

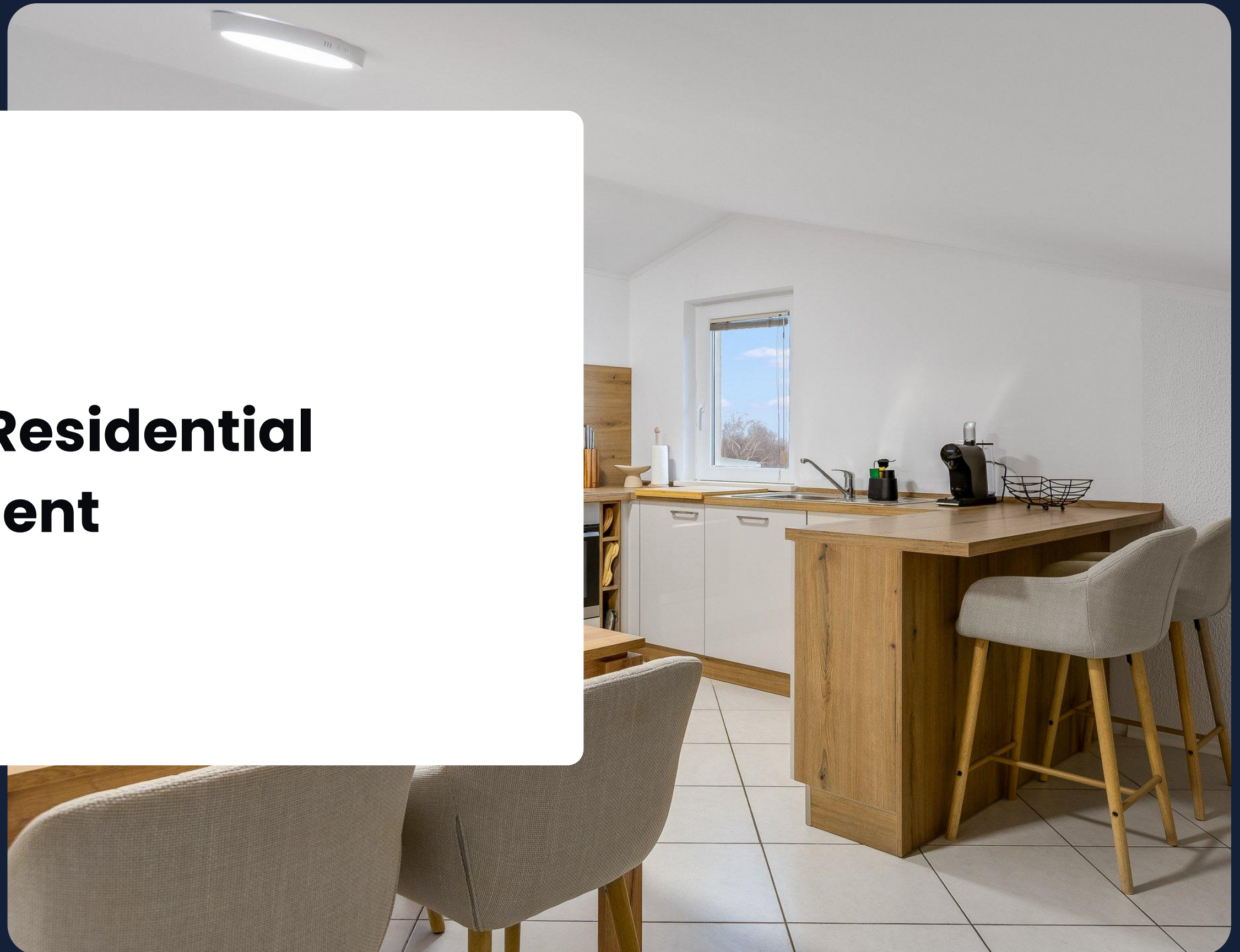


Module 11

Essential Topics in Residential Property Management

Rental Housing Association of Utah

rhautah.org



Class Summary

Property Managers Role Across the Resident Cycle:

Prospect phase, move-in, resident onboarding & instruction, compliance monitoring, renewals, move-out, post move-out responsibilities.

Managing Different Property Types and Operational Models:

Affordable vs. market-rate housing, regulatory overlay differences, apartments vs. single-family operations, student housing operational differences.

Shared Occupancy Challenges: Roommates, joint and several liability, parents and guarantors, common area disputes, privacy expectations, check-in/check-out issues, ESA conflicts and allergies, flexible design that can grow with future needs.

Single Family and Apartment Operational Differences:

Exterior maintenance responsibilities, landscaping, filters and water systems, occupancy vs. zoning vs. lease limits, parking, balconies, amenities, trash and proximity violations.

Affordable Housing Types and Compliance:

Housing Choice Voucher requirements, inspections, payment timelines, qualifying tenants, rent calculations, Section 42 qualification and ongoing compliance responsibilities.

Dealing with Unforeseen Circumstances:

Emergencies and rehousing, disaster response, dealing with police, discrimination exposure during enforcement situations, safety response procedures.



Class Summary (continued)

Transitions and Continuity in Management:

Death in rentals, executors and trusts, ownership transfers, foreclosures, bankruptcies, handling lease continuity and communication

Managing Liability/Vendors/Personal Property:

Supplier/vendor compliance, selecting vendors, insurance and risk management, tenant personal property issues, liability exposure, abandoned property concerns.

Modern Operational Practice:

Use of technology, alternatives to rental references, reporting rent to credit bureaus, applying criteria consistently while managing exceptions.



Section 1

Property Manager's Role Across Resident LifeCycle

Section One Summary



A property manager deals with a customer/renter throughout many phases of the resident's lifecycle.

- Prospect Phase
- Move in Phase
- Onboarding & Instruction
- Compliance
- Renewal
- Move Out
- Post Move Out

Prospect Phase

The prospect phase is when a prospective renter is looking for a new home to rent. This includes the advertising and first contact phase. Important elements of this phase for the rental operator include proper disclosures, good curb appeal, and advertising that emphasizes the property's features, and benefits. Additionally, rental operators must be able to answer questions, treat prospects professionally, and invite them to lease.



Application and Approval Phase

The application and approval phase is when a prospect chooses to put down money and/or submit a rental application. In this phase, rental operators must be able to guide prospects through the application process and help them understand and complete the required steps to provide the necessary information. Once approved, clear communication about next steps and requirements is essential. Operators should be prepared to provide the complete lease for review.

Move in Phase

Once an applicant is approved, the move-in phase begins. As soon as an applicant is approved, rental operators should, within a reasonable period, either have the tenant sign the lease or sign the lease or some agreement confirming they are planning to rent and set a date for lease signing. The lease terms and requirements for move-in day should be disclosed immediately – including providing a copy of the final lease for review.



Move in Phase (Cont.)

Rental housing operators should schedule a walk through of the unit and have the resident fill out a move-in/move-out condition form.

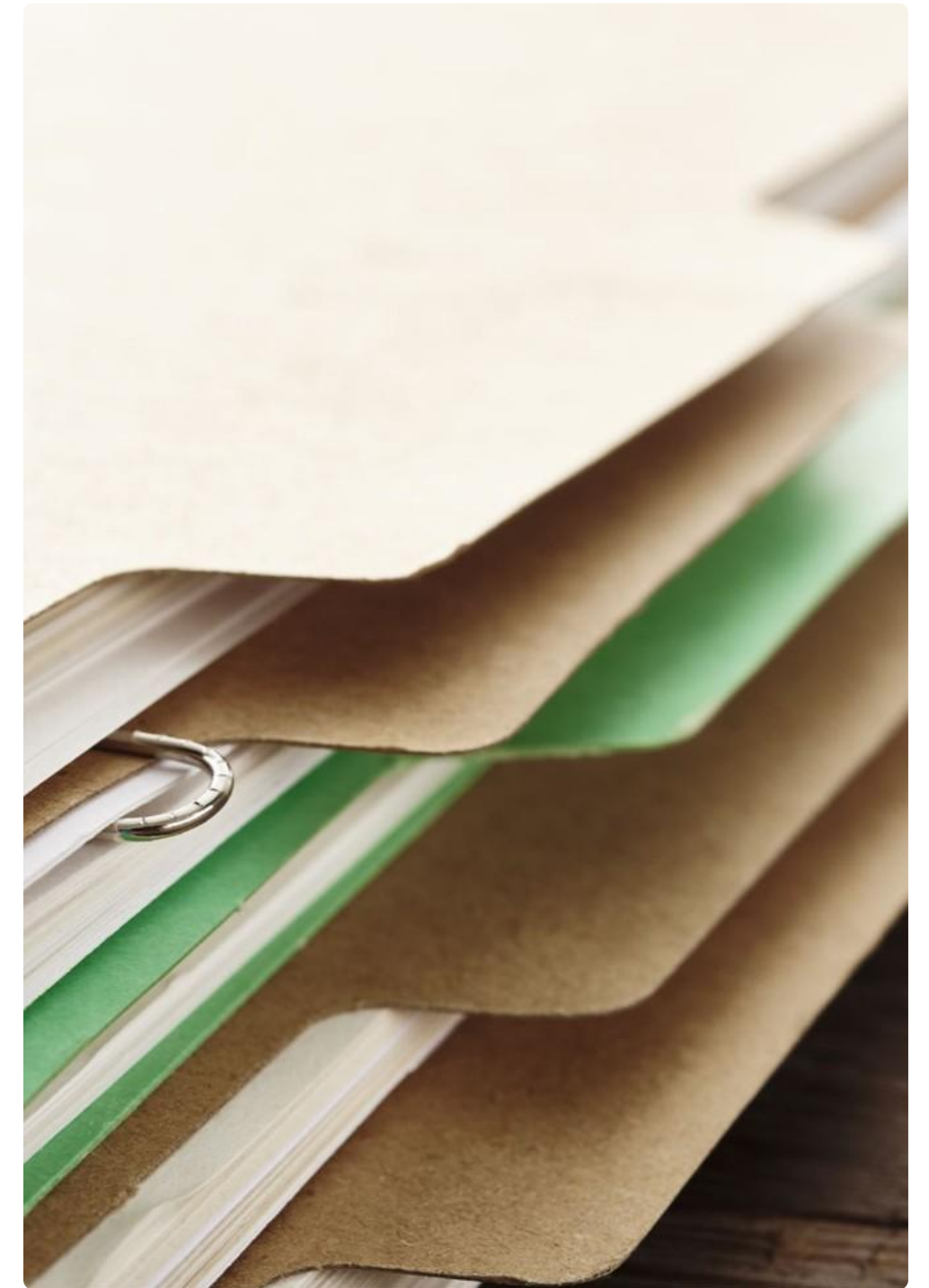
At lease signing, they should also go through the lease with the prospect to make sure they understand what they are agreeing to.

Operators should follow up with residents shortly after move-in to see if there are any issues with the home or if they have any questions.



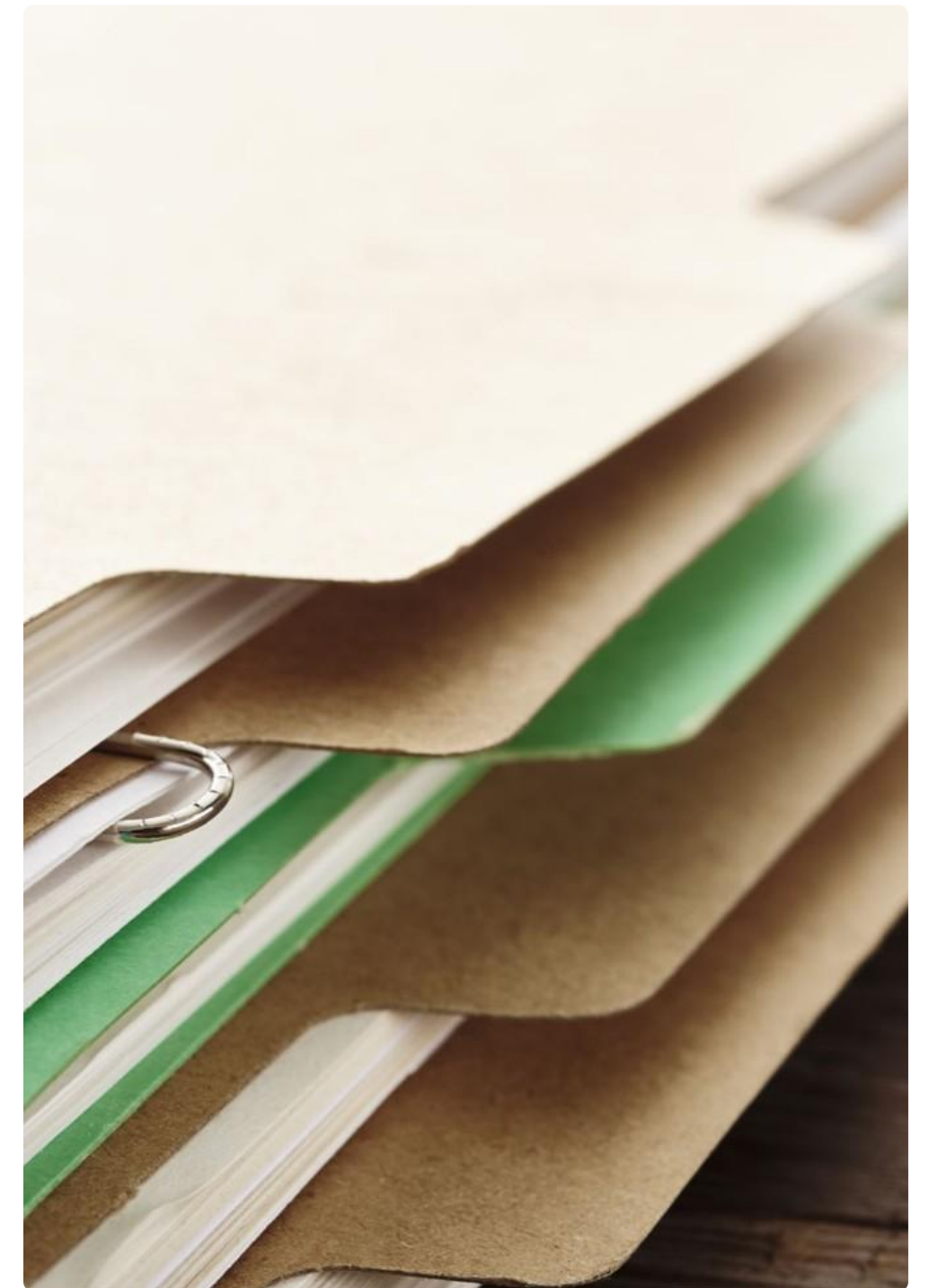
Onboarding and Instruction Phase

This phase is the time from when the lease is signed through the first 30 days of tenancy. This phase involves the lease signing phase and helping the residents understand how to comply. Go through the lease with the tenant to make sure they understand its requirements and expectations. Make sure residents understand house rules, how to not violate the peaceful enjoyment of other residents and neighbors, how to request maintenance and repairs, and how to maintain a positive relationship with the rental operator.



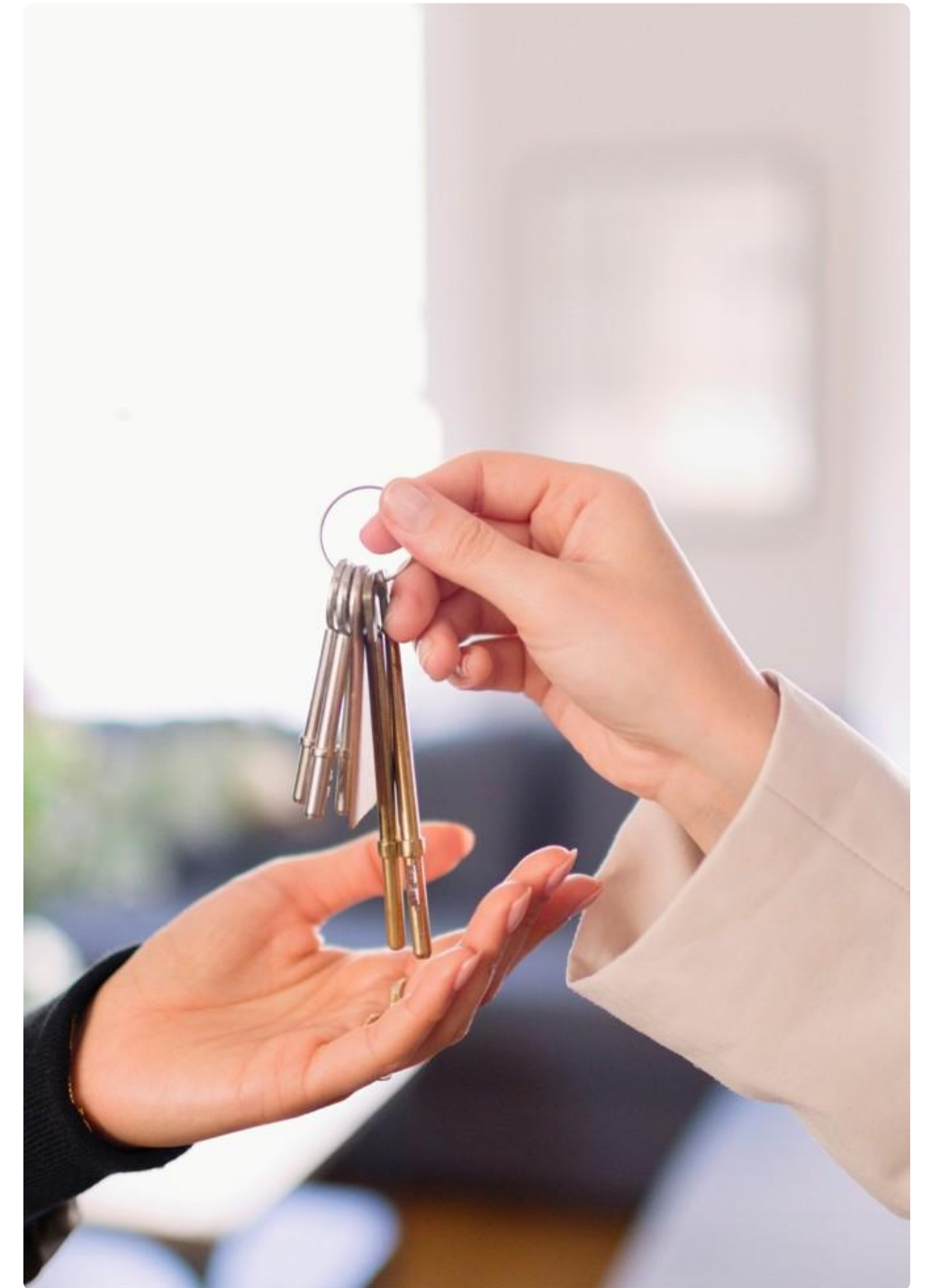
Onboarding and Instruction Phase (Cont.)

There is also a lot of listening in this phase. Rental operators should ask questions to see what things the residents don't understand. This is a good time to get to know residents personally, to begin a foundation for a good working relationship.



Compliance Phase

Once a resident is in place, rental operators shift into serving resident needs, maintaining the property and helping the resident comply with lease. This is called the compliance phase. We should focus on providing good service and complying with our obligations. We also monitor tenant compliance with the lease and other rules and standards.



Renewal Phase

The renewal phase starts at lease signing. When the lease is signed, the rental housing provider should set expectations by communicating:

- That the guaranteed rent set in the lease is only good for a certain period of time (e.g. one year)
- That the agreement will continue automatically if neither party gives notice as required by contract.
- If there will be any “convenience fee” if the agreement goes month-to-month
- If there is any automatic lease escalation (amount or percentage of rent)

Communicating these things lays a foundation for the renewal phase.



Renewal Phase (Continued)

Part two of the renewal phase, starts 90–120 days from the end of a lease. Because turnover is the greatest cost in time and money to rental operators, a primary goal of all our efforts should be to renew leases and keep residents who are in good standing as long as possible. Rental housing operators begin by:

- Reminding the tenant the lease is ending & extending a renewal offer
- Reminding the tenant of any convenience fees or automatic escalations if a new agreement is not signed
- In the renewal offer, communicate the new length of term and rate you are offering
- Communicating any incentives or “special” you are offering them to renew
- Asking the tenant to contact you for more information and to begin the renewal process

Rental operators may schedule steps into their renewal process such as written communication at 120 days , personal call at 90 days, personal visit at 60 days, etc. Your process should show you care about them and want to retain them as a customer.

Renewal Incentives

Rental operators often offer significant incentives for new move-ins. It may be beneficial to also offer renewal incentives to tenants in good standing. Options include:

- Property upgrades such as new carpet, ceiling fans, windows or window treatments or any upgrade you know that tenant desires
- Gift cards or monetary incentives

Retention Strategies & Gifts

Rental operators who recognize how important it is to reduce turnover and hold onto tenants in good standing, may create a retention strategy. Good strategies include:

- Handling maintenance requests quickly and correctly
- Providing thoughtful gifts such as birthday cards, flowers in the spring, turkey at Thanksgiving, gift cards at Christmas, etc.

Don't wait until leases expire to begin renewals. Focus on retention from day one.

Move Out Phase

When the resident or the rental operators gives notice to end the lease, this begins the move-out phase. At some point, residents do move out. Steps include:

- Setting clear instructions for how to return the premises to the condition it was leased in. This may include a written moveout checklist
- Set a time for the tenant to return possession and do a final walk through
- Obtain a forwarding address and communicate the 30-day or shorter time frame for security deposit disposition

Post Move Out Phase

In this phase, rental operators account for deposits and damages and prepare for a new resident.

Rental operators are obligated to return any funds (deposits) held and/or provide an accounting of any deductions. Rental operators should then convey funds and send “deposit dispositions” as soon as possible, but no later than 30 days, as required by Utah law.

During this phase, any work required to get the home ready for the next resident should be completed.

REMEMBER – YOU MAY ONLY CHARGE A PREVIOUS RESIDENT FOR CLEANING OR REPAIRS IF YOU DO THE CLEANING AND REPAIRS.



Section 1 Knowledge Check

Which phase of the resident lifecycle includes advertising and first contact with a prospective renter?

A Onboarding and instruction phase

B Prospect phase

C Compliance phase

D Renewal phase

Section 1 Knowledge Check

Which phase of the resident lifecycle includes advertising and first contact with a prospective renter?

A Onboarding and instruction phase

B Prospect phase

C Compliance phase

D Renewal phase

Correct

Answer: B. The prospect phase covers advertising and first contact. Proper disclosures, curb appeal and advertising features and benefits matter most here.

Section 1 Knowledge Check

During the move-in walk-through, what should the resident fill out?

- A** A renewal offer
- B** A move-in/move-out condition form
- C** A deposit disposition
- D** A vendor insurance certificate

Section 1 Knowledge Check

During the move-in walk-through, what should the resident fill out?

A A renewal offer

B A move-in/move-out condition form

C A deposit disposition

D A vendor insurance certificate

Correct

Answer: B. Operators should schedule a walk-through and have the resident complete a move-in/move-out condition form.

Section 1 Knowledge Check

The onboarding and instruction phase covers which period of time?

- A** The time after the resident moves out
- B** The final 60 days before the lease ends
- C** From lease signing through the first 30 days of tenancy
- D** From first contact until the application is submitted

Section 1 Knowledge Check

The onboarding and instruction phase covers which period of time?

- A** The time after the resident moves out
- B** The final 60 days before the lease ends
- C** From lease signing through the first 30 days of tenancy
- D** From first contact until the application is submitted

Correct

Answer: C. Onboarding runs from lease signing through the first 30 days, helping residents understand the lease, house rules and how to request maintenance.

Section 1 Knowledge Check

According to this module, what is the greatest cost in time and money to rental operators?

A Advertising

B Turnover

C Inspections

D Landscaping

Section 1 Knowledge Check

According to this module, what is the greatest cost in time and money to rental operators?

A Advertising

B Turnover

C Inspections

D Landscaping

Correct

Answer: B. Because turnover is the greatest cost, a primary goal is to renew leases and keep residents in good standing as long as possible.

Section 1 Knowledge Check

When does part two of the renewal phase typically begin?

- A** After the resident gives notice to vacate
- B** 90–120 days before the end of the lease
- C** On move-in day
- D** 7 days before the lease ends

Section 1 Knowledge Check

When does part two of the renewal phase typically begin?

- A** After the resident gives notice to vacate
- B** 90–120 days before the end of the lease
- C** On move-in day
- D** 7 days before the lease ends

Correct

Answer: B. Part one starts at lease signing by setting expectations. Part two starts 90–120 days before the lease ends with a renewal offer.

Section 1 Knowledge Check

Under Utah law, how long does a rental operator have to send the security deposit disposition after move-out?

A No later than 30 days

B No later than 60 days

C No later than 90 days

D No later than 10 days

Section 1 Knowledge Check

Under Utah law, how long does a rental operator have to send the security deposit disposition after move-out?

Correct

- A** No later than 30 days
- B** No later than 60 days
- C** No later than 90 days
- D** No later than 10 days

Answer: A. Deposit dispositions must be sent as soon as possible, but no later than 30 days. Only charge for cleaning or repairs that are actually done.

Section 2

Managing Different Types of Properties and Operational Models



Section Two Summary

Regulatory Overlay

Market Rate vs Affordable Housing

Apartment vs Single Family

Conventional vs Student Housing



Regulatory Overlay

Throughout the acquisition, operation, and disposition of affordable housing property, there are multiple layers of regulatory overlay. The most important for operators to understand are financing, federal, state, and local landlord tenant law. Next comes local zoning and any community association (HOA PUD) requirements. Additionally, 3rd party managers may have Division of Real Estate licensing and operational requirement. All operators have consumer protection obligations. For affordable housing operators and those who accept government vouchers or funds, there can be additional layers of regulatory overlay.

Market Rate vs Affordable Housing

Market Rate

- Refers to residential properties priced according to market conditions without government subsidies or income-based restrictions. Pricing is influenced by many factors, which can include local economic conditions, neighborhood desirability, property type condition and quality, and supply vs demand of rental housing.

Affordable Housing

- A type of housing where operators have additional requirements imposed upon them. Common Affordable Housing types include subsidized project-based housing, the Section 8 (Housing Choice Voucher) voucher program, the Section 42 LIHTC (Low Income Housing Tax Credit program), and more. AMI (area median income) is the baseline for these programs.

Multifamily vs Single Family

Multifamily and Single-Family properties have many similarities and the ways housing operators deal with residents is similar in many ways. There can be minor differences in some operational activities rental operators need to be aware of including:

- How much maintenance or upkeep is required of the residents. It is more common in Single Family for residents to care for landscaping and have maintenance obligation.
- Utilities may be handled differently.

Conventional vs Student Housing

Conventional

- Residents typically sign a “joint and several liability” lease contract. This obligates all the residents as a team to all the lease terms
- Operators take a more inclusive and broader approach to finding residents
- Turnover can be managed by staggering lease expiration times

Student Housing

- Residents may have “individual” contracts that define their individual duties and rules and regulations about how they are to interact with each other
- Providers target a very narrow demographic of students usually at a particular educational institution
- Turnover can be tied directly to the terms/semesters/periods of the educational institution

Section 2 Knowledge Check

Which of the following is NOT one of the layers of regulatory overlay described in this section?

A Federal, state and local landlord-tenant law

B Financing requirements

C Local zoning and HOA requirements

D The resident's employer policies

Section 2 Knowledge Check

Which of the following is NOT one of the layers of regulatory overlay described in this section?

A Federal, state and local landlord-tenant law

B Financing requirements

C Local zoning and HOA requirements

D The resident's employer policies

Correct

Answer: D. Regulatory overlay includes financing, federal/state/local law, zoning, community associations, DRE licensing and consumer protection, but not employer policies.

Section 2 Knowledge Check

What is the baseline measure used by most affordable housing programs?

- A** The resident's credit score
- B** Fair market value of the property
- C** Area Median Income (AMI)
- D** The average rent in the state

Section 2 Knowledge Check

What is the baseline measure used by most affordable housing programs?

A The resident's credit score

B Fair market value of the property

C Area Median Income (AMI)

D The average rent in the state

Correct

Answer: C. AMI (area median income) is the baseline for affordable housing programs such as Section 8 and Section 42 LIHTC.

Section 2 Knowledge Check

Compared to multifamily residents, single-family residents are more likely to:

A Use a trash valet service

B Share common-area amenities

C Care for landscaping and have maintenance obligations

D Have no maintenance responsibilities

Section 2 Knowledge Check

Compared to multifamily residents, single-family residents are more likely to:

A Use a trash valet service

B Share common-area amenities

C Care for landscaping and have maintenance obligations

Correct

D Have no maintenance responsibilities

Answer: C. In single-family rentals it is more common for residents to care for landscaping and have maintenance obligations.

Section 2 Knowledge Check

In student housing, how is turnover usually timed?

- A** On the calendar year
- B** By staggering lease expiration dates
- C** Based on HUD payment schedules
- D** Around the terms or semesters of the educational institution

Section 2 Knowledge Check

In student housing, how is turnover usually timed?

- A** On the calendar year
- B** By staggering lease expiration dates
- C** Based on HUD payment schedules
- D** Around the terms or semesters of the educational institution

Correct

Answer: D. Student housing turnover is tied to school terms. Conventional housing manages turnover by staggering lease expirations.

Section 2 Knowledge Check

Which type of lease is more common in student housing than in conventional housing?

A Section 8 three-way contracts

B Joint and several liability leases

C Commercial leases

D Individual contracts that define each resident's own duties

Section 2 Knowledge Check

Which type of lease is more common in student housing than in conventional housing?

A Section 8 three-way contracts

B Joint and several liability leases

C Commercial leases

D Individual contracts that define each resident's own duties

Correct

Answer: D. Conventional residents typically sign joint and several liability leases; student housing residents may have individual contracts.

Section 3

Shared Occupancy Challenges



Section Three Summary

Individual vs Joint and Several Liability Leases

Dealing with Parents/Guarantor/Co-signer

Roommates

Common Area Disputes

Privacy

Check-in/Check-out issues

ESA Conflicts and allergies

Individual vs Joint and Several Liability Leases

A “Joint and Several Liability” lease is when two or more parties are responsible for the same obligation and potential harm.

Individual liability is when a resident is only responsible for their own obligations and harm.



Dealing with Parents/Guarantor /Co-signer

In student housing, since many students have no income and have never rented before, it is common to have co-signers or guarantors. These are most likely to be parents. While they have the same obligations as residents, co-signers and guarantors do not have occupancy rights. What they do have is the right to communicate with the rental operator. Sometimes this communication can be pleasant - sometimes it can be difficult.



Roommates

In shared housing, residents get to interact with and be around lots of people. Sometimes these are people they are unlike or wouldn't normally choose to be around. Rental operators should communicate to residents how to resolve conflict and drama and know when to get involved and when not to.

Common Area Disputes

When people share areas, conflict can develop. Several areas of potential conflict include:

- Pets
- Reserving spaces for activities
- Quiet hours
- When you can/cannot prohibit access

Privacy



With shared housing, rental operators need to help residents understand privacy expectations. It is important to help staff and owners understand when they can/can't share a resident's personal information. Likewise, it is important to help residents understand the limits of their right to privacy in a shared unit, and their rights to information about other residents and their guests. In shared housing, guests and significant others staying overnight can create conflict.

Check-in/Check-out Issues



Rental operators can be very busy during check-in and check-out seasons. Rental operators should create systems and procedures to streamline their processes, create positive experiences for customers, and manage check-in/check-out efficiently. Having move in checklists and making sure the resident has the opportunity to point out any issues with the unit before they move is an important process. Operators should share expectations and any cleaning guideline with resident's who are moving out. Check out packets listing all the things that need to be done are also helpful and when to expect deposit returns.

ESA Conflicts and Allergies

It is common for shared housing situations to arise where one roommate requests an emotional support animal. Other roommates may not like or have allergies to the animal. Rental Operators need to become skilled at diffusing conflict and making sure they comply with federal fair housing laws. Operators need to be sure they understand what they can and cannot ask for regarding qualification for ESAs and service animals.

ESA Conflicts and Allergies (Continued)

Generally, rental housing operators should abide by the following guidelines:

- Roommates do not have first right of refusal on another roommate's ESA request
- For allergy situations, if a student is deathly allergic, they should make a reasonable accommodation request of no animals in their unit
- Reasonable accommodation requests should be granted in the order they are received
- Before you deny any ESAs, get legal advice

Section 3 Knowledge Check

What does a “joint and several liability” lease mean?

A Each resident is responsible only for their own obligations

B Only the guarantor is responsible for unpaid rent

C The landlord and tenant share liability for damages

D Two or more parties are responsible for the same obligation and potential harm

Section 3 Knowledge Check

What does a “joint and several liability” lease mean?

A Each resident is responsible only for their own obligations

B Only the guarantor is responsible for unpaid rent

C The landlord and tenant share liability for damages

D Two or more parties are responsible for the same obligation and potential harm

Correct

Answer: D. Under joint and several liability, all parties share the same obligation. Individual liability covers only a resident's own obligations.

Section 3 Knowledge Check

Which statement about co-signers and guarantors is correct?

A They have no financial obligations under the lease

B They have the right to live in the unit

C They may not communicate with the rental operator

D They have the same obligations as residents but no occupancy rights

Section 3 Knowledge Check

Which statement about co-signers and guarantors is correct?

A They have no financial obligations under the lease

B They have the right to live in the unit

C They may not communicate with the rental operator

D They have the same obligations as residents but no occupancy rights

Correct

Answer: D. Co-signers and guarantors (often parents) share the residents' obligations and can communicate with the operator, but cannot occupy the unit.

Section 3 Knowledge Check

Which of these is listed as a common source of common-area disputes?

A Vendor licensing

B Property tax assessments

C Quiet hours

D Section 42 recertification

Section 3 Knowledge Check

Which of these is listed as a common source of common-area disputes?

A Vendor licensing

B Property tax assessments

C Quiet hours

Correct

D Section 42 recertification

Answer: C. Common-area conflicts include pets, reserving spaces for activities, quiet hours and when access can or cannot be prohibited.

Section 3 Knowledge Check

A roommate objects to another roommate's emotional support animal (ESA) request. What is the general guideline?

- A** Roommates do not have first right of refusal on another roommate's ESA request
- B** The objecting roommate decides whether the animal can stay
- C** The operator should deny the ESA to avoid conflict
- D** The ESA must be approved by a majority of roommates

Section 3 Knowledge Check

A roommate objects to another roommate's emotional support animal (ESA) request. What is the general guideline?

Correct

- A** Roommates do not have first right of refusal on another roommate's ESA request
- B** The objecting roommate decides whether the animal can stay
- C** The operator should deny the ESA to avoid conflict
- D** The ESA must be approved by a majority of roommates

Answer: A. Roommates do not get to veto an ESA. A severely allergic roommate may make their own reasonable accommodation request.

Section 3 Knowledge Check

When reasonable accommodation requests conflict (for example, an ESA and a severe allergy), how should they generally be handled?

- A** Both requests should be denied
- B** Left for the roommates to resolve on their own
- C** Granted in the order they are received, with legal advice before denying any ESA
- D** Granted to the resident who has lived there longest

Section 3 Knowledge Check

When reasonable accommodation requests conflict (for example, an ESA and a severe allergy), how should they generally be handled?

- A** Both requests should be denied
- B** Left for the roommates to resolve on their own
- C** Granted in the order they are received, with legal advice before denying any ESA
- D** Granted to the resident who has lived there longest

Correct

Answer: C. Requests are generally granted in the order received. Get legal advice before denying any ESA.

Section 4

Single Family vs Multi-Family Operational Differences



Section 4 Summary

Exterior Maintenance and Responsibilities

Landscape care and watering

Filters and water systems

Occupancy standards and Zoning

Parking

Balconies

Amenities

Trash

Proximity/neighbors



Exterior Maintenance and Responsibilities

- Multi-Family properties often take care of most maintenance and upkeep. Single family rentals often have leases making the resident responsible for the yard maintenance, including landscaping, watering, and snow removal. Operators need to monitor compliance and hold residents accountable to prevent zoning complaints and long-term damage to the property.

Landscape Care and Watering

- Multi-Family building operators typically operate and maintain the sprinkling system, while in Single-Family, residents are often responsible. Those obligations and penalties are defined in the contract. It is important to communicate and be clear in the lease who is responsible for what.



Filters and Water Systems

Multi-Family buildings may have staff change filters and maintain systems while in Single-Family, more of this responsibility may fall on the residents. It is important to communicate and be clear in the lease who is responsible for what.

Occupancy Standards and Zoning



Utah law allows cities to restrict occupancy in residential units to no more than 3 unrelated individuals (in cities with universities) or no more than 4 unrelated individuals in cities without a university. That means rental operators can prohibit occupancy of large groups of unrelated individuals. However, when groups include children under 18 in the home, fair housing laws apply. Occupancy for units with families typically should be set at two per bedroom plus one overall extra in the unit.

Parking

Parking can be a challenge in both Multi-Family and Single-Family situations. For MF housing, operators need to understand what signage, if any is required before enforcement (8 units or more), if any. Contracts or parking addendums should specify how many parking spots are included, and make sure parking rules are clear. In SF, especially in HOAs, operators need to understand HOA & municipal parking requirements. There can be Fair Housing implications for both types, so operators need to be very careful defining parking priorities and handling accommodation requests. Encourage residents to take care what they leave in vehicles.

Parking Accommodation Requests

In Multi-Family, residents can make specific parking accommodation requests including:

- A reserved space closer to their unit because of a disability
- A wider reserved space for egress for wheelchairs/scooters in and out of vehicles
- If you charge for closer parking, waiver of the fee for closer parking spot.

In single family accommodation requests are rare but still need to be addressed.



Balconies

Rental operators should set clear rules about balconies including clutter, barbecues (i.e. safety issue), etc. There also may be CC&R and municipal restrictions. Operators are responsible for making sure residents understand the rules, including display of flags and other decorations. Fair housing applies in parking and consistent treatment is important.

Amenities



Residents should understand how they access amenities and what restrictions apply. Amenities are more common in Multi-Family. But some SF have them as part of the HOA. It is important to communicate and be clear in the lease what amenities are available with what rules.

Trash

Many Multi-Family communities have common area dumpsters or even trash valet services. It is important rental operators explain rules about trash and monitor compliance. In Single-Family, residents may be required to separate their trash by type and put-out/take-in receptacles. It is important to communicate requirements and be clear in the lease who is responsible for what.



Proximity of Neighbors

As proximity to people increases, so does the potential for conflict. rental operators can help set expectations and rules. Common issues includes noise, smoking, parking, animals, use of common areas, etc. In Multi-Family, operators should be more conscious of potential conflict.

Section 4 Knowledge Check

In single-family rentals, who is often made responsible for yard maintenance, watering and snow removal?

A The resident, as defined in the lease

B The HOA in every case

C The rental operator in every case

D The city

Section 4 Knowledge Check

In single-family rentals, who is often made responsible for yard maintenance, watering and snow removal?

Correct

A The resident, as defined in the lease

B The HOA in every case

C The rental operator in every case

D The city

Answer: A. Single-family leases often make residents responsible for yard care. Operators must monitor compliance to prevent complaints and damage.

Section 4 Knowledge Check

Under the Utah law described in this module, cities with a university may limit occupancy to no more than how many unrelated individuals?

A 3

B 6

C 4

D 2

Section 4 Knowledge Check

Under the Utah law described in this module, cities with a university may limit occupancy to no more than how many unrelated individuals?

Correct

A 3

B 6

C 4

D 2

Answer: A. Cities with universities may limit occupancy to 3 unrelated individuals; cities without a university, 4.

Section 4 Knowledge Check

For units occupied by families, what occupancy standard is typically recommended?

A Three per bedroom

B One person per bedroom

C No more than four people total

D Two per bedroom plus one extra in the unit

Section 4 Knowledge Check

For units occupied by families, what occupancy standard is typically recommended?

A Three per bedroom

B One person per bedroom

C No more than four people total

D Two per bedroom plus one extra in the unit

Correct

Answer: D. When children under 18 are in the home, fair housing laws apply. Typically set occupancy at two per bedroom plus one.

Section 4 Knowledge Check

Which of the following is an example of a parking accommodation request?

A A free second space for guests

B A reserved space closer to the unit because of a disability

C Permission to store a boat in the lot

D A covered space for a new car

Section 4 Knowledge Check

Which of the following is an example of a parking accommodation request?

A A free second space for guests

B A reserved space closer to the unit because of a disability

C Permission to store a boat in the lot

D A covered space for a new car

Correct

Answer: B. Accommodation requests include closer reserved spaces, wider spaces for wheelchair/scooter access, and waiver of fees for closer parking.

Section 4 Knowledge Check

For landscaping, filters, trash and amenities, what is the recurring best practice in this section?

A Handle responsibilities verbally as issues come up

B Leave all responsibilities to the HOA

C Be clear in the lease about who is responsible for what

D Let residents decide among themselves

Section 4 Knowledge Check

For landscaping, filters, trash and amenities, what is the recurring best practice in this section?

A Handle responsibilities verbally as issues come up

B Leave all responsibilities to the HOA

C Be clear in the lease about who is responsible for what

Correct

D Let residents decide among themselves

Answer: C. Across all these topics the module stresses communicating clearly and spelling out responsibilities in the lease.

Section 5

Affordable Housing Types and Compliance



Section 5 Summary

Types of Affordable Housing Units

Inspections

Payment Timelines

Qualifying Tenant

Rent Calculations

Section 42 Qualification and ongoing compliance



Types of Affordable Housing Units

The three primary ways government subsidizes housing are through government owned housing projects, the Section 8 (also called Housing Choice) voucher program and the Section 42 tax credit program. There are other federal programs, including USDA rural development, Hope VI, and more. States may also have housing programs.



Affordable Housing in Utah

In Utah the state has a housing office and an organization called the Olene Walker Housing Trust Fund administers many state housing programs.

The Utah Housing Corporation administers state and federal tax credit programs.

Local housing authorities administer section 8 programs in their area.





Project Based Section 8 Housing

There are 1.3 million project-based Section 8 housing units in America. These were built and are operated exclusively for low-income households.

Section 8 Housing

- Housing Choice Voucher Program (Section 8 Housing) – There are 2.2 million Section 8 vouchers in the US and about 14,000 in Utah. This program pays all or most of the rent for low-income households, the majority of these make less than 30% AMI (annual median income). The voucher is portable and can be used at any housing unit that will pass an inspection and whose rent is below the Fair Market Rent set by HUD for the area. Housing providers are required to accept residents with vouchers who meet all their criteria except income. Housing providers fill out paperwork and enter a three-way contract with the Housing Authority and the residents.



Section 42 Low Income Tax Credit Housing

The LIHTC program has created 54,102 communities with 3.7 million housing units. Most are privately developed and owned but receive tax credits to incentivize construction. Properties must rent only to low-income residents who meet Section 42 criteria and re-qualify annually. Rents are set by the government and are well below market rate.



Inspections

Many affordable housing programs require an inspection. For Section 8 housing, the inspectors use a standard called HQS (Housing Quality Standards). Operators should get familiar with this list before scheduling an inspection. Inspections are sometimes done quickly after being ordered but in rare cases may take time to schedule. If a property fails, it will be given time to come into compliance before being re-inspected. Continued failure can result in disqualification and/or withholding of rent.



Payment Timelines

Affordable Housing programs and the entities that regulate them often pay on a different schedule. Become familiar with when to expect payments so expectations align, and work with the agency involved to have clarity and resolution.





Qualifying Tenant

- The process for qualifying a Section 8 tenant is the same as other tenants, except the rental operator waive any income requirements since the government is paying all or part of the rent. Section 8 housing is one of Utah's state protected classes, so operators cannot deny applicants on section 8 based on source of income alone.



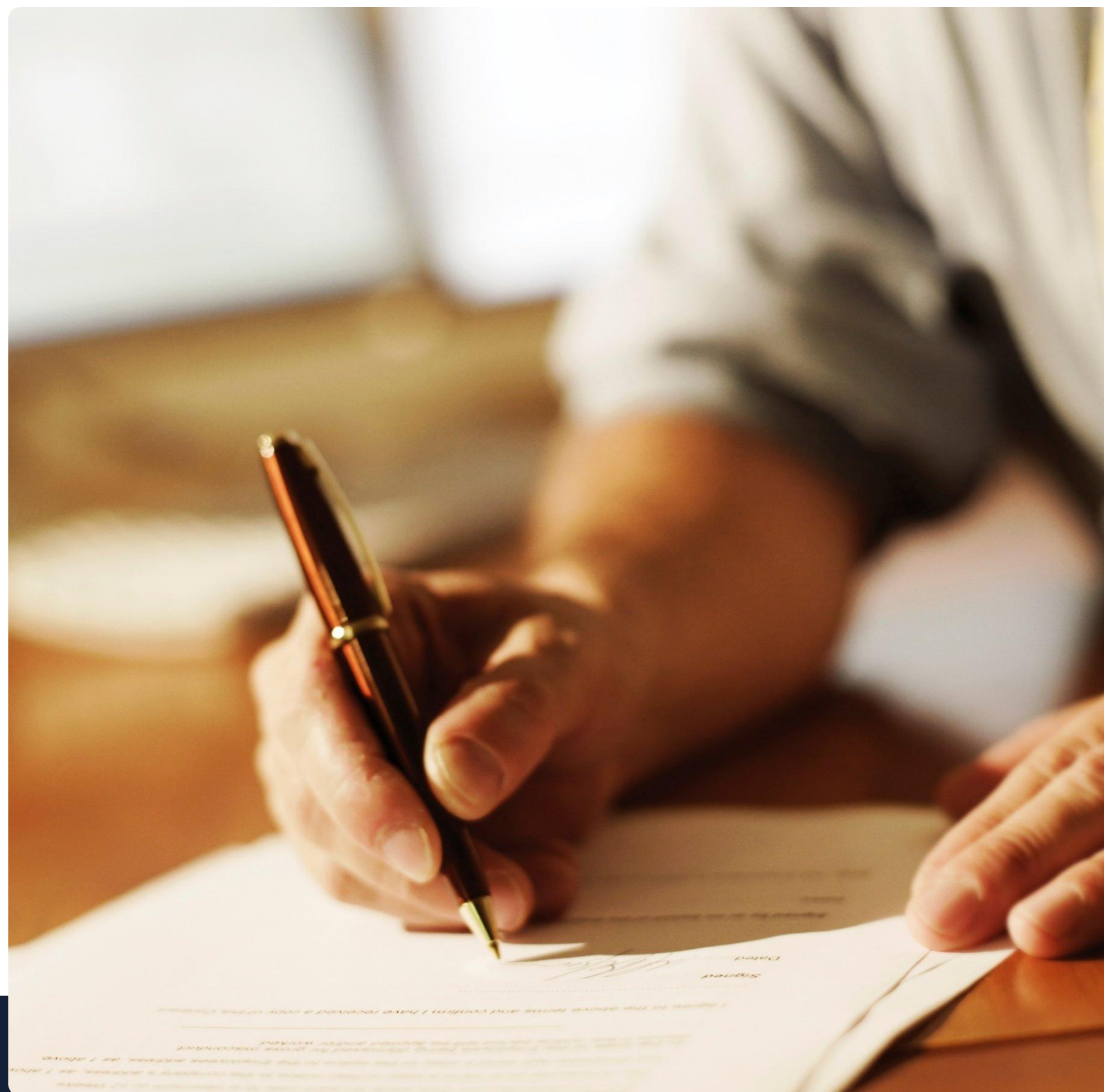
Rent Calculations

- HUD publishes their Fair Market Rents for each area, and the Housing Authority may make adjustments involving utilities. The Housing Authority that manages the voucher will define the tenant's portion of the contract rent and the portion the Housing Authority will pay.

Section 42 Qualification and Ongoing Compliance

The qualification process for Section 42 units is published and available to housing operators who manage Section 42 units. Residents have to meet income requirements and are re-evaluated yearly. There are also yearly inspections by the regulating agency. There is a lot of compliance and paperwork responsibility for the operator.





Notices

Many affordable housing programs require any notice served to residents to be provided also to their agency.

Terminating Leases

Operators should understand the rules and timeframes for terminating leases including: 60-day notice is required in most cases, cause for non-renewal is required and some contracts include separate/additional requirements for certain lease violation.

Section 5 Knowledge Check

What are the three primary ways government subsidizes housing?

A Mortgage insurance, rent control and zoning variances

B USDA loans, Hope VI and state lotteries

C Government-owned housing projects, Section 8 vouchers and Section 42 tax credits

D Property tax waivers, utility credits and HOA grants

Section 5 Knowledge Check

What are the three primary ways government subsidizes housing?

A Mortgage insurance, rent control and zoning variances

B USDA loans, Hope VI and state lotteries

C Government-owned housing projects, Section 8 vouchers and Section 42 tax credits

Correct

D Property tax waivers, utility credits and HOA grants

Answer: C. The three primary programs are government-owned projects, the Section 8 Housing Choice Voucher program and Section 42 LIHTC.

Section 5 Knowledge Check

In Utah, which organization administers state and federal tax credit programs?

A Utah Housing Corporation

B The Olene Walker Housing Trust Fund

C Local housing authorities

D The Division of Real Estate

Section 5 Knowledge Check

In Utah, which organization administers state and federal tax credit programs?

Correct

- A** Utah Housing Corporation
- B** The Olene Walker Housing Trust Fund
- C** Local housing authorities
- D** The Division of Real Estate

Answer: A. Utah Housing Corporation administers tax credits. Olene Walker administers many state programs; local housing authorities run Section 8.

Section 5 Knowledge Check

Section 8 inspectors use which standard when inspecting a unit?

A HQS (Housing Quality Standards)

B OSHA workplace standards

C Fair Market Rent (FMR)

D The Utah Fit Premises Act checklist only

Section 5 Knowledge Check

Section 8 inspectors use which standard when inspecting a unit?

Correct

- A** HQS (Housing Quality Standards)
- B** OSHA workplace standards
- C** Fair Market Rent (FMR)
- D** The Utah Fit Premises Act checklist only

Answer: A. Section 8 inspections use HQS. Operators should review the HQS list before scheduling an inspection.

Section 5 Knowledge Check

How should a rental operator qualify an applicant who has a Section 8 voucher?

- A** Require a larger security deposit
- B** Decline the applicant if the operator prefers not to work with vouchers
- C** Use the same criteria as other applicants but waive income requirements
- D** Require income of three times the full rent

Section 5 Knowledge Check

How should a rental operator qualify an applicant who has a Section 8 voucher?

A Require a larger security deposit

B Decline the applicant if the operator prefers not to work with vouchers

C Use the same criteria as other applicants but waive income requirements

Correct

D Require income of three times the full rent

Answer: C. Source of income is protected in Utah, so voucher holders are screened like everyone else, except for income requirements.

Section 5 Knowledge Check

Which statement about Section 42 (LIHTC) residents is correct?

A They must meet income requirements and re-qualify every year

B Their rent is set by the market

C They have no income requirements

D They qualify once and never need to re-qualify

Section 5 Knowledge Check

Which statement about Section 42 (LIHTC) residents is correct?

Correct

A They must meet income requirements and re-qualify every year

B Their rent is set by the market

C They have no income requirements

D They qualify once and never need to re-qualify

Answer: A. Section 42 residents are re-evaluated yearly, rents are set by the government, and there are yearly agency inspections.

Section 5 Knowledge Check

Many affordable housing programs require that notices served to residents also be provided to whom?

A The resident's employer

B The program's agency

C The local police department

D The credit bureaus

Section 5 Knowledge Check

Many affordable housing programs require that notices served to residents also be provided to whom?

A The resident's employer

B The program's agency

Correct

C The local police department

D The credit bureaus

Answer: B. Notices to residents often must also go to the agency. Lease terminations usually require 60-day notice and cause for non-renewal.

Section 6

Dealing with Unforeseen Circumstances



Section Six Summary

Emergency relocation

Disaster Response

Dealing with Police

Discrimination exposure in enforcement situations

Safety response procedures

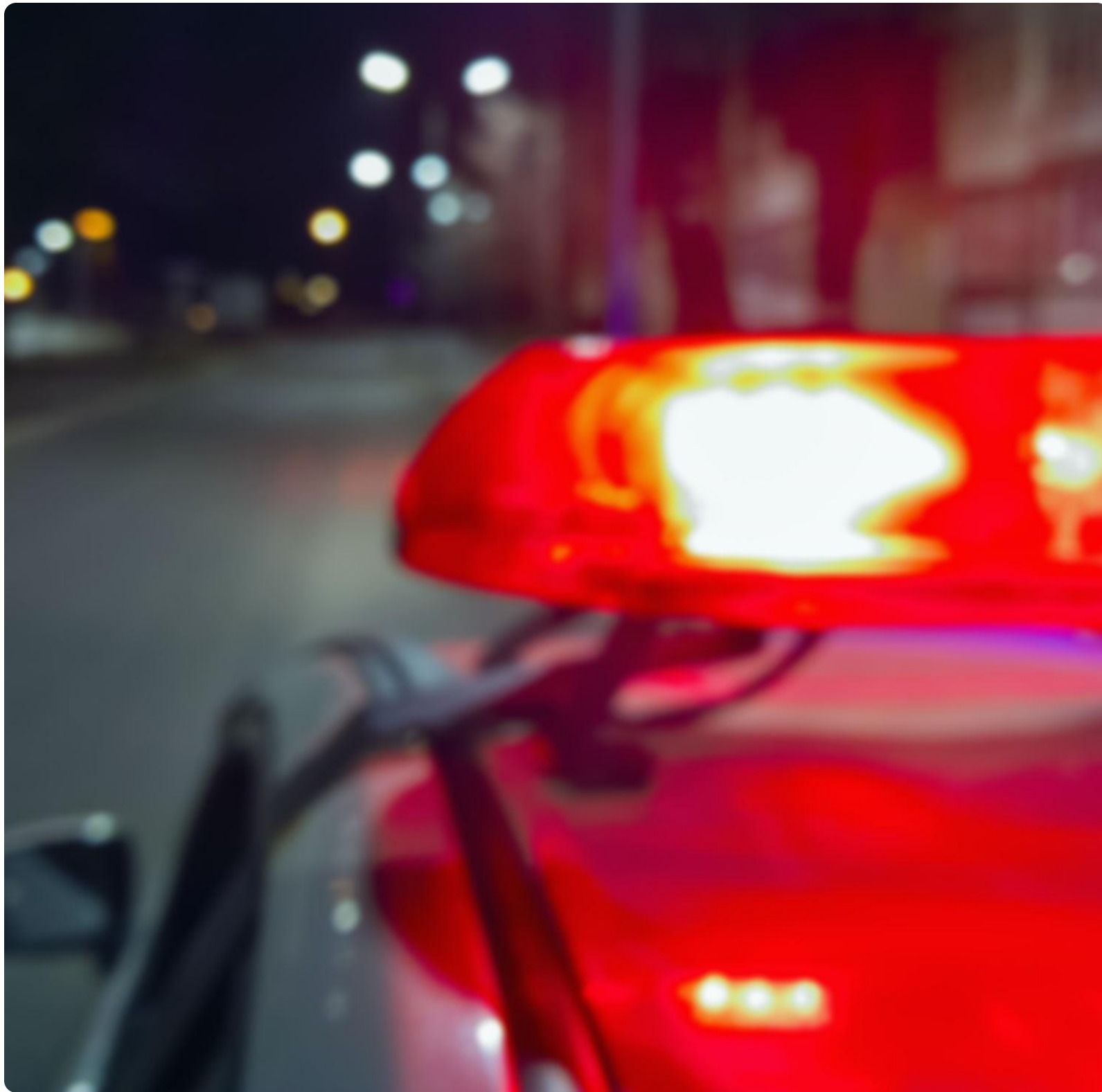
Emergency Relocation

- There are times when circumstances require a tenant move-out while repairs are conducted on the unit. In those cases, operators should make sure that any relocation agreements are made in writing. For instance, if a provider moves a tenant temporarily or permanently to handle necessary repairs, a written contract or addendum should specify the length of the lease on the new unit, if it is temporary or permanent, and if there are any monetary concessions or changes due to the inconvenience and or difference in the units.



Disaster Response

- If a property is unable to be habitable in 3 days due to a disaster, both the landlord and the tenant should agree how to handle the necessary move out. Lease agreements can include language on how to handle these situations, and that language would govern in those situations.



Dealing with Police and Government Agencies

- Cooperating with police and government agencies is usually a good idea. Complying with subpoenas may be necessary. Consult with your attorney if you have questions. If there are law enforcement or other government agencies who ask you for things but don't supply a subpoena, there are some pitfalls. When deciding whether to help, consider if it furthers your business interests, or if it hurt them.

Discrimination Exposure in Enforcement Situations

When rental operators enforce rules consistently, they can still be accused of discrimination. Make sure to document reasons for enforcement and demonstrate consistent treatment of others.



Safety Response Procedures

Operators should follow OSHA rules and comply with orders from government agencies including evacuation orders. Operators should cooperate with health departments and zoning enforcement.

Section 6 Knowledge Check

When a tenant must be relocated while repairs are made, how should the relocation agreement be handled?

- A** In writing, covering length, whether it is temporary or permanent, and any concessions
- B** Only through the tenant's insurance company
- C** No agreement is needed for a temporary move
- D** Verbally, to save time

Section 6 Knowledge Check

When a tenant must be relocated while repairs are made, how should the relocation agreement be handled?

Correct

- A** In writing, covering length, whether it is temporary or permanent, and any concessions
- B** Only through the tenant's insurance company
- C** No agreement is needed for a temporary move
- D** Verbally, to save time

Answer: A. Relocation agreements should be a written contract or addendum covering term, temporary vs. permanent, and any monetary changes.

Section 6 Knowledge Check

If a disaster makes a property uninhabitable for more than how many days, the landlord and tenant should agree on how to handle the move-out?

A 3 days

B 10 days

C 1 day

D 30 days

Section 6 Knowledge Check

If a disaster makes a property uninhabitable for more than how many days, the landlord and tenant should agree on how to handle the move-out?

Correct

A 3 days

B 10 days

C 1 day

D 30 days

Answer: A. If a property can't be made habitable within 3 days, the parties should agree on the move-out. Lease language on this governs.

Section 6 Knowledge Check

Law enforcement asks for resident information but has no subpoena. What does this module advise?

- A** Be aware of the pitfalls, weigh your business interests and consult your attorney
- B** Never cooperate with police under any circumstances
- C** You must always provide everything requested
- D** Post the request publicly for residents to see

Section 6 Knowledge Check

Law enforcement asks for resident information but has no subpoena. What does this module advise?

Correct

- A** Be aware of the pitfalls, weigh your business interests and consult your attorney
- B** Never cooperate with police under any circumstances
- C** You must always provide everything requested
- D** Post the request publicly for residents to see

Answer: A. Cooperation is usually wise and subpoenas must be followed, but requests without one carry pitfalls. Consult your attorney.

Section 6 Knowledge Check

What is the best protection against discrimination claims when enforcing rules?

- A** Use verbal warnings only, with no records
- B** Only enforce rules with new residents
- C** Document reasons for enforcement and show consistent treatment of others
- D** Avoid enforcing rules altogether

Section 6 Knowledge Check

What is the best protection against discrimination claims when enforcing rules?

- A** Use verbal warnings only, with no records
- B** Only enforce rules with new residents
- C** Document reasons for enforcement and show consistent treatment of others
- D** Avoid enforcing rules altogether

Correct

Answer: C. Even consistent enforcement can draw accusations, so document your reasons and demonstrate consistent treatment.

Section 6 Knowledge Check

During safety emergencies, operators must comply with which of the following?

A Resident preferences

B OSHA rules and orders from government agencies, including evacuation orders

C Only the terms of the lease

D Only HOA rules

Section 6 Knowledge Check

During safety emergencies, operators must comply with which of the following?

A Resident preferences

B OSHA rules and orders from government agencies, including evacuation orders

C Only the terms of the lease

D Only HOA rules

Correct

Answer: B. Operators should follow OSHA rules, obey evacuation orders, and cooperate with health departments and zoning enforcement.

Section 7

Transitions and Continuity in Management



Section Seven Summary

Death in rental property

Executors and trusts

Ownership/management transfers

Foreclosures

Bankruptcy

Lease continuity

Communication

Death in Rental Property

Dealing with death in rental property is rare, but operators should be prepared. First, call in the appropriate authorities. Second, secure the premises and possessions and only allow authorized persons in. Authorized persons include an executor of the will or someone who was listed as the emergency contact on the rental application. Only allow the executor of the estate or someone on the application as an emergency contact to remove tenant items. . Property abandonment laws can apply if there is no one to take the property.





Executors and Trusts

Rental operators should cooperate with the executors of estates. Leases cancel at death so do not try to enforce a lease against the estate. Removal of items should be coordinated with executors.

Incarceration:

- Must get authorization from person in jail

Ownership/Management Transfers

Leases and other info about the residents belongs to property owners. If a property owner asks a manager to share that with someone, like a new manager, that information should be shared as requested. When owners change, likewise, all information about the tenant and the property now belongs to the new owner and operators have an obligation to share it.



Foreclosures



Utah has specific law about foreclosure. Currently if a property is sold at foreclosure the lease reverts to month-to-month and the resident becomes a “tenant at will”. If the owner wants to keep the resident, a new lease agreement should be negotiated and procured. If the new owner wants the resident to move, they can offer “cash for keys”, an amount of money in exchange for moving out (which is paid after move out). To remove a resident against their will requires the owner go through an eviction process, and to start that process they must serve the Utah “5-day tenant at will” notice, giving the resident 5 days to move before an eviction can commence.



Bankruptcy

If an owner is notified of a bankruptcy, they must immediately stop any efforts to collect on any debt and contact the bankruptcy attorney on the notice. All late rent at that point is included in the bankruptcy and you need to coordinate with the bankruptcy attorney and your eviction attorney before starting an eviction process. However, bankruptcy does not cover future rent, so a resident can be required to stay current on rent to stay in the unit, and most times this is what happens.

Lease Continuity

There are times when parties on a lease change. It is common to have a process to change authorized residents. There should be a clear written policy provided to residents either in the lease or an addendum. Owners should make sure prospective residents meet all their rental criteria and background check requirements.

Domestic Violence

Utah has a specific law dealing with domestic violence in rentals. First, if for any reason, a resident requests a key change, the rental operator must provide one (at resident's expense). The most common reasons a resident asks for their locks to be changed relate to domestic violence. If a resident is a victim of domestic violence, and they want to break their lease, Utah law allows this. All they must do is provide a copy of a police report indicating they were a victim of domestic violence or provide a restraining order, give notice, pay 30 days rent and move out at least 15 days before their rent ends (so the operator can have time to get it ready for the next tenant).





Communication

Communication is one of the most important duties of a rental operator. Operators should make communication easy by providing phone, email and text options for tenants to communicate. Operators should also proactively communicate (not just wait for tenants to call them). Some of the biggest challenges with communication is the varied ways residents want to receive communication. Make sure your leases and addendums are clear how you will communicate in various situations.

Section 7 Knowledge Check

After calling the appropriate authorities when a resident has died, what should the operator do next?

A Let neighbors or friends collect belongings

B Re-rent the unit immediately

C Clear out the unit right away

D Secure the premises and possessions and allow only authorized persons in

Section 7 Knowledge Check

After calling the appropriate authorities when a resident has died, what should the operator do next?

A Let neighbors or friends collect belongings

B Re-rent the unit immediately

C Clear out the unit right away

D Secure the premises and possessions and allow only authorized persons in

Correct

Answer: D. Only the executor or the emergency contact listed on the application should be allowed to remove the tenant's items.

Section 7 Knowledge Check

What happens to a lease when the resident dies?

- A** The lease cancels at death and should not be enforced against the estate
- B** The estate must pay rent for the rest of the term
- C** The lease converts to month-to-month for the heirs
- D** The emergency contact takes over the lease

Section 7 Knowledge Check

What happens to a lease when the resident dies?

Correct

- A** The lease cancels at death and should not be enforced against the estate
- B** The estate must pay rent for the rest of the term
- C** The lease converts to month-to-month for the heirs
- D** The emergency contact takes over the lease

Answer: A. Leases cancel at death. Operators should cooperate with the executor and coordinate removal of items.

Section 7 Knowledge Check

Under current Utah law, what happens when a rental property is sold at foreclosure?

- A** The resident becomes the new owner's guarantor
- B** The lease reverts to month-to-month and the resident becomes a "tenant at will"
- C** The original lease stays in force for its full term
- D** The resident must leave the same day

Section 7 Knowledge Check

Under current Utah law, what happens when a rental property is sold at foreclosure?

- A** The resident becomes the new owner's guarantor
- B** The lease reverts to month-to-month and the resident becomes a "tenant at will" Correct
- C** The original lease stays in force for its full term
- D** The resident must leave the same day

Answer: B. After a foreclosure sale the resident is a tenant at will. The new owner can sign a new lease, offer cash for keys, or evict.

Section 7 Knowledge Check

To remove a tenant at will after foreclosure, what must the new owner serve first?

A A 3-day pay or quit notice

B A 15-day notice to comply

C A Utah 5-day tenant at will notice

D A 30-day notice to vacate

Section 7 Knowledge Check

To remove a tenant at will after foreclosure, what must the new owner serve first?

A A 3-day pay or quit notice

B A 15-day notice to comply

C A Utah 5-day tenant at will notice

Correct

D A 30-day notice to vacate

Answer: C. The 5-day tenant at will notice gives the resident 5 days to move before an eviction can begin.

Section 7 Knowledge Check

When notified that a resident has filed bankruptcy, what should the owner do?

A Start an eviction right away

B Keep collecting the past-due rent

C Change the locks

D Immediately stop collection efforts and contact the bankruptcy attorney on the notice

Section 7 Knowledge Check

When notified that a resident has filed bankruptcy, what should the owner do?

A Start an eviction right away

B Keep collecting the past-due rent

C Change the locks

D Immediately stop collection efforts and contact the bankruptcy attorney on the notice

Correct

Answer: D. Past-due rent is included in the bankruptcy, but future rent is not, so the resident can be required to stay current to remain.

Section 7 Knowledge Check

Under Utah law, what must a domestic violence victim do to end their lease early?

- A** Pay the remaining rent for the full lease term
- B** Find a replacement tenant first
- C** Provide a police report or protective order, give notice, pay 30 days' rent and move out
- D** Simply move out without notice

Section 7 Knowledge Check

Under Utah law, what must a domestic violence victim do to end their lease early?

A Pay the remaining rent for the full lease term

B Find a replacement tenant first

C Provide a police report or protective order, give notice, pay 30 days' rent and move out

Correct

D Simply move out without notice

Answer: C. The resident must also move out at least 15 days before the rent ends. Operators must change locks on request at the resident's expense.

Section 8

Managing Liability, Vendors and Personal Property



Section Eight Summary

Supplier/vendor compliance

Selecting and managing vendors

Insurance and risk management

Tenant personal property issues

Liability exposure

Dealing with Abandoned Property



Supplier/Vendor Compliance

Housing Operators should ensure their suppliers/vendors are licensed and have the proper licenses and insurance. Many property management companies use third party compliance companies to make sure their vendors comply with best practices and requirements.

Selecting and Managing Vendors

The selection process for the individuals and companies you hire to maintain and service your rental properties is important. Operators should try to get referrals, interview companies and review bids in order to find the best fit for their needs.



Insurance and Risk Management

Insurance is a major risk reducer and therefore a necessity. Third party managers should make sure the owners they manage properties for have the proper insurance. Owners should make sure their risks are covered. Sometimes renters are required to have certain insurances, and this too is something operators should monitor. PM's should be listed additional insured.





Tenant Personal Property Issues

Utah has abandoned property laws that require timeframes and procedures for handling tenant's property. Property should never be disposed of without the resident's permission unless abandoned property law was followed. Encourage residents to have renter's insurance to cover loss of personal property through accident, property breakage or disaster.



Liability Exposure

Operators have liability. The best way to avoid liability is to obtain the knowledge, skill and best practices required to be a proficient and professional rental operator. In addition, liability can be reduced through staff training, and communication with residents. As a last resort to cover liability, professional rental operators make sure they have the appropriate insurance.

Section 8 Knowledge Check

What should operators confirm before hiring a supplier or vendor?

A That they have worked for the owner before

B That they offer the lowest price

C That they pay a referral fee

D That they have the proper licenses and insurance

Section 8 Knowledge Check

What should operators confirm before hiring a supplier or vendor?

A That they have worked for the owner before

B That they offer the lowest price

C That they pay a referral fee

D That they have the proper licenses and insurance

Correct

Answer: D. Vendors should be licensed and insured. Many companies use third-party compliance services to verify this.

Section 8 Knowledge Check

Which steps does this module recommend for selecting vendors?

A Hire whoever responds first

B Choose the vendor with the most online followers

C Get referrals, interview companies and review bids

D Let residents choose the vendor

Section 8 Knowledge Check

Which steps does this module recommend for selecting vendors?

A Hire whoever responds first

B Choose the vendor with the most online followers

C Get referrals, interview companies and review bids

Correct

D Let residents choose the vendor

Answer: C. Referrals, interviews and comparing bids help operators find the best fit for their properties.

Section 8 Knowledge Check

Property managers should be listed on the owner's insurance policy as what?

A Additional insured

B Loss payee only

C Primary policyholder

D Beneficiary

Section 8 Knowledge Check

Property managers should be listed on the owner's insurance policy as what?

Correct

A Additional insured

B Loss payee only

C Primary policyholder

D Beneficiary

Answer: A. Managers should confirm owners carry proper insurance, monitor any renter's insurance requirements, and be listed as additional insured.

Section 8 Knowledge Check

A resident leaves personal property behind. When may the operator dispose of it?

- A** Only with the resident's permission or after following Utah's abandoned property law
- B** Whenever the unit needs to be turned
- C** After 24 hours
- D** Any time after the resident moves out

Section 8 Knowledge Check

A resident leaves personal property behind. When may the operator dispose of it?

Correct

A Only with the resident's permission or after following Utah's abandoned property law

B Whenever the unit needs to be turned

C After 24 hours

D Any time after the resident moves out

Answer: A. Utah's abandoned property law sets time frames and procedures. Encourage residents to carry renter's insurance.

Section 8 Knowledge Check

According to this module, insurance is best described as:

- A** The last resort to cover liability, after knowledge, training and communication
- B** Unnecessary for professional operators
- C** The resident's responsibility alone
- D** The only liability protection operators need

Section 8 Knowledge Check

According to this module, insurance is best described as:

Correct

- A** The last resort to cover liability, after knowledge, training and communication
- B** Unnecessary for professional operators
- C** The resident's responsibility alone
- D** The only liability protection operators need

Answer: A. The best way to avoid liability is knowledge, skill and best practices, plus staff training and communication. Insurance is the backstop.

Section 9

Modern Operational Practices



Section Nine Summary

Use of technology in rental management

Alternatives to rental references

Rent reporting to credit agencies

Applying criteria consistently while managing expectations

Use of Technology in Rental Management

- Online Rent Payments – “Digital migration” is the term for a market that is transitioning from renters paying by cash/paper methods to digital payment options. In 2025 61% of renters paid digitally while 39% of rent was still paid by paper method.
- 3rd party rent payment (buy now/pay later) options
- Online maintenance requests
- Rent reporting (often an optional benefit)
- Inspection software
- Pet management systems
- Security deposit alternatives



Alternatives to Rental References

It is getting harder to get previous rental operators to provide rental references. Whether due to legal or time concerns, many renters will be moving from rental operators who will not provide a reference. Alternatives to rental references include charging a higher deposit or relying more on credit checks.



Rent Reporting to Credit Agencies

Many renters would like their rental operator to report their timely payment of rent to the credit bureaus to help them build more solid credit. There are many options for doing this. Most involve a small monthly fee to the renter.

Applying Criteria Consistently While Managing Expectations

In changing markets, it can be challenging to apply criteria consistently. Market conditions may force changes to rental criteria and pricing, so it is important that all changes be based on market conditions and communicated timely and clearly.



Section 9 Knowledge Check

What does the term “digital migration” refer to?

- A** Moving residents from one unit to another
- B** Advertising rentals only online
- C** Transferring records to a new management company
- D** Renters moving from cash and paper rent payments to digital payments

Section 9 Knowledge Check

What does the term “digital migration” refer to?

A Moving residents from one unit to another

B Advertising rentals only online

C Transferring records to a new management company

D Renters moving from cash and paper rent payments to digital payments

Correct

Answer: D. In 2025, 61% of renters paid digitally while 39% of rent was still paid by paper methods.

Section 9 Knowledge Check

A previous landlord will not give a rental reference. Which alternative does this module suggest?

- A** Automatically deny the application
- B** Charge a higher deposit or rely more on credit checks
- C** Require a co-signer for every applicant
- D** Accept the applicant with no further screening

Section 9 Knowledge Check

A previous landlord will not give a rental reference. Which alternative does this module suggest?

A Automatically deny the application

B Charge a higher deposit or rely more on credit checks

Correct

C Require a co-signer for every applicant

D Accept the applicant with no further screening

Answer: B. Rental references are getting harder to get. Alternatives include higher deposits or more reliance on credit checks.

Section 9 Knowledge Check

Which statement about reporting rent to credit bureaus is correct?

- A** It is required by Utah law
- B** It only reports late payments
- C** It is only available for Section 8 residents
- D** It helps renters build credit, and most options charge the renter a small monthly fee

Section 9 Knowledge Check

Which statement about reporting rent to credit bureaus is correct?

A It is required by Utah law

B It only reports late payments

C It is only available for Section 8 residents

D It helps renters build credit, and most options charge the renter a small monthly fee

Correct

Answer: D. Many renters want on-time payments reported to build credit. There are many options, usually with a small monthly fee.

Section 9 Knowledge Check

When market conditions require changes to rental criteria or pricing, those changes should be:

- A** Made at the leasing agent's discretion case by case
- B** Based on market conditions and communicated timely and clearly
- C** Applied only to certain applicants
- D** Kept confidential from applicants

Section 9 Knowledge Check

When market conditions require changes to rental criteria or pricing, those changes should be:

A Made at the leasing agent's discretion case by case

B Based on market conditions and communicated timely and clearly

Correct

C Applied only to certain applicants

D Kept confidential from applicants

Answer: B. Basing changes on market conditions and communicating them clearly keeps criteria consistent and defensible.



Thank you

