



Greensboro Landlords Association

Meeting Minutes
January 14th, 2020

Opening:

The monthly meeting of the Greensboro Landlords Association was called to order at 6:30 on January 14th, 2020 at the Greensboro Regional Realtors Association by President, Andrea Neese Pegram.

Attendance:

31 Members were recorded by 3rd Party Vendor, Jennifer Dille with TESS, LLC.

General Announcements by Andrea Neese Pegram:

- Recognized our guests and thanked everyone for coming out tonight!
- Like to announce a new venture with HomeVestors. We are encouraging members to come to their “Deal Maker Sessions” the first Tuesday of each month at the Airport Marriott from 6:30 – 9:00 pm. It is free to anyone. You will learn about properties for sale before they are listed anywhere else.
- Coffee Chats: Tuesday the 17th at Amoroso’s Bakery off Guilford College Rd from 4:15 – 5:00. Great discussions and yummy treats!
- 2020 Membership Fees. If you have not paid, please do so as soon as possible. Reminder, you can pay online on our website now. See Jennifer if you have questions about this after the meeting.
- For next month we are discussing taxes. If you have questions for Sandy Shelton, our resident CPA and speaker, please get them to Jennifer before next month’s meeting.
- Associate/Sponsors Time: If we have any Associate or Sponsor members who would like to stand up, please introduce yourself now. None, OK.
- Now before we get started, does anyone have any questions or announcements. Ok, again none.

Our Open Forum Meeting on Maintenance and Inspections

Andrea: I have a list of questions that were submitted prior to the meeting that I will start with. Here we go:

1)What is a practical schedule for property inspections? Annually, semi annually, quarterly, monthly.....

Member: Depends on the tenant. I used to only do annually but now if there is a tenant with a lot of issues I make a point to meet with them and go over issues in the property?

Member: You do the inspection with them?

Member: Yes, I want to be able to ask specific questions and get the answers while I am there. I want them to know that I paying attention to the property.

Member: I do mine when it is time to change smoke alarm batteries.

Andrea: But what do you do if there is a 10 year lithium battery in it?

Member: I still go in and make sure it is working and check out the property.

Member: Do you give them 24 hours notice before coming?

Member: Yes, I do not know if it is a legal thing but I like to be polite and give them a good heads up.

Andrea: I let them know a week before that we will be coming around to do HVAC check ups and inspections.



Member: I have a little different process for how I do my inspections. When a tenant moves in, I give them 13 coupons for the year. On each monthly coupon, I have a little message, like “Remember to change the filter” but on the 4th month, the message is “Be prepared for an exterior maintenance inspection of the yard, bushes and general exterior of the home. If there are violations found, they will be asked to pay the fine imposed by the City. I also provide a list of the city’s yard violations on a separate sheet. It really gets their attention and I find that they keep up the property just with these warnings.

Member: Do you have the city come and check out your properties?

Member: No, I do not want to invite the city inspectors into the neighborhood but if I see an issue, I have contacted the city so that the violation is noted. The fine comes to me but I make the tenant pay.

Member: Why do you have 13 coupons?

Member: The 13th one says do you want to renew your lease for another year, go month-to-month or turn in your 30 day notice? I have used these for 20 years and they still work. Even with everyone wanting to pay online.

Andrea: They sounds very useful. I may need to copy your plan!

2)Based on results, how much time is allowed for tenants to correct minor tenant related “damage”?

Member: Well, to answer very honestly, I do not want the tenant making any repairs. I will hire someone to do the repair and then bill them for the work done.

Member: If it is something like cleaning up the yard, I give them 10 days. Then I give them another warning.

3) What infractions found during inspections should trigger a notice to vacate?

Andrea: Well, that is an easy one for me. No drugs! I have that stated very clearly in my lease and I tell them that I am on the board for Crime Stoppers. I do have friends that can do more than just evict them! (Lots of laughter!)

Member: No smoking. If I smell smoke when I come in, it is listed in the lease that this is means to vacate.

4) What do you look for to indicate someone not on the Lease is living in the unit?

Member: Extra car.

Member: Water bill going up.

Member: Accidentally knocking the mailbox off and finding a new name on the mail.

Member: More trash outside.

5) Do you require tenants to be home during inspections?

Member: I do not require them to be there but I do not tell them they can not be there.

Member: I like them to be there so there is no way for them to accuse me of taking something from the property. I had one tenant say that after I did an inspection, a valuable necklace from her grandmother went missing. So I want them there and I video the inspection.

6) Do you have tenants change out the filters or do you? If tenants, do you send reminder emails/texts?

Member: I give them filters with the month they need to change it out printed on the filter.

Member: Does that work?

Member: 50/50.

Member: I learned today when we had our HVAC serviced that we should be doing ours every month since we have cats and the husband smokes. So you would have to label them according to pets, smoking, etc. Not a bad thing. Just need to know your tenants really well.

Member: I remind them that their just throwing money at Duke Power if they let their filters get clogged. The units run longer and harder. They usually pay attention is it has something to do with their wallet.

7) Who has used a Home Warranty on your properties? Pros and Cons?



Member: I looked into those and most have a \$75 fee to come out and asses the situation before sending a repair person. Why would I pay an additional \$75? The repair person has to asses as well. I do not find the value in them.

Andrea: Well, I am going to confess that we added one on our beach rental property. I am expecting the HVAC to go out this summer and the Home Warranty would cover it.

Member: Just wait and see if they really cover it.

Andrea: Oh, I know they will. We had it put in the contract.

Member: Again, just wait and see. We will check back with you at the end of the summer and find out how smoothly it went – or as we predict – did not go. Sorry.

8) Do you have a Pest Control contract on your properties? If so, how often do they come?

Member: I only do that for multi-family properties.

Member: Who do you use?

Member: PMSi – Pest Management Services. They are really good.

9) Do you have an HVAC contract on your properties? If so, Fall and Winter or more visits?

Andrea: I do not have contracts but I do have the bi-annual service checks before Winter and Late Spring. Just like the ones I just did.

Member: No, I do not have contracts. Maybe I should start something like Andrea does to avoid big issues in the future. HVAC's are expensive little monsters.

Andrea: Ok does anyone else have a question for the group?

Member: I do. What do you do about tenants that complain about the lawn service people coming with out notifying them first?

Member: Are these at multi family properties?

Member: No, it is in their lease that I will maintain the yards. Sometimes I even mow the lawns.

Member: Wow! I need to be one of your tenants.

Member: Well, I do find that if the yard is kept up, they tend to think more about keeping the house up – and if they know I am coming by randomly.

Member: You do need to be careful about randomly coming by. They are legally living there and the property is part of what they rent as well. I would recommend a 24 hour notice that you are coming.

Member: She is correct. Even being outside can be construed as invading their privacy. Especially if you are working near windows trimming bushes. Think of being accused of being a Peeping Tom.

Member: Good point. Didn't think about that. It is just hard to control the weather.

Member: Well, I would make it policy to still give 24 hour notice. They may have visitors and do not want the lawn done.

Member: Just have it in your lease that you will send a message that you are coming and that you may not show up due to a change in weather. You don't want them to turn around and say you are not doing what you said in the lease. It can go both ways.

Member: Another good point.

Andrea: Ok, I am getting the signal that we have 5 minutes left. Any more questions?

Member: I find that I am changing out window blinds all the time. Do you charge the tenant back for them.

Member: It depends on how long it has been since you have replaced them. It is has just been 6 months, I would put that back on the tenant but if it has been over a year or longer, I would just chalk it up as routine maintenance. I buy them in bulk to keep the cost down.

Commented [JD1]:



Closing with Andrea Neese Pegram:

Thank you everyone for a great meeting and great tips and tricks.

Coffee Chat Tuesday the 21st^h.

Remember if you have specific tax questions for our meeting next month, please get them to Jennifer as soon as possible.

Meeting was adjourned at 7:29 by President, Andrea Neese Pegram.

Minutes submitted by: Jennifer Dille with TESS, LLC