

14:03:05 From Rebecca Woodring (NARPM) to Everyone:
Welcome everyone!

14:05:56 From Rebecca Woodring (NARPM) to Everyone:
Many Thanks to our sponsor, Second Nature. Learn more at
<https://rbp.secondnature.com/>.

14:22:56 From Brad Larsen to Everyone:
DD - What ideas / plans do you have in place to mitigate (reduce) the 10% to 15% losses in payment? That right there could eat up or exceed any profits from this. Thoughts?

14:23:59 From Kathryn MacGeraghty to Everyone:
Has anyone gotten a discount from their trash company?

14:29:35 From Ben Thomas to Everyone:
What is a bigger challenge for property managers - turning on utilities / transferring or the actual billing to the tenants?

For DD - is there a price point where you would consider outsourcing utility management given your detailed experience handling them yourself and the lessons learn?

14:31:46 From Bryan Jenkins -AHI Properties Regional Director to Everyone:
Jeremy, you mentioned your utility provider billing through AppFolio to your resident. Can you elaborate on how that works?

14:32:32 From DD Zhou Lee to Everyone:
Brad - Great question. Yes we use Rhino as a security deposit alternative. The plan is to increase the default coverage from 1 month security deposit to 1.5-2 months in order to help pay for any unpaid balances

14:34:33 From Brad Larsen to Everyone:
DD - Who is paying for the additional Rhino policy coverage? Is that part of the tenant alternative security deposit solution? Please explain where the revenue is coming from to cover that. We are building out a new Texas compliant Preferred Tenant Program and are giving consideration to more utility management services.

14:35:15 From DD Zhou Lee to Everyone:
Kathryn - we have not looked into handling trash services

14:35:53 From Jeremy Kloter to Everyone:
JEREMY@OUTFASTPROPERTYMANAGEMENT.COM

14:35:54 From Debby to Everyone:
Our owners schedule their own utilities and if the tenant doesn't turn it on, they will be in the dark.

14:37:53 From Maranda Hunnicutt to Everyone:

DD - How did you become an authorized seller of utilities? is that state specific?

14:38:15 From DD Zhou Lee to Everyone:

Ben - Turning on utilities depends on the municipality where the property is located. Some municipalities are not easy to work with at all. We have one in particular where someone representing Skyline has to show up in person to turn on utilities. For municipalities like that, we simply stopped offering this service because of the headaches. The actual billing is not too complicated.

14:39:15 From Amy Mcwilliams to Everyone:

We also let the residents turn on their utilities in their names o move in date. they are charged a \$50 fee if they do not turn them on in their name as of move in date. If they do not pay it rolls into our name.

14:40:42 From Rebecca Woodring (NARPM) to Everyone:

Many Thanks to our sponsor, Second Nature. Learn more at <https://rbp.secondnature.com/>. Utility concierge services, too! Coming soon, insurance products too.

14:41:17 From Marty Carr to Everyone:

Prior to giving a resident possession, the resident has to provide us proof of turn on with account number to show proof the established service

14:41:42 From DD Zhou Lee to Everyone:

I have evaluated the possibility of outsourcing to a utilities management company. As of now, it make more sense financially to keep using a VA and keep the profits in house

14:43:11 From DD Zhou Lee to Everyone:

Maranda, I'd be happy to share with you offline on becoming an authorized resaler, please shoot me an email dd@skylinepropertiesga.com

14:52:42 From Ben Thomas to Everyone:

Since I've been messaged directly on this, this was context for my pricing question to DD, apologies for not disclosing we offer this service at Nutiliti... - <https://www.nutiliti.com/single-family-property-managers> - happy to answer any questions live or over email - Benji@nutiliti.com

14:53:09 From DD Zhou Lee to Everyone:

Bryan - how much resistance do you get from owners on being on the hook for deposits and unpaid balances from tenants?

14:53:52 From Kathy Pecora to Everyone:

Hi DD! do you make this program optional to new tenants? Or do you just tell them you have this program and they have to participate?

14:54:53 From DD Zhou Lee to Everyone:

Hi Kathy! It's not an optional program for tenants. The billing management service is a part of their lease

14:55:09 From Marty Carr to Everyone:

We give the owner on contract commencement 5e option for us or them to manage their utilities. If we manage the utilities the owner is charged a fee every month.

14:56:37 From Bryan Jenkins -AHI Properties Regional Director to Everyone:

Zero resistance from the owner. We pitch it as the future benefit of the reduction in cost for repeatedly paying both utility deposits and connection fees at each vacancy. Our method is one and done for the owners.

14:57:19 From Bryan Jenkins -AHI Properties Regional Director to Everyone:

We do also charge a fee to the owners for each bill we pay for them during vacancy.

14:58:15 From Kathy Pecora to Everyone:

Do you make your money from the convenience fee and charges to owners or do you add an upcharge on the utility bills?

15:00:50 From Jeremy Kloter to Everyone:

Kathy - we just do a flat fee to turn on or off instead of an upcharge on the bill. Currently we do not have a convenience fee but may consider it later.

15:02:16 From DD Zhou Lee to Everyone:

Kathy - we just charge a billing convenience fee and upfront charges to owners

15:02:40 From Paris Sakas - The Paris Group NW to Everyone:

We're in Seattle Metro area. Tenants set up electricity & usually garbage. We keep utilities in owner's name with us getting an extra copy. I pay someone to scan or download bills and share in tenant's Appfolio portal to pay direct to the utility. Note - In WA state... Water & Sewer entities will lien the owner if tenants don't pay the bills.

15:03:44 From Paris Sakas - The Paris Group NW to Everyone:

Correction - We keep water & sewer in owner's name. We also sign agreements with electricity/gas companies or have owners sign forms and submit for them to have power revert back to owners in between tenants.

15:07:10 From Bryan Jenkins -AHI Properties Regional Director to Everyone:

Kathy, we charge the owners an onboarding fee and do charge an admin fee for each bill that we pay during vacancy periods. Our residents pay our 3rd party utility management company directly and that monthly fee is charged by the 3rd party utility management company directly to the resident through the portal.

15:08:27 From Rebecca Woodring (NARPM) to Everyone:

Last chance for questions, please add to the chat or unmute yourselves. Program ends in approximately 5 minutes.

15:10:32 From Bryan Jenkins -AHI Properties Regional Director to Everyone:

Bryan Jenkins - bjenkins@ahiproperties.com

15:10:33 From DD Zhou Lee to Everyone:

My email is dd@skylinepropertiesga.com if anyone has any other questions or wants to learn more

15:12:40 From Jeremy Kloter to Everyone:

Jeremy@outfastpropertymanagement.com

15:15:01 From Rebecca Woodring (NARPM) to Everyone:

Many Thanks to our sponsor, Second Nature. Learn more at <https://rbp.secondnature.com>.

15:15:12 From Rebecca Woodring (NARPM) to Everyone:

Many Thanks to our Host, Zee Bhimji of Real Property Management Group, Park Ridge IL

15:15:25 From DD Zhou Lee to Everyone:

Great job Zee! Thank you!

15:15:27 From Rebecca Woodring (NARPM) to Everyone:

Many thanks to our panelists!

15:15:36 From Paris Sakas - The Paris Group NW to Everyone:

Thanks for everyone's contribution.

15:15:39 From Kathy Pecora to Everyone:

Thank you!