TYPE III: Person, who maintain, service, repair or dispose of low-pressure appliances must be certified as Type III technician.

PASS ALL FOUR SECTIONS AND RECEIVE YOUR UNIVERSAL CERTIFICATION

UNIVERSAL: Persons, who maintain, service, or repair both low & high-pressure equipment, as well as small appliances, must be certified as Universal Technician.

## R-410A Certification

Register for this certification course that will provide necessary training and practical knowledge about how to safely service refrigerant systems containing R-410A and R-407C, the R-22 phase-out, appropriate refrigerant and oil applications, service techniques, and safe handling of R-410A. This course includes two hours of instruction, followed by a 50-question exam that covers proper safety, handling, and application of R-410A refrigerant systems. Upon completion of this course and passing of the examination, attendees will receive a certificate and an AC&R Safety Coalition R-410A patch.

## Certified Pool Operator (CPO)

IAA offers the Certified Pool Operator (CPO) training and certification. The CPO is recognized worldwide as the leading training standard of the swimming pool industry. Participants are trained in the most advanced techniques of chemical treatment, filtration, and mechanical system operation and maintenance. Course content will be geared directly towards state and local codes, and will focus on the unique challenges facing aquatic facility operation at apartment communities.

## SAL Advanced Leadership Workshop Series

The SAL Leadership Series empowers successful, experienced multifamily leaders to grow their management skills and become the visionary leader to inspire their teams. This program continues to be updated to bring our members the cutting-edge tools, knowledge, and practices to becoming a more dynamic, and emotionally intelligent leader.



This leadership series was created in 2008 to honor the legacy of Sally A. Lentz-Crouse, who was a pioneer in the multifamily industry. Sally's mentorship and leadership skills played an essential role in growing industry leaders then and lives on through this program. This annual leadership series is made up of four critical thinking workshops all brought together in the final Visionary Leadership Capstone at the end of the program.



# 2022 Education & Event Calendar

HIGHLIGHTED EVENTS ARE FREE!

as of 12/2/21

## JANUARY

- 5 Maintenance Leadership Toolkit Session 3
- 12, 13, 14 Virtual Leasing Professional Micro Credential
- 19 Maintenance Leadership Toolkit Session 4
- 25 Webinar: Mental Burnout

## FEBRUARY

- 4 Maintenance Leadership Toolkit Roundtable
- 8 Webinar: Creating an Emergency Plan
- 9 Bowling for Rebuilding Lives
- 10-11 & 18 CALP Days 1, 2, and 3
- 22 Webinar: All Star Assistant Property Manager

## MARCH

- 3 & 4 (HYBRID) CAM Days 1 & 2
- 10 Webinar: The Cutting-Edge of Fair Housing
- 16 Maintenance Mania
- 17 & 18 (HYBRID) CAM Days 3 & 4
- 22 Webinar: Fair Housing for Maintenance
- 23 Webinar: Swimming Pool Maintenance
- 24 & 25 (HYBRID) CAM Days 5 & 6

## APRIL

- 5 Webinar: Best Practices Working with Suppliers
- 6 & 7 CPO
- 13 Webinar: Leasing Easy as 1, 2, 3
- 19 (HYBRID): HVAC Rundown with Chadwell Supply
- 22 SAL Orientation

## MAY

- TBD R-410A
- 10 Webinar: Employee Retention with "E's": Elevate, Engage, Empower
- 18 Webinar: Documenting Resident Violations
- 19 Property Bus Tour
- 20 SAL Day 1
- 24 Webinar: Being a Self-Motivated Leader
- 24 Reverse Trade Show
- 27 Webinar: REAC

## JUNE

- 7 PAC Golf Outing
- 9 Advanced Fair Housing
- 17 SAL Day 2

## JULY

- TBD EPA/CFC Test Prep
- TBD CAPS Express
- 15 SAL Day 3
- 21 Webinar: Stress R.I.S.K. – Managing Your Stress

## AUGUST

- 16 Webinar: Maximizing Your Renewals
- 18 Cornhole Tournament
- 19 SAL Day 4
- 22-26 (IN-PERSON) Fall Service Technician Program
- 29 Fall Service Technician Program Virtual Job Fair

## SEPTEMBER

- TBD R410A
- 1 CAMT Day 1 (Electrical)
- 2 Management Panel
- 8 CAMT Day 2 (Plumbing)
- 14 Webinar: Advanced Leasing Techniques
- 16 (HYBRID) SAL Capstone
- 29 CAMT Day 3 (Heating)

## OCTOBER:

- 6 CAMT Day 4 (Air Conditioning)
- 11-12 2022 Midwest Multifamily Conference
- 17-21 CAM Slam
- 27 CAMT Day 5 (Appliance)

## NOVEMBER

- TBD VLPMC
- 3 CAMT Day 6 (Interior/Exterior)
- 10 Industry Summit
- 10 & 11 (HYBRID) CAMT Hands-On Days 1 & 2

## DECEMBER

- TBD LIHTC/HCCP Training
- 8 Holiday FUN Meeting
- 8 Maintenance Leadership Toolkit
- 15 Maintenance Leadership Toolkit

For exact times and prices, please check out the calendar online:



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The enhanced support that these supplier members provide helps keep the cost of event registration down as well as supports our free education offered statewide. Thank you to our Preferred Suppliers for all they do to support fellow members and our association as a whole.



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### ***House sends Build Back Better Act to Senate for Uncertain Future***

On Friday, November 19, after months of negotiations, the U.S. House of Representatives passed President Biden's scaled-back \$1.9T social spending bill 220-213, along party lines. According to the Congressional Budget Office (CBO), which conducts fiscal analysis on legislation, the Build Back Better Act is estimated to increase the nation's deficit by \$367B over the next ten years.

There are some victories in the bill for the multifamily housing industry. For the first time in recent memory, the federal government is attempting to make significant investments in affordable and accessible housing. In total, more than \$150B in housing investments was budgeted in the House-passed bill. The bill makes investments in the Housing Investment Fund, HOME Program, Affordable Housing for Lowest Income Families, Rental Assistance, Supportive Housing for the Elderly and for the Disabled, Public Housing, and Community Development Block Grants.

The legislation's largest investments include \$65B to address repairs and rebuild existing public housing. Additionally, the Housing Choice Voucher program is budgeted to receive an extra \$24B. Further, funding is included to help the revitalization of approximately 20,667 distressed multifamily units. Overall, the bill is estimated to create, preserve, or retrofit nearly 1.4M homes and assist nearly 868,000 households.

Despite House passage of the bill, the Build Back Better Act likely faces an uncertain future in the U.S. Senate. The bill will need the support of every single Senate Democrat in the evenly divided U.S. Senate to pass. Senators Manchin and Sinema have already expressed concern over the bill's \$1.9T price tag and its reach. Senator Manchin has also indicated that he would like to see a bill that does not increase the deficit. The recent CBO score shows that the bill is not revenue neutral, which could result in the Senate entertaining spending cuts, an increase in taxes, or some combination of both.

The Senate could vote on the Build Back Better Act could occur as soon as mid-December. However, rarely has a legislative body ever met an initial self-imposed deadline, and several more pressing issues must be addressed first, such as funding the government and addressing the debt ceiling.

IAA will continue to monitor this legislation and provide updates as the bill moves through the process.

### ***2022 Legislative Session Starts Early and Controversial***

The 2022 Legislative Session is quickly approaching. Members of the Indiana General Assembly have been instructed that the new session will begin on Tuesday, January 4. While the session has not officially commenced, the fireworks have already started.

On November 23, with little warning, the Indiana Legislature held an extremely rare joint House and Senate Rules Committee meeting to hear 7 hours of public testimony on a preliminary draft (text of a potential bill) that proposed creating exemptions to government-imposed COVID-19 vaccine mandates. Also included in the bill was language shifting the cost burden of employee testing for COVID-19 to employers and prohibiting employers from firing employees who refuse to get vaccinated if they complete weekly testing.

On Monday, November 29, the Indiana Legislature was scheduled for a special session to suspend the rules and pass an amended version of the originally released preliminary draft. However, after several organizations came out against the draft language, the House and Senate decided the legislation was better suited to be addressed during the legislative session, given the complexity of the issue.

IAA suspects this will be a unusual session year. It will likely be a legislative session filled with wins for conservative incumbent members of the House and Senate who, due to the legislative makeup of Indiana, are more likely to face a competitive primary challenge from a republican than a challenge in the general election from a democrat. Expect to see issues discussed that are popular among the republican-base like tax cuts, gun rights, abortion, vaccine requirements, and religious freedom.

IAA plans to add property rights to that list of important topics for republican legislators, as housing advocates will likely try to seize on the false narrative of an eviction crisis to push foolish housing policy detrimental to the industry. State and local media outlets have already laid the foundation, focusing their attention on property owners with health department complaints from residents. Legal aid lawyers and their allies have published editorials in legal periodicals encouraging lawyers to push arguments that common law allows residents to repair their dwellings and deduct the cost of repairs from their rent (also known as "repair and deduct"). Fortunately, those advocates are incorrect. IAA advocated years ago to make state law explicit that repair and deduct is unlawful, meaning

advocates will need to change state statute before that argument has merit in a courtroom.

IAA is gearing up for a record number of introduced bills that will target our industry. Last year, nearly 30 bills detrimental to IAA's members were filed. Thankfully, most of those bills never received a hearing due to the diligence of our IAA team. Inevitably, that number will be higher this year. We suspect repair and deduct, extending notice periods to 30 or more days prior to filing an eviction, and right to counsel in eviction cases will be among the most heavily pushed issues by housing advocates.

Regarding the right to counsel, IAA will also note that the Indiana Housing and Community Development Authority (IHCDA) recently requested proposals for a non-profit to manage a very large grant to pilot right to counsel for residents. This program did not go through the legislative approval process. It remains to be seen how this program will be funded when the federal government's emergency rental assistance funds are expended.

Aside from the housing issues mentioned above, the most obvious topic that Indiana must address is the surplus of tax revenue collected. Due in part to federal government's relief

funding and stimulus packages, Indiana's recovery from the COVID-19 pandemic was much quicker and stronger than experts forecasted. Under Indiana law, if Indiana's reserves exceed 12.5% of the general fund appropriations, excluding K-12 education reserves, Hoosiers will receive a tax refund in the form of a tax credit. An estimated \$545.3M in refunds is expected to be issued to Hoosier Taxpayers when they file their 2021 returns.

To avoid issuing a tax refund again next year, Hoosier lawmakers will likely entertain eliminating or reducing the business personal property tax, evaluating other tax cuts, or spending that extra revenue elsewhere. Given that 2022 is an election year, it is sensible to believe the legislature will support a tax cut rather than increasing spending.

As always, IAA will provide updates throughout the legislative session. We will include those updates in our Multifamily MarkUp via the Statehouse Report. If you have any questions during the legislative session, please reach out to Lynne Petersen ([Lynne@iaaonline.net](mailto:Lynne@iaaonline.net)), Brian Spaulding ([Brian@iaaonline.net](mailto:Brian@iaaonline.net)), or Emily Skooglund ([Emily@iaaonline.net](mailto:Emily@iaaonline.net)).



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# Volunteer with an IAA Committee!

We are an active and engaged association that commits to advancing the multifamily industry in Indiana. It is through volunteers like you that we thrive! Serving on one of IAA's committees is a great way to connect with our growing association and industry. As a committee member, you will network with other industry professionals while participating in Association business and furthering the industry.

## Ambassador Committee

This committee is the driving force behind the growth of the IAA Membership. Recruit prospective members, engage new members and assist in membership retention.

## Convention Committee

Help to plan the Midwest Multifamily Conference by assisting with promotions, recommending educational seminars, recruiting companies for the trade show, and volunteering on-site at the fall event.

## Events Committee

Plan themes, locations, and entertainment for IAA's fantastic events and fundraisers. Recruit sponsors and door prizes to dazzle attendees. Volunteer on-site at all events.

## Maintenance Professional Development Committee

Passionate about maintenance? This committee focuses on all maintenance-related events and classes hosted by IAA including Maintenance Mania, maintenance events at the Midwest Multifamily Conference. This committee also assists in the planning and promotion of the Service Technician Program and the Maintenance Leadership Training Program.

## Professional Development Committee

Help to create and support IAA's educational offerings and advance the industry as a whole. Committee members help with the planning of statewide free education courses, the Property Bus Tour, and other courses and opportunities.

## Emerging Industry Insights and Opportunities Committee

This committee encourages member involvement, recruits for the Service Technician Program through community outreach, proposes current and relevant education and training, and monitors market trends as well as emerging issues with the potential to impact the industry.

## Communications Committee

Discuss ways to increase engagement through IAA publications. Advise on subjects, create editorial and digital content, and promote advertising for *INSites* magazine and *Multifamily Minute* newsletter.

## Microvolunteers Committee

Want to volunteer with IAA but find yourself unable to commit to attending and participating in the traditional committee? This committee gives you the opportunity to help with low-commitment activities such as commenting/liking/sharing social media posts, testing website or app usability, participate in Phone2Action legislative advocacy campaigns, or any other remote bite-size volunteering opportunities.



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## Ready to get involved?

To sign up, simply visit [iaaonline.net](http://iaaonline.net) under the 'Get Involved' tab to complete the volunteer form. You also can call IAA at (317) 816-8900 or email [iaa@iaaonline.net](mailto:iaa@iaaonline.net) to respond.





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*If you are doing business with vendors who are not members of IAA, or who have not renewed their membership, please consider using a member or encourage them to join today!*

## Welcome New Supplier Members

IAA values the membership of Supplier Members and welcomes new members who provide products, services and expertise in the multifamily industry. Please consider using one of these new members for your next bid. **Don't forget to let them know you were referred by IAA!**

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## MARION COUNTY APARTMENT SURVEY RESULTS

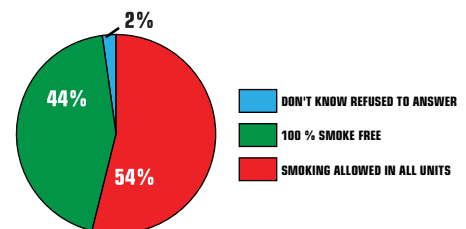


- From January through March 2021, Smoke Free Indy conducted a phone survey of 281 multi-family properties in Marion County to assess current smoking policies.<sup>1</sup>
- 124 (44%) of the properties surveyed offer smoke-free buildings for residents, up from 34% of surveyed properties in 2019, 24% in 2017, and 14% in 2015 and 4% in 2013.<sup>1</sup>
- 100% of the Indianapolis Housing Agency HUD funded properties are covered by a comprehensive smoke free policy.<sup>2</sup>

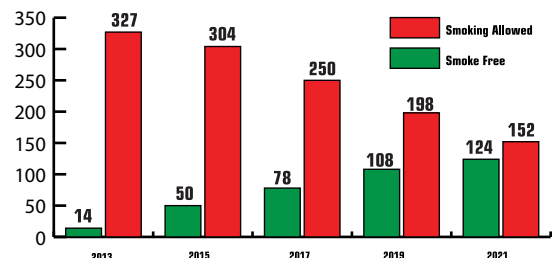
1. The list of multi-family properties surveyed is a compilation of reliable sources including the Indiana Apartment Association, the Indianapolis Business Journal, and individually identified properties. While this is representative of multi-family housing in Marion County, it is likely not a 100% complete list.

2. Federal Register, Vol. 81, No. 233, Monday, December 5, 2016, Rules and Regulations

SMOKING POLICIES IN MULTI-FAMILY HOUSING PROPERTIES 2021



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# Fair Housing and the Supreme Court Ruling for the LGBTQ+Community

In line with the Supreme Court's decision regarding discrimination based on sexual orientation or gender identity, President Biden signed an executive order earlier this year mandating that all federal agencies review the ruling and make needed adjustments. So what can property management companies expect? Should we wait on updated guidelines from HUD (Department of Housing and Urban Development) or should we make changes now to avoid any appearance of housing discrimination against LGBTQ+ prospects?

## A Quick Legal Recap

President Biden signed an Executive Order on January 25, 2021, requiring protections of LGBTQ+ people in housing, health care, and education. The Executive Order cites the recent Supreme Court decision, *Bostock v. Clayton County*, that held that the prohibition against sex discrimination in the Equal Employment Act prohibits discrimination on the basis of sexual orientation and gender identity. The Executive Order requires the applicable federal agencies, including HUD, to promulgate actions consistent with *Bostock* and the various civil rights laws. This Executive Order will result in new HUD regulations explaining the protections of LGBTQ+ persons under the Fair Housing Act.

## A New Protected Category?

There is always confusion with any change. With this new ruling questions have been raised as to whether or not this ruling meant a new protected category. To clarify, we do not have a new protected category, rather we now have an expanded protected category of sex. Under this expansion, it is illegal to discriminate against anyone based on

their sexual orientation or the gender they are presenting.

## The Time to Act Is Now

The next question raised is whether or not housing providers should start making changes now or wait for guidance from HUD. We believe there will be a notable increase in testing and enforcement of the new fair housing protections of LGBTQ+ people. Whenever changes in regulations occur, housing providers can expect an

not require a heterosexual couple to produce a marriage certificate then you cannot request one from any other type of couple. As far as a person who uses a name other than what is on their ID, your policy needs to be the same for everyone regardless of how they are dressed.

Now is the time to review your policies and make any needed changes according to the expanded understanding of the category of sex. Expect that testers will

be focusing their attention on compliance with the new law. Up-to-date training is also absolutely necessary to make sure that every staff member is prepared to handle any situations that will arise. Leslie Tucker with the Fair Housing Institute will be presenting a seminar for IAA in June. Go to [iaaonline.net](http://iaaonline.net) to register for this free seminar.

Remember the best way to avoid a fair housing complaint is to be fair housing compliant!



increase in testing by housing advocacy agencies. To avoid unnecessary liability, all housing providers should be educated about these changes, and ensure that all employees are properly trained and prepared for testers now.

## Fair Housing Compliance and LGBTQ+ Prospects

Consider a few situations that may arise. A same-sex couple is interested in renting an apartment. Can you ask them for a marriage certificate? How would you handle an individual who is dressed as a woman and the name they give doesn't match their government-issued ID?

Fair housing best practices in both of these situations are to ensure your policies are up to date according to the new laws and that they are applied across the board. If your policy does

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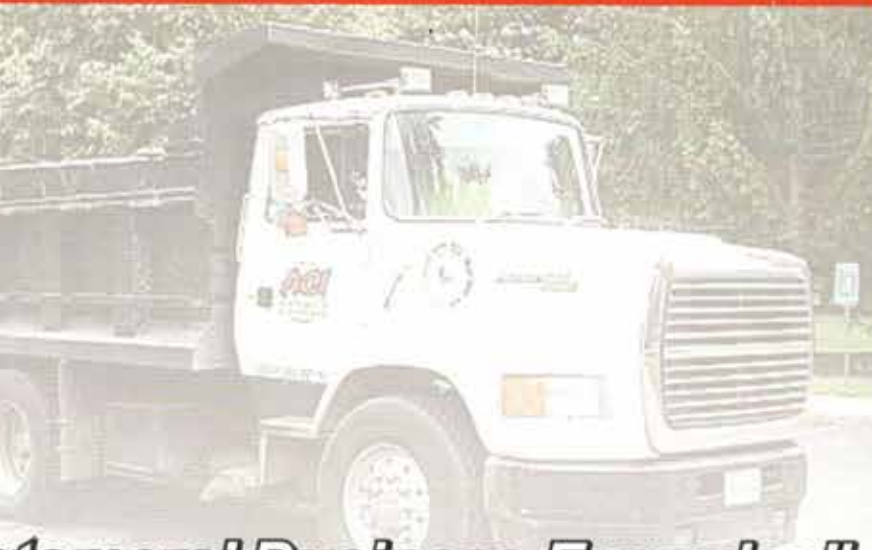
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