

00:32:07 Clint Setser: Atlanta

00:32:08 JJay Jensen: Portland Oregon

00:32:08 Courtney Warnock: Rio Rancho, NM

00:32:09 Rebecca Woodring: Chesapeake VA

00:32:09 Dave Soto - SOTO Property Solutions: Cape Girardeau, MO

00:32:10 Gerry O'Neil, ARM: Columbus Ohio. GO BUCKEYES~!!

00:32:10 Andie Stephenson, RMP: las vegas, nv

00:32:11 Lora Holesovsky: Loveland CO

00:32:12 Trisha Furlan: tampa

00:32:13 John Golden: Chicago

00:32:13 Jessica Sanchez:San Francisco

00:32:13 Michael Mueller: Cincinnati

00:32:14 Kayla Alcala: Jacksonville, NC

00:32:15 Chato Castillo: Dallas, TX

00:32:16 Metropolitan Real Estate Group: Las Vegas

00:32:16 aaron: Charleston, SC!

00:32:17 HahleKirkland: Wilmington, NC

00:32:17 Sandy Baber: Mesa, AZ

00:32:18 Jason Evans: Eugene OR

00:32:20 Dan Iga: Guadalajara, México

00:32:21 18503: Pensacola

00:32:34 Claire Schwartz, GRI, MPM®,RMP®,C2EX: Hi from Orlando...GO WOLVERINES!

00:32:38 JJay Jensen: For you Buckeyes fan, You're welcome- Utah fan

00:32:40 Regina Upshaw:Knoxville TN

00:32:41 Dale Huber DS Huber: Lansing MI

00:32:42 Tim Snelgrove: Clearwater, FL

00:32:49 Rebecca Woodring: Go BLUE!

00:32:51 Richard: Phoenix ,AZ

00:33:10 Sam Eddinger: We all love free!

00:33:32 Sam Eddinger: below scum

00:33:34 Chato Castillo: bad

00:33:34 Dale Huber DS Huber: Frustrating!!

00:33:35 Gerry O'Neil, ARM: Parasites

00:33:42 Metropolitan Real Estate Group: Scum Bags

00:33:42 John Golden: pissed off

00:33:42 Jessica Sample: Anger

00:33:43 Jeanette Shelby: Pissed off!

00:33:44 Tim Snelgrove: Time wasters

00:33:47 HahleKirkland: Annoying;

00:33:49 Richard: ??

00:33:52 Falinda Duncan:Liability

00:33:53 Karen Smith - Las Vegas: time wasters

00:33:54 Lora Holesovsky: anger, disbelief

00:34:00 Tim Wallace: try me 😊

00:34:12 Tim Wallace: you know it!

00:34:14 Courtney Warnock: Take advantage

00:34:28 Dan Iga: not cute

00:34:37 Sandy Baber: Yes

00:34:38 Karen Smith - Las Vegas: yes

00:34:38 Tim Wallace: yes

00:34:38 aaron: yes

00:34:39 Kathleen Attridge: Yes

00:34:39 Dave Soto - SOTO Property Solutions: yes

00:34:39 18503: yes

00:34:40 Donna Cura: yes

00:34:40 Courtney Warnock: yes

00:34:42 Gerry O'Neil, ARM: no

00:34:43 Kathy Rieger: No

00:34:43 Metropolitan Real Estate Group: no

00:34:43 Tim Snelgrove: No

00:34:44 Jessica Sample: yes

00:34:44 Claire Schwartz, GRI, MPM®,RMP®,C2EX: yes

00:34:48 Jeanette Shelby: Yes

00:34:48 Andie Stephenson, RMP: no

00:34:49 Dan Iga: no

00:34:49 KyleMcCaw: yes

00:34:51 Sam Eddinger: ??

00:34:54 HahleKirkland: no

00:34:59 Jeddahlyne Kinoshita: Yes

00:35:23 Laura Hawley: probably within 60 days

00:36:07 Rebecca Woodring: This webinar is being recorded and will be available next week in the NARPM Webinar Archives at <https://www.narpm.org/members/resources/webinar-archives/>.

00:37:04 Rebecca Woodring: Many Thanks to our host!  
Wolfgang Croskey, Croskey Real Estate, Inc., Pittsburg, CA at  
<https://www.linkedin.com/in/wolfgangcroskey/>

00:37:35 Rebecca Woodring: Ty Cayce, PURE: Urban Key, Seattle, WA at  
<https://www.linkedin.com/in/ty-cayce-a824b5/>

00:37:58 Zee: lol

00:38:17 Rebecca Woodring: Pamela Greene, MPM®□, RMP®□, e-PRO®□, PG Management Group, LLC, Matthews, NC at <https://www.linkedin.com/in/pamgreene/>

00:38:46 Rebecca Woodring: Kyle Lehning, RMP®□, PURE: The Property Management Connection, Nashville, TN at <https://www.linkedin.com/in/kyle-lehning-a159572a/>

00:39:24 Rebecca Woodring: Many thanks to our panelists!

00:39:29 Zee: Awesome thank you Ty, Pamela and Kyle

and of course my boiii Wolfgang!!

00:41:54 Rebecca Woodring: Please post your questions here in the chat and we'll get those answered live at the hour!

00:43:21 Rebecca Woodring: This webinar is being recorded and will be available next week in the NARPM Webinar Archives at <https://www.narpm.org/members/resources/webinar-archives/>.

00:43:43 Sam Eddinger: 👍

00:43:49 Brandon Graham: 👍

00:43:53 Sammie Barberi: 👍📱

00:43:53 Donna Cura: 👍

00:43:56 Max Hankins: 👍

00:43:57 C Wilkins: 👍📱

00:44:01 Dan Iga: 👍📱

00:44:02 nick: 👍

00:44:03 HahleKirkland: 👍

00:44:09 Richard: 👍📱

00:44:13 Zee: lolll

00:44:14 Sandy Baber: 👍

00:44:16 Metropolitan Real Estate Group: 👍

00:44:23 Courtney Warnock: they "white out" the watermark and post the picture with the scratch marks on it

00:44:23 Gerry O'Neil, ARM: 👍

00:44:36 Dick Rosen: 👍

00:44:44 Betty Brown: 👍

00:46:39 Zee: fully agreed at Ty

00:46:43 Asif: Best way to watermark is across the photo and not on the side. Canva also does watermarking for free

00:47:08 Rebecca Woodring: @Asif - Yes!!!

00:47:30 Sam Eddinger: When people need a property to move into, they are willing to jump through hoops

00:48:50 Courtney Warnock: but it isn't the tenants that are the scammers - it is a third party person texting them to sign up online with the showing company to gain access to the property.

00:48:50 Zee: agreed you would normally ask these questions live anyways

00:50:28 Angele: We also ask for credit card info. What are your thoughts on that?

00:50:37 Asif: @courtney I think that's why it has to be a multi-prong approach. Prescreening, geo-fencing, watermarking, ID/CC verification and one time- access codes all help derail scammers

00:54:05 Caren McCourt-Crane Midland, TX: A guy from Dallas tried to get into one of our units via TT, but his DL has corner cut off and they did not let him in. He had an expired real estate license, so he used that to get a showing with Showingtime under false pretenses. Then he left the doors unlocked. He put in an Application, and when I put the info together from the two sources, there were red flags everywhere. He had good credit, if it was him, but his app did not have a DL. I said No Thank You. He harassed me for days, but I'm SO GLAD I said NO!

00:56:42 Sam Eddinger: Is the bigger issue with scammers, squatting & or stealing or is it remarketing the property and trying to take money from applicants?

00:57:02 Jeanette Shelby: Gas company has told us that they will cut off our lockbox if it is on their meter pipe. We do try to put on faucets

00:58:24 Caren McCourt-Crane Midland, TX: What was name of the screening company she mentioned?

00:58:26 Courtney Warnock: Our issue is the remarketing of the property and someone trying to take money from an unsuspecting applicant

00:58:46 Angele: Findigs

00:59:59 Wolfgang Croskey: Careerexcuse.com

01:03:19 Angele: We make each applicant come to our office to pick up keys and sit down with them to establish expectations.

01:04:57 Lora Holesovsky: What do you do when an employer that you're verifying wants you to go to call the 800 number and then go to the website that verifies for a fee?

01:04:57 Caren McCourt-Crane Midland, TX: We have had a bunch of single males who have applied for four bedroom 2-3 bath homes. They CLAIM they are the only ones living there.

01:05:43 Jeanette Shelby: We do that too. Make them come by the office. I really like to see what the inside of their car looks like too. I have found that If it is stuffed with McDonalds wrappers, then that is what the inside of their home will look like

01:06:56 Jeanette Shelby: How many days is it usually taking from start to finish to process your applications?

01:07:14 Phyllis Portie-Ascott: We use Resident Research as well.

01:07:24 Max Hankins: in growing markets we see self employment increase. ( considering our unemployment increase since COVID) in using these different technology / resources. What can be done to ensure thorough and accurate information?

01:07:31 Andie Stephenson, RMP: resident research is great I have then do everything for our office

01:09:06 aaron: Part of my concern with Findigs is they do not verify business vs personal income for self-employed individuals. The bank shows a lot of income but that is business not personal income. Or if a tenant has more than one bank account.

01:11:11 Angele: We are new to Findigs and are having a small percentage of compliance with providing bank info. That can be bypassed and they upload docs.

01:12:42 aaron: Oh, I do not have an issue. I have a process for it. Findigs does not have a process for it.

01:13:11 Betty Brown: AppFolio's credit reports are NOT what they used to be. I had one last month where the person had a score of 801 - 5 things were either charged off or were seriously delinquent - with a past balance due of \$43,379. How did he get on 801 credit score??

01:14:32 Betty Brown: Also, AppFolio does not report the landlord history, rent payment history, criminal, sex offender or watch list history. What is going on with AppFolio?

01:15:57 Claire Schwartz, GRI, MPM®,RMP®,C2EX: Does anyone have a method for screening non-citizens who do not have a SSN?

01:16:31 Angele: I would like to hear what aaron's process is for self employed.

01:16:57 Sam Eddinger: Go Tom Brady!!!!

01:18:16 Jeanette Shelby: If they have an ITIN number you can use that like a SSN. If they don't have that then we don't rent to them

01:18:29 Jana: IF they have an ITIN number, that usually can be used.

01:19:56 Claire Schwartz, GRI, MPM®,RMP®,C2EX: Many have neither SSN or ITIN.

01:19:56 Courtney Warnock: why would you allow owner's to "override" your policies? that is TOTAL fair housing issues

01:20:46 Sam Eddinger: Does anyone actually go into a tenants property as a final step to accept an applicant?

01:20:49 Jeanette Shelby: I just had a friend of mine who leases and manages her own properties and she felt sorry for a couple who were illegal and let them move into her rent house. They trashed the house, stole her appliances and she called me to find out what she could do. Told her that there was nothing she could do.

01:21:14 aaron: With no SSN, I require proof of ability to work in the country (work visa).

01:21:38 Jen she/her: Q: What questions do you use to prescreen on your self showing?

01:23:25 Max Hankins: [petscreening.com](http://petscreening.com)

01:23:40 Max Hankins: I misread

01:23:57 Gerry O'Neil, ARM: 1-3 days. one if they provide last 2 paystubs or benefits letter.

01:27:48 Laura Hawley: Are we the only one that still contacts previous landlords?

01:28:04 Sam Eddinger: We do but they don't usually call back

01:28:13 Rolanda Wilson: I do but I notice a lot of people do not.

01:29:46 Trevor Garrett: We discontinued contacting previous landlords. We rarely ever heard anything negative and it raised some fair housing concerns.

01:30:53 Max Hankins: We cross reference CAD for ensure owner contact is accurate with our manual rental verifications

01:31:04 Jeanette Shelby: We try to contact landlords before the current landlord cause they will tell us the truth about what the tenant was like. We also, check tax records to make sure that we are really talking to the owner of the property. I have found that current landlords won

01:31:28 Jeanette Shelby: Won't tell us the truth if they want to get rid of the tenant. :)

01:31:45 Andie Stephenson, RMP: used credhub to send rental verification monthly

01:32:25 Max Hankins: Dishonest owners: that is true and had that before. #ethics 🚫👤

01:32:50 Jerry Johnson: Does anyone ask tenant for current ledger?

01:33:38 aaron: I only care about payment history. I ask for a copy of lease ledger if through a PM company. If directly from the landlord, I verify LL ownership via tax records.

01:34:01 Jeanette Shelby: I once had a tenant was nuts. Asked for repairs for things that did not need repair. Think that she was just lonely. Wanted to get rid of her and when we got the request from another company there was no way we were going to tell them that she was nuts.

01:38:25 Courtney Warnock: What do you do to help possible tenants not get scammed by those that are re-marketing our properties and they tell the possible tenant that we no longer manage it for them, etc.

01:38:52 aaron: Experience tells me that is usually a red flag.

01:39:06 Max Hankins: or work arounds for the work number? or Verify?

01:39:08 Andie Stephenson, RMP: the work line is used a lot

01:39:41 Courtney Warnock: they white out the water mark and repost the pictures

01:40:01 Angele: One of our photos in the listing is a flyer warning of scammers.

01:40:03 aaron: for tough to verify employment, I require an email from the supervisor from a company domain email

01:40:12 Courtney Warnock: we put signs out, they still believe the scammers

01:40:12 Brandon Graham: we place fraud warning stickers on our lockboxes and signs on the kitchen counter.

01:40:35 Hastings Morgan: We have signs inside the home that this home is managed by our company only and no other party will be accepting security deposits.

01:40:46 Jerry Johnson: Put sign in the window and notice that says don't get scammed and list our company information

01:41:15 aaron: I manually watermark with <https://watermark.ws/> \$45 per year I think



01:41:20 LanadreiaWhite: We have stickers placed throughout the home that are stop signs that say SCAM with QR codes.

01:42:56 Rebecca Woodring: Thanks Kyle! Connect with Kyle Lehning, RMP® □, PURE: The Property Management Connection, Nashville, TN at <https://www.linkedin.com/in/kyle-lehning-a159572a/>

01:43:38 Rebecca Woodring: Thanks Pam! Connect with Pamela Greene, MPM® □, RMP® □, e-PRO® □, PG Management Group, LLC, Matthews, NC at <https://www.linkedin.com/in/pamgreene/>

01:45:09 Rebecca Woodring: Thanks Ty! Connect with Ty Cayce, PURE: Urban Key, Seattle, WA at <https://www.linkedin.com/in/ty-cayce-a824b5/>

01:45:38 Caren McCourt-Crane Midland, TX: With Tenant Turner has anyone had a potential resident call and ask questions, and spend a week or two bothering your leasing person. Then, right as they are applying a Realtor from 600 miles away contacts you (s if they were local) and says "this person is about to apply". Then I mention the name to my leasing person and she shows me two weeks of texts, and TT shows that they said they did not have a Realtor. I finally started just saying NO Deal. Any other Ideas about how to prevent this?

01:46:10 Rebecca Woodring: Thanks Wolfgang! Connect with Wolfgang Croskey, Croskey Real Estate, Inc., Pittsburg, CA at <https://www.linkedin.com/in/wolfgangcroskey/>

01:46:41 Rebecca Woodring: This webinar is being recorded and will be available next week in the NARPM Webinar Archives at <https://www.narpm.org/members/resources/webinar-archives/>.

01:46:54 Gerry O'Neil, ARM: 👉

01:46:56 Claire Schwartz, GRI, MPM®, RMP®, C2EX: Thank you everyone!

01:47:02 Caren McCourt-Crane Midland, TX: THANK YOU so mUCH!