

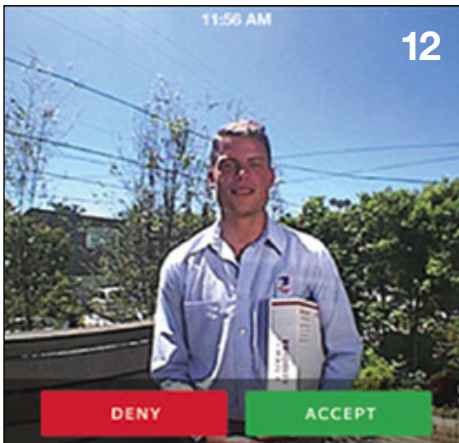
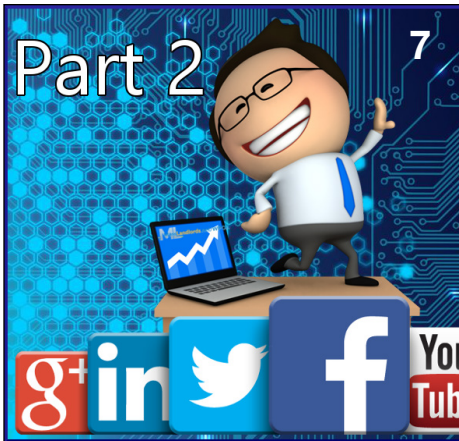
SEPTEMBER 2017

**BEWARE OF CAMERAS**  
that Record Audio

**SOCIAL MEDIA AS A  
BUSINESS TOOL**  
for Landlords and Property  
Managers: Part 2

**HOW TO  
GET A BAT**  
Out of an  
Apartment

# Contents



3 **LETTER FROM THE EXECUTIVE DIRECTOR**

4 **HOW TO GET A BAT**  
Out of an Apartment

7 **SOCIAL MEDIA AS A BUSINESS TOOL**  
for Landlords and Property Managers:  
Part 2

9 **HOW TO HIRE A CONTRACTOR IN MA:**  
Quick Tips for Hiring Contractors

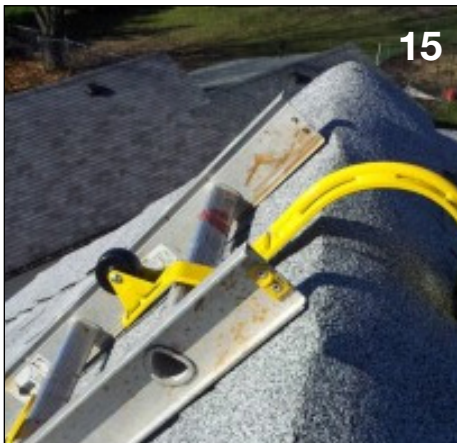
10 **RECENT NEWS STORIES**  
Pile onto Landlords

12 **BEWARE OF CAMERAS**  
that Record Audio

15 **DIY GUIDE TO FALL PREVENTION:**  
Roof Safety Tips

18 **CHILD WINDOW SAFETY:**  
Should Landlords Pay for Window Guards?

21 **REGIONAL**





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# Letter from the Executive Director

SEPTEMBER MARKS THE START OF OUR 2017-2018  
EVENT SEASON. WE AND OUR PARTNER GROUPS  
ARE PUTTING ON EIGHT EVENTS THIS MONTH: SIX  
REGULAR MONTHLY MEETINGS, A CRASH COURSE,  
AND OUR FIRST EVER POLICY FORUM.

MassLandlords' mission is to create better rental housing by  
helping new, current, and prospective owners run profitable,  
compliant, and quality businesses. A major piece of this  
is appropriate policy advocacy. With our policy forum, to be held at the beautiful  
Southbridge Hotel and Conference Center on September 23, we are taking our first  
steps to organize. Part of our efforts will be paid lobbying, but the balance will be  
grassroots support from members. Please buy a ticket if you have interest.

We are looking to a future when MassLandlords will have a hand in promoting or  
organizing one event every business day. There are roughly 20 business days in a month,  
and 20 locations across the Commonwealth where owners, managers, and service  
providers meet. We hope all groups will come onboard.

Over the summer we have had conversations with four groups about starting with  
MassLandlords. We are working to customize our offering for them and to help them  
plan to manage any transition smoothly. New groups are waiting for their chance, and  
for the first time we have regrettably asked new groups to wait so that we can do a good  
job onboarding the ones who have already started the process.

Our quarterly goals for 2017 were new rental forms, updated message boards, an  
updated service provider directory, and a rent collection service. We missed our message  
board goal, and are probably going to redefine our goals in terms of other functions.  
Many events have come up, most notably the Fred Basile Supreme Judicial Court Case,  
that have distracted us from these new features. Suffice it to say that we have more  
opportunities than we can pursue, and that we endeavor always to do the "easiest,  
highest impact" things first.

Overall, we are on track towards our goal of fully staffing our association. You could  
help by bringing a friend to an event. It's a great way to see what we're all about.

Thank you for your support!

Sincerely,

**Doug Quattrochi**

[hello@masslandlords.net](mailto:hello@masslandlords.net)



# HOW TO GET A BAT Out of an Apartment

**A DIY article for landlords wanting to know how to get a bat out of an apartment. Discusses permanent exclusion as well.**

Of all the vermin, bats can be the most terrifying. They can also be the most difficult and costly. In this article, we'll cover bat basics, tips and tricks, long-term exclusion principles, and conservation for landlords.

## BATS ARE A CUSTOMER SERVICE NIGHTMARE

Imagine the typical bat encounter. The tenant has just slipped into their pajamas and fuzzy slippers to watch a little Netflix with some hot cocoa. The lights are dim. The house is quiet.

Then all of a sudden, whoosh! a rat with wings and sharp teeth appears out of nowhere and dive-bombs the tenant's head. They scream and throw up their

arms. Hot cocoa flies everywhere. Burnt and terrified, they grab their cell phone and their cat, run into their bedroom, and slam the door, where they collapse in a heap and frantically call you, as lord of the land, to deliver them from evil.

Neither cockroaches, mice, rats, nor bedbugs are capable of such visceral terror. Nothing else comes at our heads with its mouth open and teeth flashing when we're least prepared to deal with it.

Of course the truth is, when it starts flying in your living room, a bat is just as scared as you. And its mouth is only open for echolocation, not biting. "Ee! Ee! How the heck did I get here? Ee! Ee! Where's my exit? Who is screaming? Ee!"

Landlords hate bats because like plumbing emergencies, bats are an unscheduled interruption to the normal late-night routine of counting money and plotting rent increases.

So neither tenants, landlords, nor bats like bat encounters in apartments. What can be done?

## BATS ARE TWO KINDS OF DANGEROUS, BUT NOT LIKE YOU THINK

Bats carry a variety of diseases. They also have protected status. Tampering with a bat can leave you either in the hospital or in jail.

## HOSPITAL RISK: MASSACHUSETTS BATS HAVE THREE MAIN DISEASES

The first bat disease is the well-known rabies virus, which affects bats like all mammals. The rabies virus may be the inspiration for the "zombie:" rabies makes an animal drool, bite, and attack others. A bat with rabies who bites a person or a pet may transmit the disease, requiring you or your pet to get a rabies shot. Rabies shots are effective before the onset of symptoms, but after that, the disease is fatal.

The second bat disease is the lesser-known bat mite. Bats carry mites, which proliferate on dead bat bodies as well as living bats. These mites can



In the movie "The Great Outdoors," a clip of which is available on YouTube, Dan Aykroyd and John Candy demonstrate hilariously bad bat removal technique. <http://9nl.org/ext-youtube-great-outdoors-bat>

transfer to people and cause itchy colonies requiring medical attention, like scabies. They are like a poison ivy rash that grows over time and can jump person-to-person.

The third bat disease is the bat bug. Like bedbugs, bat bugs infest your sleeping area and cause red bites. Eliminating bat bugs requires all the effort it takes to eliminate bedbugs.

Outside Massachusetts, bats are also a vector for Ebola, histoplasmosis, encephalitis, Marburg hemorrhagic fever, and other serious diseases.

**Never thwack a bat with a tennis racket.** This will aerosolize its saliva and blood, and whatever disease it is carrying, you will inhale. Treat each bat like it is contagious, because it may well be.

### JAIL RISK: BATS ARE PROTECTED

For the last ten years, the National Wildlife Health Center has been tracking a highly fatal disease called “White-Nose Syndrome.” A fungus has killed 80% of certain species of brown bats nationwide. The outbreak was discovered in New York.

In Massachusetts, 99% of certain species are now dead. There are six bat species that are protected.

Bats eat enormous quantities of nuisance insects. Inside the 128 beltway, one bat species alone cleans out 15 tons of mosquitoes each summer. They also eat agricultural pests. Bats are therefore an essential part of outdoor enjoyment and successful agriculture.

Jail time of up to 180 days may be ordered for any person who kills an endangered bat. You would have to become a trained naturalist before you could identify a non-endangered, killable bat from an endangered one. For this reason, we recommend you treat all bats as protected. **Never kill any bat.**

### DIY BAT REMOVAL

Here is the easy procedure to get a bat out of an apartment.

First, we’ll say it again: never thwack a bat with a tennis racket. We explained why above under “diseases.”

Get dressed. The most complete protection may seem overkill, but you can decide for yourself: baseball hat

or other non-knitted head covering, chemical goggles, respirator, long sleeves, latex gloves, and garden gloves over the latex. This protects you from accidental hair entanglement, aerosolized saliva, and rabid bites. Once armored, enter the room containing the bat.

If the bat is still flying, open a window and the screen behind it. Close all the doors. If it is night, stay in the room and sit on the floor. The bat will fly in circles until it echolocates the open window, at which point it will fly out. This may take around five minutes. If it is day, seal off the room, including under the doors, and return one hour after nightfall. That bat should already be gone. Look around with a flashlight.

If the bat is not flying, try to locate where it has landed. Note that bats cannot hop up and take flight like a bird. They can only drop and fly. If they land, they will have to climb up somewhere before they can fly. Bats like to land on curtains and wood moulding, which are easily scaled. When checking a curtain, move it slowly away from the wall to check all wrinkles on both sides.

You can use a fine-mesh butterfly net, a jar, or a Tupperware to catch a non-flying bat. Wearing your double-gloves, coax the bat into the net or jar. It will squeal and bare its fangs. It may try to bite you. You will be safe if you wear gloves and keep your fingers away from its mouth. Once you have the bat in the net or jar, cover the opening with something other than your hand. Take the assembly outside to the base of a tree, and leave it there, opened. Once you have gone, the bat will climb up the tree and escape. You can collect the assembly in the morning. (Note that if you used a frog net instead of a butterfly net, the bat will be tangled and you will have to cut the net carefully with scissors to free it.)

This is how to get a bat out of an apartment.

### PROFESSIONAL BAT REMOVAL

DIY removal is only a band-aid. If you have a bat, it got into your house somehow. This ought to be preventable. You should call a professional to have the bat *excluded* from returning. This is different from extermination. *Exclusion*

prevents the animal or its friends from returning. *Extermination* kills the animal, which as we discussed above, would be illegal for bats. Sometimes exterminators also do exclusion work.


Bats, like mice, can navigate tiny holes to enter. They like to sleep together in colonies, and can easily fill an attic with their family.

Professional exclusion is dangerous, difficult, and expensive compared to other simple pest jobs, like cockroaches. A professional will spend a day or two on a ladder sealing all the holes around your building, especially at the roof, chimney, siding, dormers, and drip edges.

Once all but the last hole is sealed, the professional will install a one-way door over that last hole. This allows the colony to drain out when they go hunting but will prevent them from returning. A bat job might cost several thousand dollars, but will be money well spent. A good company will guarantee their work. You will avoid late-night customer service nightmares for years.

### BAT CONSERVATION

Once you understand that the bat is just as scared as you, vulnerable to a host of its own diseases, and all it wants to do is fly out an open window, you’re ready to appreciate bats. They are amazingly social, the only mammal that truly flies, and a huge benefit to mosquito and pest control.

So that’s how landlords can remove bats from an apartment and keep them out. May the bat signal never terrify you! 

### LINKS

Effective before: <http://9nl.org/ext-quora-rabies-10-days>  
 Mite: <http://9nl.org/ext-ucdavis-mites>  
 Bat bug: <http://9nl.org/ext-wikipedia-bat-bug>  
 Vector: <http://9nl.org/ext-cdc-bat-diseases>  
 White-nose syndrome: <http://9nl.org/ext-usgs-white-nose-syndrome>  
 Protected bats: <http://9nl.org/ext-mass-protected-bats>  
 15 tons: <http://9nl.org/ext-mass-homeowners-guide-to-bats>  
 Homeowners Guide to Bats (same as “15 tons”) above.



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# SOCIAL MEDIA AS A BUSINESS TOOL

## for Landlords and Property Managers: Part 2

By Alexis Gee

In this part, we'll describe how landlords already using Facebook can boost their social media presence with Instagram.

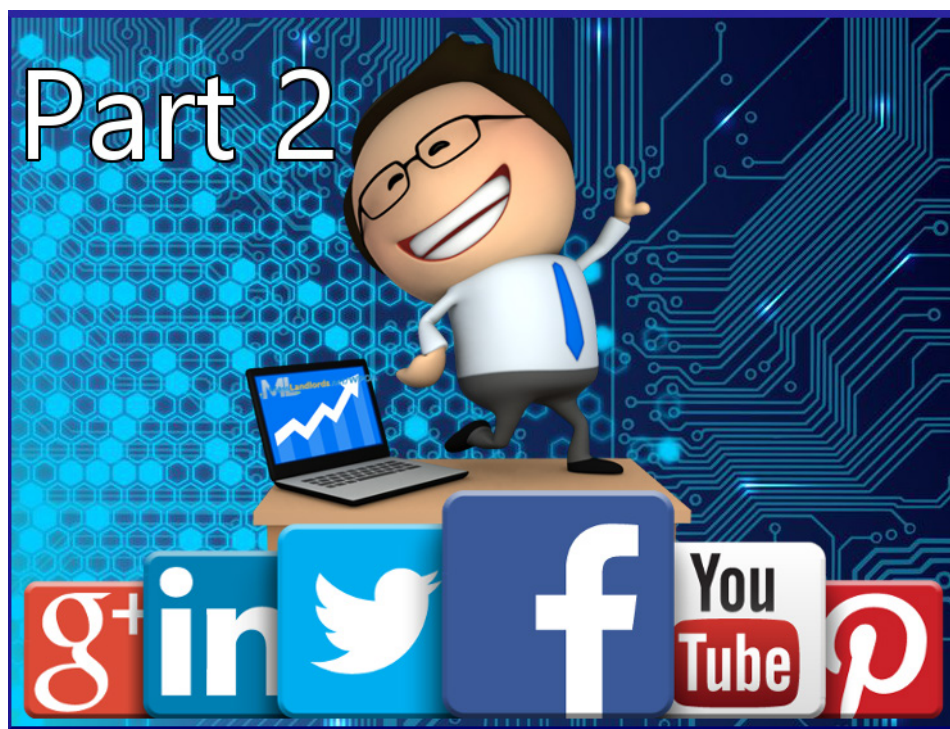
In Part 1 of this series, we discussed which social media platforms to avoid and which ones to focus on. We specifically homed in on Facebook since it is the most used social media platform in the world and it has an easy to follow setup for a business page. In Part 2 we'll be covering a supplementary social media platform called Instagram.

Instagram can be a very helpful platform when used in conjunction with your Facebook business page. By taking on Instagram or additional social media accounts, you can reach more potential clients and employees, build your brand, and make your business more searchable online. I suggest adding Instagram only after you have established your Facebook business page and feel comfortable navigating social media.

### INSTA WHAT?

Instagram is an app centered around images and short videos with captions that can hold valuable information having to do with the posted content. With over 700 million active monthly users, Instagram has grown over the last five years into one of the most widely used social networks in the world. Facebook acquired Instagram in 2012 and has been working not only to grow the number of users, but also to create useful connections between the two platforms. Since the Facebook/Instagram merger, users may now post to both Instagram and Facebook at the same time when posting on the Instagram app. Similarly, when a Facebook business page user is creating a Facebook Ad, they may choose to have the ad syndicated on Instagram as well.

You may be thinking, 'What would I post and who would look at what I'm posting?' A landlord or property manager could post anything from



current vacancies to emergency alerts. Not only can Instagram be used to pull in potential residents, it can also be used as an additional way to disseminate information to your tenants and help to build your business' reputation. For example, as part of your tenant's welcome packet, you could ask them to follow your business' social media accounts for updates, useful information and emergency notifications. This not only allows you to get out important information to your tenants through more than snail mail and email, but also it shows potential tenants and employees how you conduct your business. Posting content like renovation progress pictures and maintenance tips can also contribute to building up your business' reputation and help to grow your audience.

### HOW DOES THIS WORK?

If you're not familiar with Instagram, think of it as a simplified version of Facebook. You create an account, follow people you know and businesses you like, post content, and view and interact

with the content that others post. The defining difference with Instagram is the way your content can be found by people who you don't know. Yes, strangers can find your business with a simple search on Facebook, but they pretty much have to know that they're looking for your page. On Instagram, people can find your content, not only based on your business name, but also by how you tag your posts. Facebook also offers the ability to tag, however most people do not use tags on Facebook.

A tag is a way to define your post's meaning while also linking it to a searchable category. For instance, if you were to post a picture of your renovation progress, in the caption you could add tags like: #renovation #diy #beautiful #halfwaythere. You can create tags as you like by placing a '#' directly in front of a word or phrase. By adding these tags, you're linking your post to a group of other images and videos with the same tag. Thus, when someone searches for #diy on Instagram to look at all sorts of do-it-yourself pictures,

they'll see yours alongside all the other posts marked with the #diy. By making sure to use a good amount of highly searched and descriptive tags, your posts can be found by thousands or even millions of people.

Another important tag is the location. If you tag your Instagram posts by the city, anyone searching for images in that city will see your apartments for rent. It could be a great way to get new tenants.

### HOW DO I GET STARTED?

As I said in the beginning, hold off on taking on other social media accounts until you've gotten comfortable with managing your Facebook business page. Once you're ready to add Instagram to your social media regimen, you'll have to download the Instagram app onto your smartphone and create an account with the same pictures and business information as your Facebook page within the app. This is a somewhat inconvenient aspect of using Instagram; users can only post from their phones.

Instagram is viewable from a computer, but posting cannot occur.

There is a way around this! Sites like Hootsuite offer the ability to post to multiple social media accounts at once. You would add your Facebook business page and your Instagram account to the Hootsuite dashboard and from there you can manage both accounts in the same window and post to both accounts at the same time. Hootsuite also offers another awesome feature: the ability to schedule your posts to post in the future. Therefore, you can take an hour or two every few weeks to schedule out your posts in advance, instead of having to devote time each day to posting. Unlike Facebook or Instagram, Hootsuite is a paid service.

### WORK IN PROGRESS

Getting your social media accounts up and running will take some work, but if you take the time to do it the right way you'll see a return. Social media can be so much more than an informational

page for your business, it can connect you with potential tenants, disseminate information, advertise and build the reputation of your business.

Posting dynamic content with a high engagement rate is tricky and finding the right time can be a challenge as well. In Part III of this series, we'll cover the what, when and how of posting to social media. So keep your eye out for our next installment of 'Social Media as a Business Tool for Landlords and Property Managers'!

### LINKS

Part One: [http://9nl.org/](http://9nl.org/blog-social-media-part-one)

[blog-social-media-part-one](http://9nl.org/blog-social-media-part-one)

Facebook: <http://9nl.org/ext-facebook>

Instagram: <http://9nl.org/ext-instagram>

700 million: <http://9nl.org/ext-fool-instagram-users>

Hootsuite: <http://9nl.org/ext-hootsuite>

## Ford's Pest of the Month: House Mice

Mice contaminate our crops and spread various diseases by biting us and leaving urine and feces on surfaces. They can also introduce fleas, carry ticks infected with Lyme Disease and carry an assortment of mites. Mice also carry Hantavirus, which causes severe respiratory infections in humans. Mice love to gnaw and often spend time chewing on electrical wires, books, clothing, and cause extensive damage when they are able to get into vehicles and RV's. Mice urinate and defecate constantly on everything they walk on (cans, utensils, plates, countertops, etc.). One female mouse can produce 40 to 60 young per year and the

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young can start breeding in as little as 4 weeks. Mice can squeeze into holes as small as a pencil and will use existing gaps in bulkheads and garage doors for quick entry. If an existing gap is not available, they are more than happy to chew a brand-new hole to enter a structure.

Many times a homeowner will use over-the-counter mouse poisons and find the rodents are removing the

poison and storing it around the home (usually attics or basements). The formulations of baits our technicians use are in a style that rodents are forced to eat and not store. Our technicians will also use snap traps for a quick knockdown of the rodent population. Are you being bugged? Contact us at [FORDSHOMETOWN.COM](http://FORDSHOMETOWN.COM)

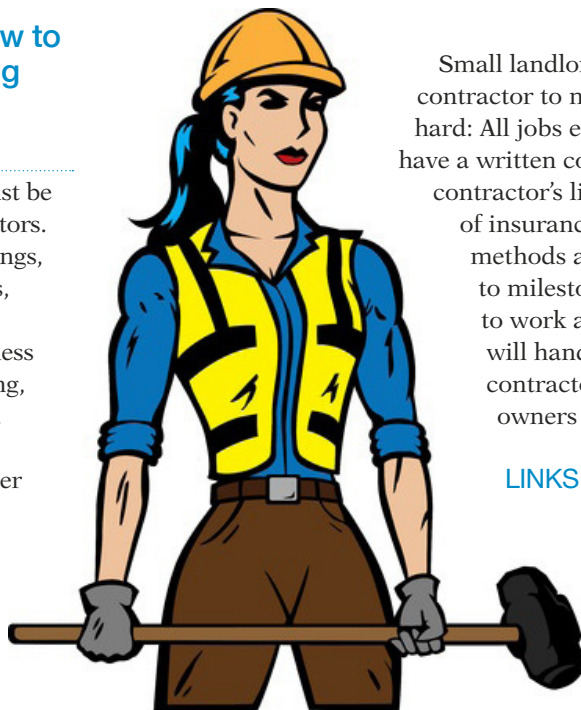
## HOW TO HIRE A CONTRACTOR IN MA:

### Quick Tips for Hiring Contractors

Enjoy these quick tips for how to hire a contractor in MA. Hiring contractors is difficult but worth doing well.

Contractors for most types of jobs must be licensed Home Improvement Contractors. The only exceptions are window awnings, driveways, lightbulbs and thermostats, fencing under six feet high, finish flooring, landscaping, masonry walls less than six feet high not used for retaining, interior painting, patios, and shutters.

Before starting any job, issue the contractor a W-9 Request for Taxpayer Identification. This will determine whether you must issue a 1099 at year-end. Typically, you issue a 1099 to any unincorporated contractor to whom you pay more than \$600 in a year.



Small landlords will have a hard time finding a contractor to meet these gold standards, but try hard: All jobs estimated at \$1,000 or more must have a written contract. A permit is pulled under the contractor's license. The contractor provides proof of insurance. The contract clearly defines the methods and milestones, and payment is tied to milestones. The workers are RRP certified to work around lead hazards. The contractor will handle notices to all affected tenants. The contractor comes with multiple references from owners who run similar businesses.

#### LINKS

Exceptions: <http://9nl.es/ext-mass-hic-jobs>

W-9: <http://clickmeterlink.com/ext-irs-fw9>

\$1,000: <http://clickmeterlink.com/ext-malegislature-ch142a-s2>

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# RECENT NEWS STORIES

## Pile onto Landlords

“Landlord” in newspaper headlines is usually a dirty word. Subscriptions to the print edition of our newsletter support even-handed housing journalism.

**One landlord in Georgia** recently made international headlines when the fire department evacuated tenants from their second-floor apartments. If the reporter had done their job, the story might have gone much differently.

The story implies that the landlord taped notice to each door about removing the stairs, and then while he still had the scotch tape in his hands, swung a sledge to take down the stairs.

Buried in the article is a fact that, if investigated, likely would have unraveled the entire story: residents did receive a letter the week prior about the staircase needing emergency repairs. The owner had offered to pay for hotel rooms. It would seem that some tenants didn't check their mail.

There were two ways this story could go. One way we would have a news story about a brutal landlord and his innocent tenants being trapped upstairs. Another way we would have a non-story about incompetent tenants and an owner quickly satisfying an order from the code department. Which story would get more views and more ad money? Hint: Are there more tenants or landlords in the world?

**Another landlord in New York** is now facing jail time for creating bad conditions in a rent-stabilized complex. As above, we cannot tell from the reports what really happened. Real Estate Weekly says in their headline that he bulldozed his tenants out of their home. But read the article, and lower down it says, “virtually bulldozed.” This makes their headline clickbait at best, libel at worst.

The NY Daily News lists other infractions of this owner, including destroying interior spaces and purposefully deactivating the heat in the winter. Because the reporting is biased, it might be that the landlord merely started a long interior renovation project and shut off the heat to put in a new furnace.

Given the level of city involvement in this case, it seems likely that the landlord was fighting rent control by making renovations deliberately unpleasant. If the tenants moved out, rent control for those units would end. This is called vacancy de-control.

Public officials asked about the story correctly conclude that the New York rent control laws need to be changed. But they said that the vacancy decontrol loophole needs to be



Sophia Choi  
@SophiaWSB

Follow

New at 6- Fire Marshal advice after rescuing stuck residents @ItsInDeKalb complex that removed stairs- only way in & out for them. @wsbtv



Sophia Choi tweeted on June 5 about the “complex that removed stairs” instead of the “tenants that didn't read their mail.”

closed. That is the wrong conclusion. If the rent control law is so bad that an owner would rather risk jail than operate his building under rent control, then the rent control law must be completely overhauled. The law shouldn't create situations where one person is an economic slave to another, where incarceration would be a relative freedom.

Remember that as landlords, we have targets on our backs. It is important that we go above and beyond to be civil, respectful, and businesslike. When we mess up, there will be no recognition of how the laws or regulations may have led us to our plight. If the laws lead us to commit inhuman acts, we are no better than the tenant advocates make us out to be. The value of a trade association like MassLandlords is in having a place to turn for support, help, and eventually, better laws, before we end up in the paper.

Subscriptions to the print edition of our newsletter support even-handed housing journalism.

### LINKS

International headlines: <http://9nl.org/ext-telegraph-no-stairs>

Real estate weekly: <http://9nl.org/ext-rew-bulldozing>

NY Daily News:

<http://9nl.org/ext-nydailynews-bulldozing-landlord>



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# BEWARE OF CAMERAS that Record Audio

New cameras like the Ring doorbell app may not be compliant with Massachusetts law.

Popular doorbell app “Ring” allows you to answer your door even when you aren’t home. You simply install a small electronic doorbell, camera, and speaker by your front door. When a visitor pushes this new doorbell, it calls your phone. You can video chat with your guest like magic!

Ring also offers a monthly subscription that records and saves video 24-7. This is a great feature! You can review trespassers, see who delivered your package, and maybe even see who took a package! Unfortunately, this recording feature is not compliant with Mass Law. Under MGL Ch 272 Section 99, you cannot record audio without all parties consenting. Ring records audio of passers-by, and there is no way to collect consent from each passer-by.

A member asked Ring if it was possible to disable the audio recording feature, but to still have video. Ring did not respond affirmatively. You can use Ring, but you cannot use the recording feature without breaking the law.

Under Mass law, can you record video only? Generally, yes. If you had a camera system that recorded video only, you could probably save the video. It depends on whether there was an expectation of privacy.


If the camera is pointed into a public space like a driveway opening onto a street, there is “no expectation of privacy” so



A screenshot of what Ring looks like. Ring can be used without the recording feature. BrandChannel <http://9nl.org/ext-brandchannel-ring-ding-apps>

recording is generally permissible. In Worcester, for instance, there are now many private street and driveway cameras. Some catch glimpses of neighbor’s yards. Anyone facing the street is essentially “in public,” even if on private property, as far as privacy law is concerned.

Unlike streets, bathrooms and private gardens do come with an “expectation of privacy.” Recording here is generally not allowed.

When in doubt, talk with an attorney, or don’t make recordings. 

## LINKS

MGL Ch 272 Section 99: <http://9nl.org/ext-malegislature-ch272s99>



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# DIY GUIDE TO FALL PREVENTION:

## Roof Safety Tips

These roof safety tips and OSHA ladder safety explained will help DIY landlords be safe, or else decide to hire.

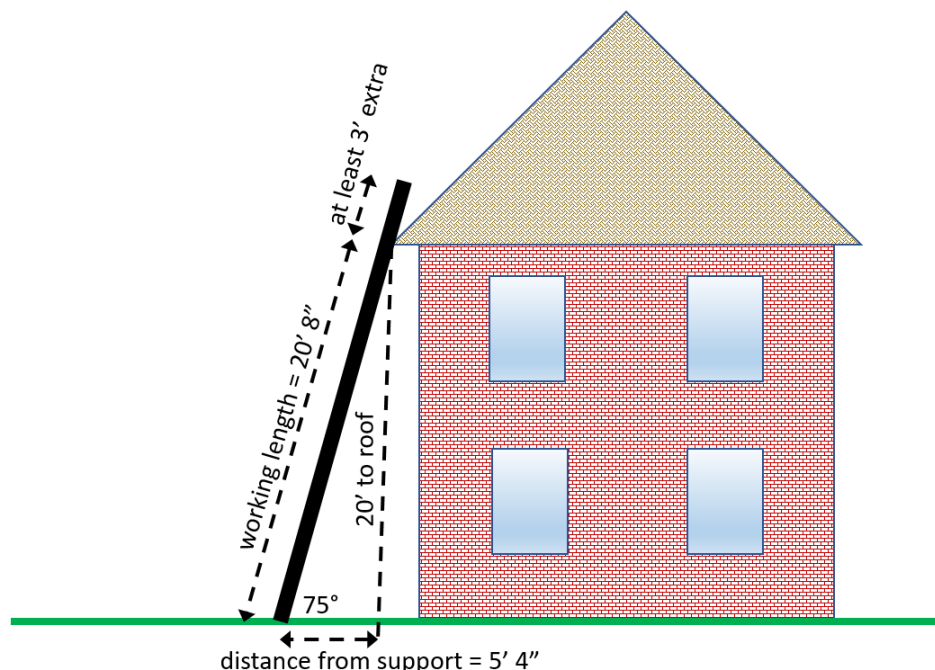
We all know that houses break over time. Roofs, chimneys, and gutters are no exception. Big jobs qualify for professional assistance, but what about the jobs too small to get anyone's attention? There are lots of quick fixes for which you will struggle to hire. Your choice is either to pay more than it should cost, to wait until it becomes a big problem, or to climb a ladder yourself. If you decide to climb, you must heed these roof safety tips.

**Disclaimer:** Although we have endeavored to be accurate, MassLandlords makes no warranty that the information contained in this article is complete or correct. Accidents can occur even if safe practices are observed. Always consult a professional about your particular situation, and if unsure, keep yourself away from heights until a professional can be called in.

### FALLING ACCIDENTS ARE COMMON, AND COMMONLY FATAL

In our own MassLandlords network, a well-loved and appreciated Worcester member (who we will allow to remain anonymous) was, at time of writing, still in critical condition after a rooftop fall they suffered on the job earlier this summer. This article is dedicated to them in the hopes that it will prevent a similar accident.

Falling is a serious health risk. Worldwide 556,000 people died from falls in 2013. Falling is alternately the second or third leading cause of accidental death each year behind poisoning (prescription drug overdoses) and car crashes. Falling can lead to paralysis, brain injury, loss of vision or sense smell, and many other near-fatal conditions.



Based on the OSHA ladder safety diagram, with sample figures and angle filled in. Check our math before using.

### BEST LADDER SAFETY TIPS FROM OSHA

The Occupational Safety and Health Administration has its eye out for landlords and contractors! Here are their top ladder pointers, paraphrased and expanded:

Ladders should be set so that they extend at least three feet beyond the support. See figure. They should be pitched so that for every four feet of working length, you have one foot of ground distance from the support.

When on a ladder, always face the steps, keep the center of your body between the verticals, and keep three points on the ladder. If you need to reach to one side or the other, do so with only one limb at a time, and never lean past a vertical.

Inspect the ladder. If it looks broken in some way, get a different ladder.

Never place a ladder on boxes, barrels, tarps, or other unstable or slippery surfaces. If you need height, get a taller ladder. If you need the ground to be covered, set the ladder on the ground

itself, never on the tarp, and place multiple tarps around the ladder feet.

When other people are nearby, have someone hold the base of the ladder to prevent passers-by from bumping it.

Never use a step ladder in a folded position. They are designed differently and will slip before a straight ladder.

Never stand on the top rung or step unless it says, "Safe to stand on top rung" or similar.

When working near power lines, always use a fiberglass or wood ladder (fiberglass will be much lighter to carry). Never use aluminum near power lines. Electricity can arc several feet through the air even if you don't hit a line. How can you tell if you're near power lines? Imagine the ladder falling sideways; if it would pass within several feet of the powerlines, you're too close for aluminum.

If you can't reach a spot safely with a single ladder or with a roof hook, you must have scaffolding, a crane, or other serious help. Do not attempt to do it on your own.

## BEST LADDER SAFETY TIPS FROM PRACTICING LANDLORDS

A ladder roof hook is essential if you plan to be working on a pitched roof. Set your first ladder from the ground



Acro Building Systems sells a good example of a roof hook. These hooks are quoted, but typically less than \$100 each. <http://9nl.org/ext-acrobuiltingsystems-roof-hook>

to the roof edge. Carry up and set your hook on the ridge. Go back down. Carry up a second ladder for the hook. Only step on the hooked ladder. If you need to move laterally, get another hook and/or move your hook. Some roof ladders come with rope and harness attachments, which brings us to our next pro tip.

Rope climbing experience and gear can be beneficial. For instance, you can equip your climbing harness and throw a rope over the ridge to where a buddy will hold you in belay position from the other side of the house. If you fall, they are already there to stop you. Climbing also teaches you to tie good knots, have a partner, communicate with them, mind your balance, and be the right mix of confident and fearful. Ropes are never a substitute for roof hooks and good ladder technique, but they can provide backup. Take a climbing lesson at your local gym to see what we mean.

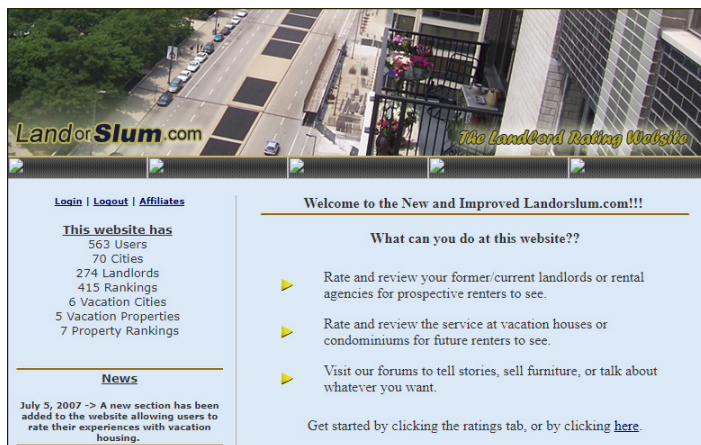
Mind the fatal “late beginner” stage. Pilots know that the most dangerous flights are not their first, when they’re learning, but their early-mid-career flights, when confidence is high but safe habits haven’t yet taken hold. You need to be as careful each time you use a ladder as if it were your first time. Never get overconfident.

Finally, always bring a friend to yell at you the moment you start to do something dangerous. Sometimes a little perspective from the ground is what we most need to keep us safe.

So those are our roof safety tips for DIY landlords. When in doubt, hire a professional. And pray for or think positive thoughts for our member who fell. [ML](#)

### LINKS

556,000 people: <http://9nl.org/ext-wikipedia-falling-accident>  
Ladder pointers: <http://9nl.org/ext-osh-ladder-safety>



### ARTICLE YOU MAY HAVE MISSED

## List of Landlord Ratings Sites: The Landlord Review Site Exposed

Landlord ratings represent both a business risk and an opportunity for owners and managers. A good rating or landlord review can help your apartments stand out in a crowded marketplace. A bad rating can reduce your application rate and drive down your rents without your even knowing. [ML](#)

The full article can be found at: [MassLandlords.net/blog](http://MassLandlords.net/blog)





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**[HTTPS://MASSLANDLORDS.NET/PROPERTY](https://masslandlords.net/property)**

# CHILD WINDOW SAFETY: Should Landlords Pay for Window Guards?

**New legislation proposes that landlords should be responsible for installing and maintaining child safety equipment that costs \$20 to \$60 per window.**

We probably don't think about it, but our renters are at risk of falling. Window screens are designed to keep bugs out, but children all too often press against the screens, which pop out and send the

child falling toward the ground. If you have children living in your apartments, you need to know about window safety, and about the legislation being proposed to cost landlords hundreds of dollars per unit.

## NINE CHILDREN A DAY?

Falling has been in the news lately. Six Massachusetts children fell out of apartment windows this summer

(Quincy, Brookline, Framingham, Chelsea, Medford, and Lynn).

Miraculously, children are bouncier than adults, and according to the Journal of Pediatric Surgery, 50% mortality arises only above five stories. One of these Massachusetts children died tragically. The others were either injured or unharmed.

In 2011, the Consumer Product Safety Commission estimated that each year, 3,300 children fall from windows badly enough to require hospitalization. If Massachusetts experienced its proportional share of falls (by state), then 60 falls went unreported in the media this summer, or else the CPSC estimate does not apply to Massachusetts. (Updated statistics would be helpful.)

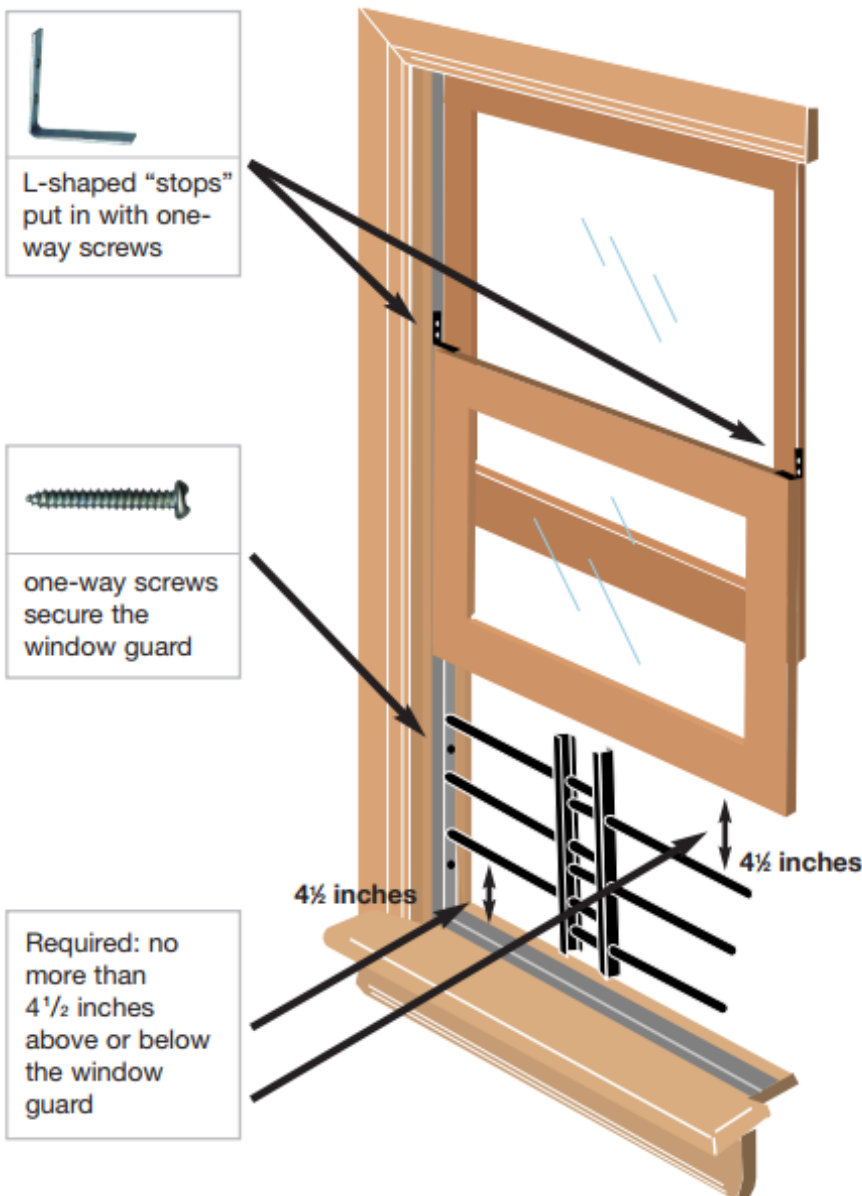
## SENATOR SEEKS ANNUAL NOTICE, LANDLORD EXPENSE

Every child's death is a tragedy, and many who aren't killed are permanently injured. No one can therefore blame Senator Mark Montigny, of New Bedford, for proposing S 1334, which would copy-paste the New York window guard ordinance into Massachusetts General Law.

In New York, landlords are required to notify tenants annually of their right to window guards, to install them anywhere a child under age 10 is residing, and to maintain them.

We found window guards priced variably between \$20 and \$60 per window before installation. A typical three-decker has more than ten windows, and knowing tenants, these guards will have to be replaced regularly. This large expense should therefore be expected to be passed through to tenants in the form of higher rents.

Requiring window guards is analogous to asking Ford to provide car seats. Car seats and their proper installation are an excellent idea, but for some reason, we don't expect Ford to foot the bill. (Perhaps the auto industry has a better lobby.)



The "Window Guards: They Save Lives. They're the Law." pamphlet from New York City shows that both stops and a guard are required in all windows in all apartments, except for one window opening onto a fire escape.

"Window guard" in New York means a metal grating. New York also requires "window stops" which prevent a lower sash from being opened beyond the guard. For double-hung windows, the "stops" could be set even lower, so as to make the expensive guard unnecessary. This would be every way superior to window guards. A window stop would cost \$5 installed (compared to \$20 to \$60 before installation for a guard). If set low enough, stops would be equally effective. The top sash would still open fully for ventilation, while the bottom sash would remain mostly closed. One can imagine requiring window manufacturers to install these lower sash stops by default. (If you know Senator Montigny, share this good idea with him.)


#### BEST WINDOW SAFETY TIPS FROM NSC

Until or unless the law is changed, the National Safety Council gives good tips, which we have reworded as a

communication you should share with tenants who have children:

- If you have double-hung windows, open only the top sash.
- Do not rely on window screens to resist a child's weight. They are designed to keep bugs out, not children in.
- Purchase a window guard and ask your landlord to help you install it without damaging the window. Or purchase a stop device that limits the window opening.
- Supervise children near any window large enough and open enough for them to fall through.

Window safety is an excellent idea. Just, let's make sure we apply it where needed, not everywhere, and keep rents low for everyone.

Thanks to Lou Marino of Chelmsford and Ray Smalley of Holyoke for alerting us to this legislation. 

#### LINKS

Estimated: <http://9nl.org/ext-cpsc-window-falls>  
 Quincy, Brookline, Framingham, Chelsea: <http://9nl.org/ext-cbslocal-4-window-falls>  
 Medford: <http://9nl.org/ext-bostonglobe-medford-window-fall>  
 Lynn: <http://9nl.org/ext-cbslocal-lynn-window-fall>  
 50% mortality: <http://9nl.org/ext-jpedsurg-fall-mortality>  
 S 1334: <http://9nl.org/ext-malegislature-2017-s1334>  
 Required: <http://9nl.org/ext-nyc-window-guards-brochure>  
 \$20: <http://9nl.org/ext-hardwareonlinestore-window-guard>  
 \$60: <http://9nl.org/ext-amazon-window-guard>  
 Good tips: <http://9nl.org/ext-nsc-window-safety>  
 Device: <http://9nl.org/ext-amazon-window-limit-device>  
 Proposed: <http://9nl.org/ext-enterpriseneWS-window-guards>

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Is this family Australia's longest-serving landlord? A heritage-listed art deco building owned by the same family since it was built 81 years ago...

DOMAIN.COM.AU

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Write a comment...


**Chris Bruce** What's the best software for a landlord???

Like · Reply · 1 · August 3 at 3:55pm

**MassLandlords** Chris, this would be a great question for our message boards, which you would get access to as a member. Off the top of my head, I've heard people mention Buildium and Appfolio, with both pros and cons. DJQ

Like · Reply · 1 · August 12 at 6:35pm

## WE'D LOVE TO HEAR FROM YOU!



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## Do you Screen <4 Tenants Per Year?

We wrote an [article](#) a while back comparing screening options.

Small landlords who want to see a real FICO score without an on-site inspection should click the SmartScreen ad we're now running on the site. Each SmartScreen report you order by clicking from MassLandlords.net supports our work.

### NO SITE INSPECTION REQUIRED

Many landlords were grandfathered in and never had site inspections. New landlords usually need to be inspected. New small landlords operating out of their kitchen cannot pass an on-site inspection. This is why we looked for (and found) SmartScreen.

### THE BEST VALUE FOR LOW VOLUME SCREENERS

If you have fewer than four vacancies a year, SmartScreen is the cheapest way




to get real credit data. If you have four vacancies or more each year, you can save money with another service by paying their monthly or annual fees in exchange for a lower per-report cost.

SmartScreen has no monthly or annual fee. Some competitors are cheaper but they don't give real credit data, they only give you a surrogate score. Be careful. If you don't get an actual FICO score, you are paying for someone else to evaluate the tenant's credit. You get what you pay for.

Note: members can [log in](#) to get a couponcode for discounts.

MassLandlords receives an affiliate commission for each screening report processed.

# REGIONAL

 <b>NOVEMBER 2017</b> Upcoming events at a glance						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6 Southbridge 7pm - 9pm	7	8 Worcester 5:30pm - 9:00pm	9 Springfield 5:30pm - 9:00pm	10	11
12	13	14 Marlborough 6:30pm - 8:30pm	15	16	17	18
19	20 Cambridge 5:30pm - 9:00pm	21 Waltham 5:45pm - 9:00pm	22	23 HAPPY  THANKSGIVING	24	25
26	27	28	29	30		

## CAMBRIDGE

### Cambridge: Rental Agreement Rundown

In March 2017 we released our new rental forms to be easier to read and include new features like: a utilities table, prohibition of AirBnB, prohibition of Marijuana growing, friendlier terminology (Tenant > Resident), clear list of “will” and “will not”, and a library of optional clauses. A local Cambridge Attorney will be reviewing these features in-depth, telling us the best ways to use our rental forms, and giving us tips and tricks for the MassLandlords forms. It’s likely that a majority of landlords’ rental forms are out-of-date due to changes in marijuana laws, just cause eviction/rent control and the infamous AirBnB. So why pay for an attorney to draft a rental agreement when Masslandlords members get ours for free!



#### Complimentary Legal Advice and Landlord Counseling!

Attorney Jordana Greenman and Landlord Counselor Peter Shapiro will be offering 15 minute appointments between 5:30pm and 6:30pm during this event. If you wish to schedule

# REGIONAL

your appointment with one or both of these advisors, email Alexis at [agee@masslandlords.net](mailto:agee@masslandlords.net). **Please note that in order to schedule an appointment, you must have a ticket for this event.**

**Attorney Jordana Greenman** is an attorney and a title agent for First American Title Insurance Company and WFG in the Commonwealth of Massachusetts. Jordana also has a solo practice in Downtown Boston. Her practice consists of a broad range of real estate-related legal matters, including commercial and residential landlord/tenant disputes, condominium association representation, general real estate litigation and commercial and residential real estate closings. Jordana has a well-respected reputation for aggressively advocating for her clients' goals and ensuring beneficial outcomes at a reasonable cost. Her deep knowledge of housing court staff and procedures places her in prime position to win the results you deserve, and her refusal to nickel and dime clients for short conversations or other minor work makes her an optimal choice for representation.

**Peter Shapiro** Landlord Counselor and author of *The Good Landlord*, has been a counselor, mediator, trainer, and a small property owner himself for over 25 years. He can help to strengthen tenancies, resolve issues over nonpayment etc., and to prepare if eviction is needed.

## MONDAY, SEPTEMBER 18TH

### MEETING AGENDA

- 5:30pm Registration, Socializing and Networking
- 6:15pm Buffet Dinner in the Venture Cafe
- 6:45pm Executive Director Doug Quattrochi with the MassLandlords Business Update
- 7:00pm Rental Agreement Rundown - Speaker TBA
- 8:15pm Networking
- 9:00pm Doors close

**LOCATION** Cambridge Innovation Center  
1 Broadway (5th Floor)  
Cambridge, MA 02142

**FOOD** Assorted Buffet (Vegetarian options available)  
Salad  
Beverages  
Desserts  
\*If you have any dietary restrictions, please let us know as soon as possible so we can try to accommodate you.\*

**PRICING** *Please prepay in advance to receive early-bird pricing.* The caterer requires this much notice for food orders.

Early-bird only until 9/8 @ 12pm:

Non-members: \$18.50

Members: \$13.50 (log in before you register or you will see the non-member price)

After Early bird or at the door:

Non-members: \$22.00

Members: \$18.00

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## Cambridge: Preparing for Anything with Insurance

Are you prepared for disaster? Whether it's a hurricane or a lawsuit, you need insurance to protect your assets. At this meeting we'll cover different types of insurance as well as different legal entities that will help you weather any storm.



## MONDAY, OCTOBER 16TH

### MEETING AGENDA

- 5:30pm Registration, Socializing and Networking
- 6:15pm Buffet Dinner in the Venture Cafe
- 6:45pm Executive Director Doug Quattrochi with the MassLandlords Business Update
- 7:00pm Insurance - Speaker TBA
- 8:15pm Networking
- 9:00pm Doors close

**LOCATION** Cambridge Innovation Center  
1 Broadway (5th Floor)  
Cambridge, MA 02142

# REGIONAL

## FOOD

Assorted Buffet (Vegetarian options available)  
Salad  
Beverages  
Desserts

\*If you have any dietary restrictions, please let us know as soon as possible so we can try to accommodate you.\*

## PRICING

Please prepay in advance to receive early-bird pricing. The caterer requires this much notice for food orders.

Early-bird only until 10/6 @ 12pm:

Non-members: \$18.50

Members: \$13.50 (log in before you register or you will see the non-member price)

After Early bird or at the door:

Non-members: \$22.00

Members: \$18.00

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## CENTRAL WORCESTER COUNTY

### Worcester Joins Smart911

The City of Worcester announced August 23 that it would be participating in Smart911, a service where residents can upload critical information like address and medical conditions before there is an emergency. If and when a 911 call happens, dispatchers will be presented with the data tied to that phone number.

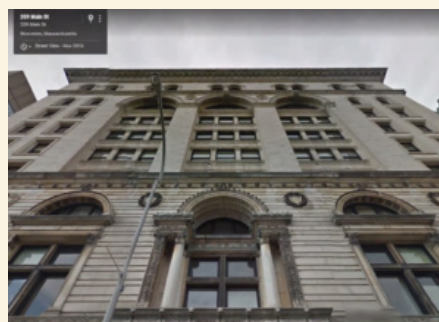
In theory this means dispatchers will be able to identify, locate, and help callers faster, even if the caller is hysterical or unable to remain on the phone.

Councilor Konstantina Lukes asked if the information made profiles likely hacking targets. Sean Lauziere of Rave Mobile Safety said the system does not store financial information or medical records, and that the data wasn't considered high value.

Worcester residents can enroll at [smart911.com](http://smart911.com). Read the full article at the [Telegram](#).

### Worcester: Avoiding Common Landlording Issues & Strategic Financing

We're excited to welcome Attorney Henry Raphaelson to talk to us about all the ways landlording can go wrong and what we can do to avoid those situations. Attorney Raphaelson has 35 years of experience as an attorney in Massachusetts. He has a general practice with a specialty in Housing and has handled upwards of 15,000 matters such as evictions, restraining orders, code department complaints against landlords, and small claims. In his experience, Attorney Raphaelson has seen landlords who make too many mistakes because they are too busy or lax, don't have the capital to maintain their investments or who become too friendly with their tenants. He'll cover the soup to nuts on landlording issues and what we can do to avoid them.



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WPOA is also delighted to welcome Don Mancini of Kelleher & Sadowsky Associates to educate us on strategic financing. Don holds a certificate in Advanced Real Estate Finance from the Massachusetts Institute of Technology and has assisted his clients with commercial mortgage brokerage since 2012. With more than \$150 million of mortgage financing completed, Don has a unique process related to the strategic design and implementation of customized mortgages for commercial property. He'll be telling us about how to use the power of well-structured mortgages to our advantage. These are two intriguing and informative presentations that we can't wait to hear!

Have you seen our Leave Stuff, Take Stuff Table?

We encourage everyone to bring materials in to share! You're welcome to bring things like: business cards, brochures, items that could have a second life with someone who needs them, etc. The only catch is that we don't have storage at the school, so the registration desk staff usually throw away what's not taken at the end of the night. So we ask that you bring things in limited quantities as not to waste.

*"A fellow landlord, Attorney Raphaelson will impart upon us his years of landlord/tenant legal wisdom and take questions from the group. Premium Members can submit their questions in advance and will be given first priority in case of a time restriction."*

- Rich Merlino

## WEDNESDAY, SEPTEMBER 13TH

### MEETING AGENDA

- 5:45pm Socializing and Networking  
Network over drinks and appetizers  
Topics will be marked off by table for one-on-one help
- 6:15pm Buffet Dinner
- 6:40pm MassLandlords Business Update and Member Minutes
- 7:00pm Rich Merlino Meeting Introduction
- 7:05pm Attorney Henry Raphaelson: How to Avoid Common Landlording Issues
- 7:40pm Don Mancini with Strategic Financing: How to Use the Power of Well-structured Mortgages
- 8:35pm Networking
- 9:00pm Doors close

**LOCATION** Worcester Technical High School  
1 Skyline Dr  
Worcester, MA 01603

**FOOD** Cheese and crackers, sodas, water  
Buffet dinner and refreshments  
Desserts

**PRICING** Please prepay in advance to receive the discounted pricing. The caterer requires this much notice for food orders.

Early-bird ends 09/03/2017 @ 12pm:

Non-members: \$20.00

Members: \$13.50 (log in before you register or you will see the non-member price)

Premium Members: No charge and no need to register

After Early bird or at the door:

Non-members: \$23

Members: \$17

Premium Members: No charge and no need to register

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## Worcester: E-Filing in Housing Court & The 4 or More Rule

Judge Andre Gelinas has arranged for a very important presentation on new digital court processes. The Trial Court is working with Tyler Technologies of Plano Texas, developing e-filing program for the Massachusetts Court System. After conducting several pilots, we are in the process of rolling out e-filing to certain departments, with certain case types. All landlords file for things like evictions and small claims and knowing the proper way to handle these matters is important for both landlords and attorneys. This meeting is worth driving far for since the Tyler Technologies Team will be flying in from Texas to present to us since we're so centrally located! So if your a landlord bring your attorney and if your an attorney bring your landlord client!



Councilman Moe Bergman will also be joining us to discuss the '4 or more rule' which prohibits four or more unrelated people from sharing an apartment. Brothell law has been overturned but the city of Worcester still insists it's illegal. Many properties in Worcester have four or more safe bedrooms that could be rented out but are impeded by this rule. Housing is expensive in part because this law doesn't

# REGIONAL

allow us to use safe bedrooms as bedrooms. The city of Worcester continues to overrule an SJC decision that would otherwise permit landlords to rent to four or more unrelated people. Join us to hear Councilman Bergman's discussion of this complex issue.

*"Benjamin Adeyinka of the administrative office of the Trial Court's Housing Court Department and I agree, that the members of MassLandlords might be interested in a presentation on e-filing and the Tyler e-filing application."*

- Judge Andre Gelinis

## WEDNESDAY, OCTOBER 11TH

### MEETING AGENDA

- 5:45pm Socializing and Networking  
Network over drinks and appetizers  
Topics will be marked off by table for one-on-one help
- 6:15pm Buffet Dinner
- 6:40pm MassLandlords Business Update and Member Minutes
- 7:00pm Rich Merlino Meeting Introduction
- 7:05pm Moe Bergman with The 4 or More Rule
- 7:25pm Tyler Technologies with New E-filing in Court
- 8:35pm Networking
- 9:00pm Doors close

**LOCATION** Worcester Technical High School  
1 Skyline Dr  
Worcester, MA 01603

**FOOD** Cheese and crackers, sodas, water  
Buffet dinner and refreshments  
Desserts

**PRICING** *Please prepay in advance to receive the discounted pricing.* The caterer requires this much notice for food orders.

- Early-bird ends 10/02/2017 @ 12pm:
  - Non-members: \$20.00
  - Members: \$13.50 ([log in](#) before you register or you will see the non-member price)
  - Premium Members: No charge and no need to register
- After Early bird or at the door:
  - Non-members: \$23
  - Members: \$17
  - Premium Members: No charge and no need to register

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## CHARLES RIVER

### Waltham: Construction Fires and Fire Safety

This summer there have been two major building fires in the Charles River area that have left construction sites smoldering. Both structures were constructed with wooden frames and ended up as piles of ash and debris. At this event, we'll be discussing how to prevent construction disasters like these summer infernos and we'll also discuss we'll also discuss fire safety in existing structures. Following safety codes keeps your investment safe and could save lives.



## TUESDAY, SEPTEMBER 19TH

### CHARLES RIVER MEETING AGENDA

- 5:45pm Sign-in/Networking/Dinner  
Buffet Dinner
- 6:30pm Charles River Manager's Welcome and Local Issues Update
- 6:45pm Executive Director Doug Quattrochi with the MassLandlords Business Update
- 7:05pm Fire Safety - Speaker TBA
- 8:00pm Networking
- 9:00pm Doors Close

**LOCATION** Best Western Waltham (Food by Copper House Tavern)  
380 Winter St. (Meeting room located just off the main hotel lobby)  
Waltham, MA 02451

**PARKING** There is ample parking in the lot around the Best Western. Please enter through the main lobby and look for the MassLandlords signs.

**FOOD** Buffet Dinner  
Soda, Water, Coffee  
Dessert  
\*Please disclose any dietary restrictions to Alexis at [agee@masslandlords.net](mailto:agee@masslandlords.net) and we will try to accommodate you.

# REGIONAL

**PRICING** *Please prepay in advance to receive the discounted pricing.* The venue requires this much notice for our reservation.

Early-bird:

Non-members: \$20.50

Members: \$16.50 (log in before you register or you will see the non-member price)

After Early bird or at the door:

Non-members: \$25.00

Members: \$20.00

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## Waltham: Housing Court Comes to Waltham

The legislature has recently funded the expansion of the housing court into Waltham and surrounding areas. The Charles River region will be served by the Housing Court probably by early next year. If you're not already aware, the free rent trick is easier to pull in housing court and tenants have absolute right to transfer cases from district to housing court. So we think it's imperative that all local landlords come find out what this new Housing Court system looks like and what it means for your business.



**TUESDAY, OCTOBER 17TH**

### CHARLES RIVER MEETING AGENDA

- 5:30pm Sign-in/Networking/Dinner  
Buffet Dinner
- 6:30pm Charles River Manager's Welcome and Local Issues Update
- 6:45pm Executive Director Doug Quattrochi with the MassLandlords Business Update
- 7:05pm Housing Court Speaker - TBA
- 8:00pm Networking
- 9:00pm Doors Close

**LOCATION** Best Western Waltham  
(Food by Copper House Tavern)  
380 Winter St. (Meeting room located just off the main hotel lobby)  
Waltham, MA 02451

**PARKING** There is ample parking in the lot around the Best Western. Please enter through the main lobby and look for the MassLandlords signs.

**FOOD** Buffet Dinner  
Soda, Water, Coffee  
Dessert  
\*Please disclose any dietary restrictions to Alexis at [agee@masslandlords.net](mailto:agee@masslandlords.net) and we will try to accommodate you.

**PRICING** *Please prepay in advance to receive the discounted pricing.* The venue requires this much notice for our reservation.

Early-bird only until 10/7 at 12pm:

Non-members: \$20.50

Members: \$16.50 (log in before you register or you will see the non-member price)

After Early bird or at the door:

Non-members: \$25.00

Members: \$20.00

Membership options. Please note: this event is run by MassLandlords volunteers and staff.

## GREATER SPRINGFIELD

### Springfield: How to Turn Your Building into a Power Plant

We are planning to have a moderated discussion with an owner or manager (to be announced) who has experience converting to 100% solar, a solar broker who doesn't sell installations but helps owners find the best provider and financing, and possibly another special guest. Learn what other owners already know: that when you go solar and include electrical and heat in the rent, you come out ahead! Check [MassLandlords.net/events](http://MassLandlords.net/events) for updates!



**THURSDAY, SEPTEMBER 14TH**

### MEETING AGENDA

- 5:30pm Socializing and Networking  
Cash bar
- 6:00pm Buffet dinner

# REGIONAL

6:45pm State-wide Business Update  
and Member Minutes  
7:00pm Local Updates  
7:05pm Legal Update  
7:20pm Solar Panel Panel  
8:20pm Networking  
9:00pm Doors Close

**LOCATION** Twin Hills Country Club  
700 Wolf Swamp Rd  
Longmeadow, MA 01106

**FOOD** Hot Buffet Dinner  
Cash bar  
Hot Coffee & Tea  
Dessert

\*If you have any dietary restrictions, please let us know as soon as possible so we can provide options for you.

**PRICING** Please prepay at least 10 days in advance to receive the early bird discount. This also helps us order the right amount of food for the evening. Members must log in to MassLandlords.net before trying to purchase a ticket at the member price.  
Early bird until 9/4/2017 @ 12pm:  
Non-members: \$32.00  
Members: \$26.00 (log in before you register or you will see the non-member price)  
After Early bird or at the door:  
Non-members: \$37.00  
Members: \$32.00

Membership options. Please note: this event is run by MassLandlords staff and volunteers.

## Springfield: The Western Mass. Economy with Dr. Mark Melnik

RHAGS is excited to welcome Dr. Mark Melnik, Director of Economic and Public Policy Research at UMass Donahue Institute, to join us for a discussion focused on the Western MA economy. He'll be touching on the demographic and economic issues in the region, factors that lead an area to grow or decline, lessons to be learned from history and more! In Western MA we have 252 members who together own an estimated 4,000 residential rental units, so we know you're invested in the health of the Pioneer Valley. That's why you should come out to Twin Hills on October 12th to learn about your local economy and what you can do to improve it!

We're also happy to have a representative from Mass Save join us to give us a rundown on incentives currently available to landlords through the Mass Save® Program that will add value to your properties, tenants, and business.

### THURSDAY, OCTOBER 12TH

#### MEETING AGENDA

5:30pm Socializing and Networking  
Cash bar  
6:00pm Buffet dinner  
6:45pm State-wide Business Update  
and Member Minutes  
7:00pm Local Updates  
7:05pm Legal Update  
7:20pm Mass Save Rundown  
7:40pm Dr. Mark Melnik with the  
Western Mass. Economy  
8:35pm Networking  
9:00pm Doors Close

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# REGIONAL

**LOCATION** Twin Hills Country Club  
700 Wolf Swamp Rd  
Longmeadow, MA 01106

**FOOD** Hot Buffet Dinner  
Cash bar  
Hot Coffee & Tea  
Dessert  
\*If you have any dietary restrictions, please let us know as soon as possible so we can provide options for you.

**PRICING** Please prepay at least 10 days in advance to receive the early bird discount. This also helps us order the right amount of food for the evening. Members must log in to MassLandlords.net before trying to purchase a ticket at the member price.  
Early bird until 10/02/2017 @ 12pm:  
Non-members: \$32.00  
Members: \$26.00 (log in before you register or you will see the non-member price)  
After Early bird or at the door:  
Non-members: \$37.00  
Members: \$32.00

Membership options. Please note: this event is run by MassLandlords staff and volunteers.

## METROWEST

### Marlborough: Security Deposits with Attorney Mark Burrell



**TUESDAY, SEPTEMBER 12TH**

#### MEETING AGENDA

6:30pm Registration, socializing and dinner  
7:00pm Association and MassLandlords  
Business Updates  
7:10pm Mark Burrell with Security Deposits

**LOCATION** TBA Please check back for updated meeting location

**FOOD** Panera sandwiches, salads  
Beverages  
Cookies

**PRICING** **Members and non-members are welcome.**  
**MassLandlords.net/MWPOA Members** pay \$50 annual MWPOA dues and each meeting is free  
MassLandlords.net Members  
and Non-members \$5

Members should log in for member pricing.  
Membership options. Please note: this event is run by volunteers at a partner association.

### Marlborough: Code Enforcement & Projects the Require a Permit

How do you keep all of your properties up to code? How do you know which unit improvement projects need a permit? Where can I ask questions from local experts who really know their stuff? We'll answer these questions and more on Tuesday, October 10th. We're pleased to welcome Marlborough Code Enforcement Officer Pam Wilderman to give us the in on how to keep our buildings up to code. Pam will inform us on how to prevent getting a laundry list of hefty fines that could have been avoided by following codes. Doing mprovement projects without a proper permit can be dangerous and illegal, so avavoid the fines and join us to learn how to follow codes and file for project permits!



Code inspector Pam Wilderman. (BILL POLO/GLOBE STAFF)

**TUESDAY, OCTOBER 10TH**

#### MEETING AGENDA

6:30pm Registration, socializing and dinner  
7:00pm Association and MassLandlords  
Business Updates  
7:10pm Code Enforcement & Projects the  
Require a Permit with Pam Wilderman

# Emerald Lead Testing

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IN MASSACHUSETTS, WHEN A CHILD UNDER AGE 6 RESIDES IN A UNIT, THE PROPERTY OWNER IS REQUIRED TO HAVE THAT UNIT IN COMPLIANCE WITH THE LEAD LAW.

PROPERTY OWNERS & RECEIVERS MAY BECOME AUTHORIZED TO PERFORM MOST DELEADING WORK AFTER COMPLETING AN 8-HOUR TRAINING. EMERALD LEAD TESTING WILL BE CONDUCTING TRAINING SESSIONS ON



SATURDAY, OCTOBER 21, 2017  
8:00 AM SHARP-4:00 PM

DURING THIS TRAINING WE WILL BE PROVIDING YOU WITH INFORMATION TO HELP YOU UNDERSTAND THE LEAD LAW AND ITS REQUIREMENTS.

### YOU WILL LEARN

- HOW TO READ A LEAD INSPECTION REPORT
- WHAT DELEADING ACTIVITIES ARE LOW & MODERATE RISK METHODS
- WHAT DELEADING ACTIVITIES ARE HIGH RISK METHODS AND CAN ONLY BE PERFORMED BY A DELEADING CONTRACTOR



UPON COMPLETION OF THE TRAINING THE DEPT. OF PUBLIC HEALTH'S CHILDHOOD LEAD POISONING PREVENTION PROGRAM WILL PROVIDE YOU WITH AN EXAM. YOU MUST COMPLETE THIS EXAM, RETURN IT TO CLPPP AND WAIT FOR AN CONFIRMATION LETTER WITH YOUR RESULTS AND AUTHORIZATION NUMBER BEFORE DOING ANY DELEADING WORK.

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41 Cleveland Street  
Springfield, MA 01104

Phone: 413-736-LEAD  
Fax: 413-737-2338  
E-mail: david.burgess@emeraldleadtesting.com

PRE-REGISTRATION IS REQUIRED. COMPLETE THE REGISTRATION FORM ON THE REVERSE SIDE AND FORWARD IT ALONG WITH YOUR PAYMENT OF \$225.00 PRIOR TO **OCTOBER 14 TH.** COFFEE, SNACKS, AND LUNCH PROVIDED.

SEARCH MASSLANDLORDS.NET FOR 'EMERALD LEAD'

# REGIONAL

**LOCATION** Metro Church

401 Elm St.

Marlborough, MA 01752

**FOOD**

Panera sandwiches, salads

Beverages

Cookies

**PRICING**

**Members and non-members are welcome.**

**MassLandlords.net/MWPOA Members** pay \$50 annual MWPOA dues and each meeting is free  
MassLandlords.net Members  
and Non-members \$5

Members should log in for member pricing.

Membership options. Please note: this event is run by volunteers at a partner association.

## SOUTHERN WORCESTER COUNTY

### Southbridge: SWCLA Monthly Meeting

Topic to be announced. Check MassLandlords.net/events for updates!



**MONDAY, SEPTEMBER 4TH**

**MEETING AGENDA**

7:00p Meeting

7:45p Pizza break

8:00p Meeting wrap-up

8:30p Networking

**LOCATION** Southbridge Community Center (aka Casuabon

Senior Center)

153 Chestnut St.

Southbridge, MA 01550

**FOOD**

Pizza and Beverages

**PRICING**

Members and non-members are welcome.

Members are admitted for free

Non-members are free the first time,

then pay \$50/yr.

Membership options. Please note: this event is run by volunteers at a partner association. **Tickets are not required. Members can just show up.**

### Southbridge: October Meeting

We're planning out our October meeting and will be posting updates very soon. Keep checking MassLandlords.net/events for updates as the meeting date approaches!



**MONDAY, OCTOBER 2ND**

**MEETING AGENDA**

7:00p Meeting

7:45p Pizza break

8:00p Meeting wrap-up

8:30p Networking

**LOCATION** Southbridge Community Center (aka Casuabon

Senior Center)

153 Chestnut St.

Southbridge, MA 01550

**FOOD**

Pizza and Beverages

**PRICING**

Members and non-members are welcome.

Members are admitted for free

Non-members are free the first time,

then pay \$50/yr.

Membership options. Please note: this event is run by volunteers at a partner association.

Tickets are not required. Members can just show up.

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