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GENERAL MEMBERSHIP MEETINGS:

DATE: May 26, 2026	**DATE**: June 23, 2026	**DATE**: July 15, 2026
TIME: 7 p.m.	**TIME**: 7 p.m.	**TIME**: 7 p.m.
TOPIC: Maintenance	**TOPIC**: TBD	**TOPIC**: Summer Carnival BBQ

RHA Office
230 W. Towne Ridge Pkwy. #175
Sandy, UT 84070

GOOD LANDLORD CLASSES

9 a.m. - 1 p.m.

Friday,June 5th, 2025
Friday, Aug. 5th, 2026
Friday, Sept 4th, 2026

230 W. Towne Ridge Pkwy. #175
Sandy, UT 84070

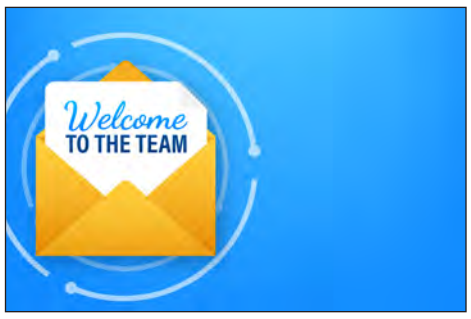
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Welcome to Our New Supplier Members

We're excited to welcome the following supplier members who joined the Rental Housing Association in April:

- On Top Roofing
- Climb Axe Tree Services
- Utah Flood Guys
- Sourgum Waste
- Guillermo Blanco Towing
- Full Circle Resurfacing
- Pye-Barker Fire & Safety
- Acer Landscape Management LLC
- Fix and Finish LLC
- How to Maintenanceâ„¢
- Centricity
- Bright Home Repair
- Capitol Roofing Service
- Mammoth Builders
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- Mountain Supply LLC DBA Falcon Pest Control
- Impact Property Solutions
- Best Option Restoration
- Doblo Turn Pros

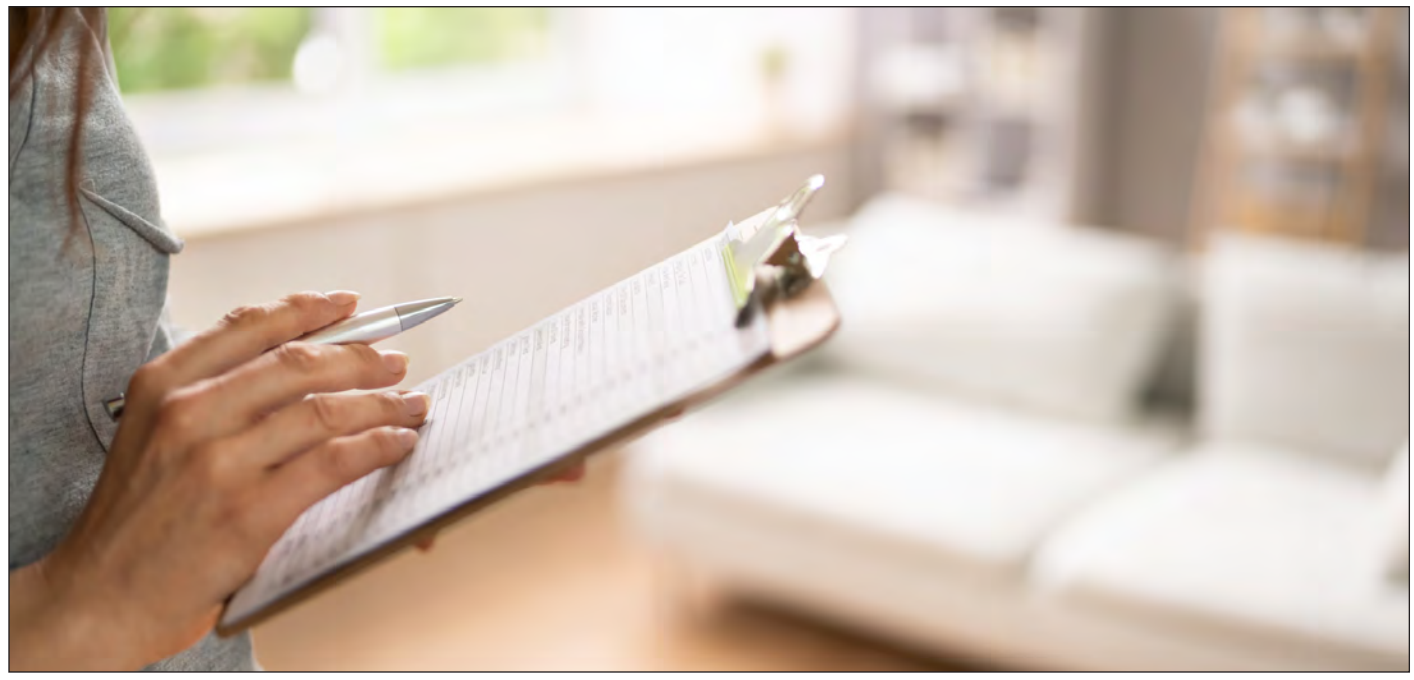
We look forward to connecting our members with these valuable service providers and helping them integrate into Utah's rental housing community. As always, our goal is to ensure every supplier brings meaningful solutions to the table and helps our members succeed.

Welcome aboard, we're glad to have you with us!

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Understanding Security Deposits: What's Deductible, What's Not

RENTAL HOUSING ASSOCIATION OF UTAH

Security deposits are one of the most common sources of disputes between housing providers and residents. In many cases, the disagreement is not about the deduction itself, but whether expectations were clearly communicated and properly documented throughout the tenancy.

What Can Be Deducted?

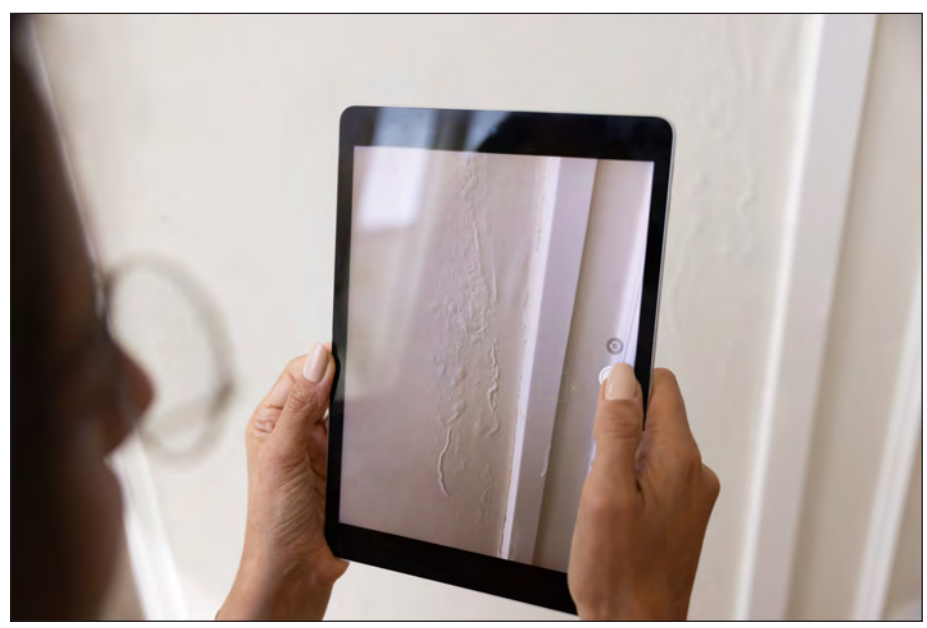
In Utah, housing providers may generally deduct from a security deposit for unpaid rent, damages beyond normal wear and tear, cleaning costs if allowed under the lease, and other charges authorized by the rental agreement. Deductions should always be reasonable, supported by documentation, and connected to actual costs incurred by the property owner.

Normal Wear-and-Tear vs. Damage

One of the most important concepts when handling deposits is understanding the difference between normal and resident-caused damage.

Normal wear-and-tear refers to the natural deterioration that occurs through ordinary use of the property. This may include lightly worn carpet, faded paint, minor wall scuffs, or small maintenance issues that develop over time. These are generally considered part of the normal cost of operating rental housing.

Damage goes beyond ordinary use. Examples may include large holes in walls, broken fixtures, excessive filth, pet damage, or heavily stained flooring. These conditions may justify deductions if they are properly documented.





The Importance of Documentation

Documentation is one of the best ways to reduce disputes. Move-in inspection reports, photographs, invoices, maintenance records, and move-out inspections can help establish the condition of the unit before and after occupancy.

Without clear documentation, it may be difficult to support deductions if a disagreement arises.

Consistency Matters

Applying standards consistently across residents can help reduce confusion and risk. Clear lease language and written policies regarding cleaning expectations, damage charges, and move-out procedures can make the process more predictable for everyone involved.

Security deposits are intended to help cover legitimate losses, not function as additional income. Clear communication, proper documentation, and reasonable expectations can go a long way toward preventing disputes and creating a smoother move-out process for both housing providers and residents.

Chair's Message

Recognizing the Teams That Drive Our Industry Forward



Bill Prince
Chair,
Rental Housing Association of Utah
and Senior Director of Real Estate, Greystar

One of the greatest strengths of Utah's rental housing industry is the people behind it. Every day, onsite teams across the state work to create safe, welcoming, and well-managed communities for residents. From property managers and leasing professionals to maintenance teams, suppliers, and support staff, the success of our industry depends on the dedication and professionalism of these individuals.

That is why recognition matters.

Creating a culture where employees feel appreciated and valued does more than improve morale. It strengthens company culture, improves retention, increases engagement, and encourages teams to continue striving for excellence. When people know their work matters, it positively impacts not only their performance, but the experience of the residents they serve.

One of the best ways we can recognize those contributions is through the Rental Housing Association's annual Topaz Awards. Each year, the Topaz Awards celebrate outstanding individuals, teams, properties, and companies that are helping raise the standard for Utah rental housing.

This year is especially exciting because, in addition to our Wasatch Front awards program, we are expanding the Topaz Awards with the first-ever Southern Utah Topaz Awards and Logan/Northern Utah Topaz Awards ceremonies. These new regional events will allow us to better recognize the incredible professionals and communities making an impact throughout all areas of the state.

Whether it is an exceptional leasing consultant, a maintenance technician who consistently goes above and beyond, an outstanding supplier partner, or a property team creating an exceptional resident experience, the Topaz Awards are an opportunity to celebrate the people who make this industry stronger.

Nominations are now open for all three events.

Southern Utah and Logan/ Northern Utah awards

For the new Southern Utah and Logan/Northern Utah awards programs, nominations are free and can be submitted through the link below:

Southern Utah & Logan/Northern Utah Nominations:
https://topazawards.com/award-nominations

Wasatch Front Topaz Awards

The Wasatch Front Topaz Awards have a separate nomination process and nomination fee. Additional details and submissions can be found below:

Wasatch Front Nominations:
https://www.rhautah.org/slc-topaz-awards-nominations

I encourage every company, property, and supplier partner to take the time to nominate the individuals and teams who help make your organization successful. Recognition can have a lasting impact, and these awards are an opportunity to celebrate the hard work, professionalism, and dedication that drive our industry forward every day.

Thank you for all you do to support Utah's rental housing industry, and I look forward to celebrating many of you at this year's Topaz Awards events.

Ask the Attorney

How to Handle Tenant's Request for Multiple Emotional Support Animals



Jeremy Shorts, Esq.
Utah Eviction Law



Q: My tenant requested FOUR emotional support animals at the same time! What do I do?

A: Even though your tenant is requesting multiple ESAs, you would still process the request like normal, with a small tweak. Your focus is to verify two things: (1) whether the tenant is disabled, and (2) whether that animal assists them with the disability. However, when multiple ESAs are requested, you can also consider whether the second (or third, or fourth) animal satisfies a separate and distinct need that the earlier animals do not.

Do NOT ask your tenant to explain WHY they need multiple animals. It's just a YES or NO question – "Does the subsequent animal satisfy a separate and distinct need that the earlier animals do not?" You are just verifying that there is a separate and distinct need for the subsequent animals.

How do you verify this? Many times the medical provider provides ONE letter that prescribes MULTIPLE animals, which shows the medical provider is prescribing multiple animals. If they provide TWO separate letters that also explain that each animal has a separate benefit, that's fine too. But if they provide multiple letters for multiple animals, but the letters do not reference whether there is a separate benefit between the animals, it is likely reasonable to request reliable documentation from the tenant.

Finally, depending on the size and layout of the unit, having multiple animals may become unreasonable depending on several factors. If it's a shared room in student housing with limited space, shared common areas, and other tenants have already been granted an ESA, maybe multiple animals is unreasonable?

In the end, HUD hasn't given any black and white rules on when multiple animals are an unreasonable request. You should enter into an "Interactive Dialogue" to discuss your concerns with the tenant and hopefully come to a consensus of how to move forward.

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The go-to periodical for property management professionals and multifamily investors doing business in Utah



Director's Message

The Importance of Regular Property Inspections



L. Paul Smith, CAE
Executive Director,
Rental Housing Association of Utah

Professional property managers and rental property owners are busy. With leasing, maintenance coordination, resident communication, and daily operations, inspections are often one of the first things pushed to the back burner. Unfortunately, skipping inspections can allow small problems to turn into larger and more expensive issues.

Why Inspections Matter

Regular inspections help housing providers identify lease violations, maintenance concerns, and property damage before they become more serious. They also help confirm whether residents are properly maintaining the interior and exterior of the property.

Inspections can uncover issues such as unauthorized occupants, cleanliness concerns, neglected landscaping, water leaks, or resident-caused damage. Catching these problems early is usually far less expensive than waiting until move-out or until repairs become major projects.

Inspections also help identify normal deterioration caused by time and weather so repairs can be scheduled before conditions worsen.

Inspections Encourage Better Compliance

Even the reminder of an upcoming inspection can improve resident compliance. When residents know management will be visiting the property, they are often more likely to address cleanliness issues, yard maintenance concerns, or other lease violations ahead of time.

Regular inspections also reinforce that the property is being actively managed and monitored.

Any Inspection Is Better Than No Inspection

Many housing providers struggle to stay consistent with inspections because of time and staffing limitations. While quarterly inspections are recommended by the RHA, many members choose to conduct inspections semi-annually or annually instead.

The important thing is having some type of regular inspection process. Any inspection schedule is generally better than not inspecting the property at all.

Making Inspections a Priority

Inspections are one of the most valuable preventative tools in property management. They help protect the property, encourage lease compliance, and identify maintenance concerns before they become costly repairs.

No matter how busy operations become, regular inspections can save housing providers significant time, money, and stress in the long run.

Landlords Hope to Recoup $1.5 Billion

Settlement Discussions Taking Place Over Pandemic Rent Losses

Rental Housing Journal



After initially losing in the Court of Federal Claims in 2022, a group of landlords won on appeal and are now hoping to recoup as much as $1.5 billion from the Justice Department over losses they suffered as a result of the federal eviction moratorium during the COVID-19 pandemic. They say the amount would be just a fraction of what the industry lost.

The federal eviction moratorium lasted from September 2020 through July 2021, and was among the pandemic's most divisive policies. It ended after the Supreme Court ruled the Centers for Disease Control and Prevention (CDC) lacked authority to impose the ban without congressional authorization.

A survey by the National Rental Home Council, a trade association, published weeks after the federal moratorium ended, found that half of small landlords had tenants who missed rent and a third sold or planned to sell properties.

The moratorium and backlog of eviction cases cost owners $57 billion, according to the lawsuit, with more than 10 million delinquent renters in the ban's first four months alone.

"Public health measures like this, they may be well-intentioned," said Creighton Magid, a lawyer for the plaintiffs. "But when the government imposes this type of moratorium, the financial burden should be borne by the government, not individual property owners."

While there was some rental assistance received by landlords, they say rental assistance never fully compensated them for their losses, contending programs were often mired in red tape and poorly run. States were slow to spend the money, struggled to set up programs and, in the case of Arkansas and Nebraska, didn't accept all the federal funding.

Matthew Haines told the Associated Press that he, like landlords across the country, learned he was barred from evicting tenants who didn't pay their rent under a federal eviction moratorium that lasted almost a year — costing him and his investors over $1 million.

Haines is among more than 1,500 property owners who filed a federal lawsuit arguing the moratorium enacted by the CDC violated the Fifth Amendment by unlawfully denying them compensation. Plaintiffs range from those who lost thousands of dollars to one who lost over $14.5 million.

After initially losing in the Court of Federal Claims in 2022, the plaintiffs won on appeal and are now in settlement discussions with the Justice Department. Landlords are hoping to recoup as much as $1.5 billion — a fraction of what the industry lost.

"It's important for us to stand up when a group like the CDC unilaterally, functionally, decides that they have a right to oversee our business," said Haines, who owns three rental communities with 240 units in Arlington and Irving, Texas, in an interview with the AP.

Landlords say the bans devastated their businesses. Unable to collect rent, many were forced to take on debt, lay off staff, delay repairs and, in some cases, sell their property. They say the impact lingers, with longer delays for evictions, tighter screening for riskier tenants and growing numbers of owners getting out of the rental business altogether.



Is a 'Landlord Exodus' Reshaping Market?

By Scot Aubrey



For almost all of human history, the word "exodus" has represented a mass departure or emigration of a large group of people from a specific location at the same time, often used to describe a group of people fleeing a situation. Across the United States, a growing number of small landlords are choosing to sell their rental properties, a trend many are calling the "landlord exodus." While large institutional investors have continued expanding in some markets, independent landlords—those who own one to 10 rental units—are increasingly stepping away from the business. This shift is beginning to reshape the rental-housing landscape, affecting tenants, local communities, and the future of affordable housing.

In most markets, small landlords have played a critical role in providing rental housing for decades. Like you, the many own and rent out a single-family home, duplex, or a small apartment building as a source of retirement income or long-term wealth-building. Unlike corporate property owners, you often manage your own property, maintain direct relationships with your tenants, and operate on relatively thin profit margins that you hope to maintain for years to come. However, in recent years, rental ownership has become significantly more challenging due to unforeseen changes in the market.

One of the primary drivers behind the landlord exodus is something we are all experiencing, regardless of the market we are in, and that is rising operating costs. Property taxes have increased in many cities and counties, placing additional financial pressure on owners. Insurance premiums have also skyrocketed, particularly in areas affected by severe weather events, natural disasters, or increased liability claims. At the same time, maintenance and repair costs have surged due to inflation, labor shortages, and higher prices for building materials. For landlords managing older properties, unexpected repairs such as HVAC replacement, plumbing failures, or roof repairs can quickly erase months or even years of rental income.

Interest rates have added another layer of difficulty. For landlords who purchased or refinanced properties during the "glory days" of low interest rates, you are generally in a stronger position to weather market changes. Unfortunately, if you find yourself among those seeking to expand, refinance adjustable-rate loans, or purchase replacement properties, you face much higher borrowing costs. Higher-priced financing and shrinking cash flow combine to make rental ownership less attractive, especially to landlords who are new to the industry.

If the previously listed challenges were not enough, regulatory changes are also influencing decisions. Changes like new tenant protections, extended eviction timelines, rent-increase restrictions, and additional compliance requirements have changed the risk profile of rental ownership. It's true that while many of these policies were designed to protect tenants, they are not exactly landlord-friendly. With the added legal complexity and delayed ability to address nonpayment or lease violations, sustaining a profitable business is challenging - especially for owners without professional management teams or legal resources.

The long-term effects of the pandemic also continue to affect the market. Many of you and your fellow landlords experienced delayed rent payments, eviction moratoriums, and rising vacancy concerns during and after COVID-era protections. The financial strain left lasting effects on many small property owners, even years after the pandemic's end.

These varied challenges have taken a toll on some and as a result, some landlords are choosing to sell while property values remain relatively strong. Buyers include owner-occupants, local investors, or large real estate firms, which has resulted in a reduction in the number of independently owned rental units in a community, leading to a consolidation within the housing market.

The long-term impact of the landlord exodus remains uncertain. For tenants, the change could mean fewer housing options in certain neighborhoods, less flexibility in lease negotiations, or a shift toward professionally managed properties. For communities, it holds important implications about who will own and manage local housing in the years ahead.

For investors like us, being a small landlord has long been an essential part of the housing ecosystem, providing valuable housing where needed. As more of us exit the market, policymakers, investors, and renters alike will need to adapt to a changing rental landscape. The same can be said for those who decide to stay in the landlord game and find new ways to thrive.

Scot Aubrey is vice president of Rent Perfect, a private investigator, fellow landlord and cohost of the Rent Perfect Podcast. Subscribe wherever you find your podcasts to stay up to date on the latest industry news and for expert tips on how to manage your properties.







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April Sees 3rd Monthly Rent Rise; Year-Over-Year Rent Still Down

Rental Housing Journal

The national median rent ticked up by 0.5 percent in April, increasing for the third consecutive month following six straight monthly rent declines, Apartment List writes in the May report.

"We are now entering the time of year when the bulk of moves take place, and as such, we'll likely see continued price increases through the summer, in line with typical seasonal patterns. Prices generally soften as fewer renters move during the fall and winter, and then gradually begin to increase as we get closer to the peak moving summer season," the research team writes.

- After the increase of 0.5% in April, the national median rent is $1,370.
- Rent prices nationally are down 1.7% compared to a year ago. Year-over-year rent growth is "now at the lowest level that we've seen in our estimates going back to 2017, surpassing a record set in the early months of the pandemic. The national median rent has now fallen from its 2022 peak by a total of 5%," the report says.
- The national multifamily vacancy rate ticked down to 7.2% this month. After hitting a new record in Q1, the vacancy rate may have now hit its peak and turned the corner. "This marks the first time that we've seen the vacancy rate decrease in over four years," the researchers say.
- Units are taking an average of 35 days to get leased after being listed, which is five days longer than a year ago, and nearly twice as long as it took units to turn over when the market was at its hottest in mid-2021.
- The Austin, Texas, metro continues to have the softest conditions among the nation's large rental markets, with the median rent there down by 5.7% over the past year. At the other end of the spectrum, the Virginia Beach, Va., metro now sits atop the rankings of fastest year-over-year rent growth at +5.2%.

National median rent drop

Compared to a year ago, the national median rent is down by 1.7 percent.

At this time in 2025, it had appeared that year-over-year rent growth was on track to flip positive for the first time since mid-2023; however, that rebound stalled out and reversed course as demand has slowed amid a more uncertain labor market. Year-over-year rent growth has been gradually dipping further negative for a full year now, and the current reading of -1.7 percent is the lowest year-over-year rent growth recorded in the history of our estimates going back to 2017.

The most important driver behind the soft market conditions that have persisted for three years is a historic surge of multifamily construction, which has gradually been absorbed. The vacancy rate has consistently loosened, gradually moving from record lows to record highs.

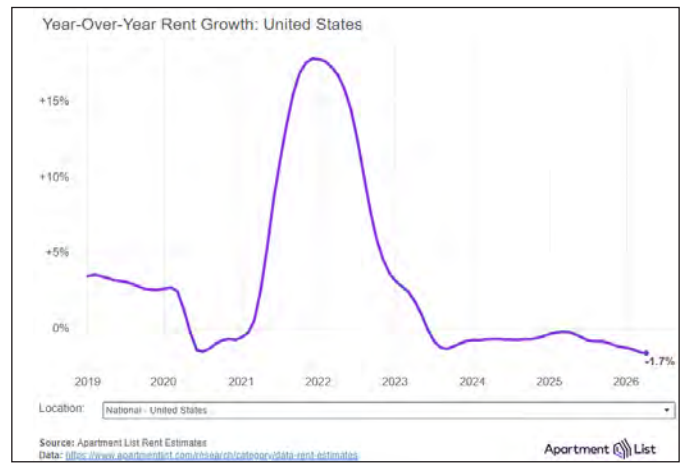
"We may now finally be reaching the point where the market begins to stabilize. However, it's possible that the vacancy rate will simply plateau at this elevated rate, rather than continuing to decline in a meaningful way," the research team says.

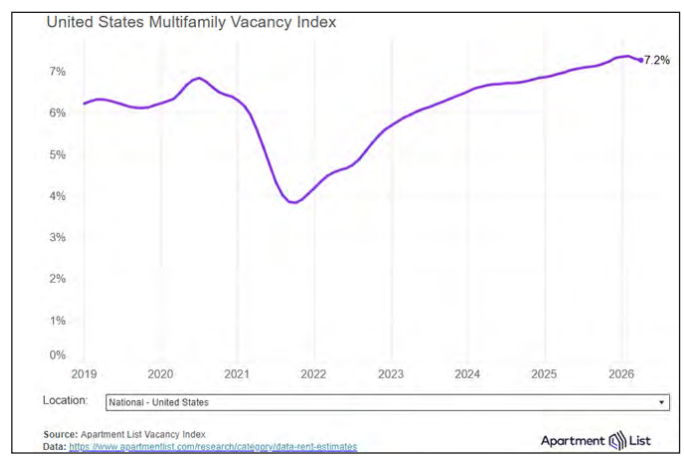
The list-to-lease time is a highly-seasonal measure, and ticked down slightly this month, in line with the same seasonal pattern observed in our rent index. Units leased in April had been sitting on the market for an average of 35 days, down from 38 days in March.

Conclusion

"The rental market is beginning to enter its busy season, but multifamily conditions remain soft. Month-over-month rent growth stalled out in April, and year-over-year growth is at a new low. But even as the construction wave recedes, an uncertain macroeconomic outlook presents risks to rental demand," the Apartment List research team says.

Read the full May report at:
www.apartmentlist.com/research/national-rent-data







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Maintenance Tips and Management Guidance from Down in the Trench-





'Landlord Hank' Rossi offers helpful, useful information for fellow rental property owners and managers

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