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Tenant Did Not Give 30-Day Notice; Can I Charge?

By Hank Rossi

Dear Landlord Hank: My tenant's one-year lease was up on Sept 30. They paid September rent. Then on Sept. 20, they gave me a notice to move.



Do I get to charge them for Oct 1-19, which would be 30 days?

What is my recourse? Don't they have to give 30 days' notice no matter what the lease is? – Diana

Dear Diana: Your lease with your tenant is the controlling document for your relationship.

Most leases will have a renewal clause that indicates something like: Landlord or tenant must notify each other in

See ASK HANK on Page 6

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RealPage Agrees to Proposed Justice Department Settlement

Rent Price-Fixing Agreement Awaits Court Approval

Rental Housing Journal

The U.S. Department of Justice has proposed a settlement with software provider RealPage over rent price-fixing through algorithmic coordination, information sharing, and other anticompetitive practices in rental housing markets across the country, according to a release from the department. RealPage is a provider of revenue management software and services headquartered in Richardson, Texas.



The Justice Department alleged in the suit that RealPage's revenue-management software has relied on nonpublic, competitively sensitive information shared by landlords to set rental prices.

"Competing companies must make independent pricing decisions, and with the rise of algorithmic and artificial intelligence tools, we will remain at the forefront of vigorous antitrust enforcement," said Assistant Attorney General Abigail Slater of the Justice Department's Antitrust Division in the release.

If approved by the U.S. District Court for the Middle District of North Carolina, the proposed consent judgment would require RealPage to:

- Cease having its software use competitors' nonpublic, competitively sensitive information to determine rental prices in runtime operation;
- Cease using active lease data for purposes of training the models underlying the software, limiting model training to historic or backward-looking nonpublic data that has been aged for at least 12 months;
- Not use models that determine geographic effects narrower than at a state level, which is broader than the markets alleged in the complaint;
- Remove or redesign features that limited price decreases or aligned pricing between competing users of the software;
- Cease conducting market surveys to collect competitively sensitive information;
- Refrain from discussing market analyses or trends based on nonpublic data, or pricing strategies, in RealPage meetings relating to revenue management software;
- Accept a court-appointed monitor to ensure compliance with the terms of the consent judgment; and
- Cooperate in the United States' lawsuits against property-management companies that have used its software.

RealPage said in a release, "The settlement provides resolution and clarity for RealPage customers and the broader multifamily industry, ensuring the company's revenue-management solutions remain fully available, legally compliant, and aligned with evolving laws and policies. RealPage has worked collaboratively with the DOJ throughout this process, engaging constructively to reach an outcome that strengthens confidence across the industry.

"This resolution marks an important milestone for RealPage, our customers, and the multifamily industry," said Dirk Wakeham, RealPage President and chief executive officer, in the release.

"This resolution with the DOJ was necessary to provide certainty and finality for RealPage and its customers to avoid protracted litigation," said Stephen Weissman, Gibson Dunn Partner and former deputy director for the Federal Trade Commission, in the release.

"While we deny any wrongdoing, we appreciate the constructive engagement by DOJ and its willingness to bless the legality of RealPage's prior and planned product changes under federal antitrust law through the consent decree," Weissman said, and added, "There has been a great deal of misinformation about how RealPage's software works and the value it provides for both housing providers and renters. We believe that RealPage's historical use of aggregated and anonymized nonpublic data, which include rents that are typically lower than advertised rents, has led to lower rents, less vacancies, and more procompetitive effects."

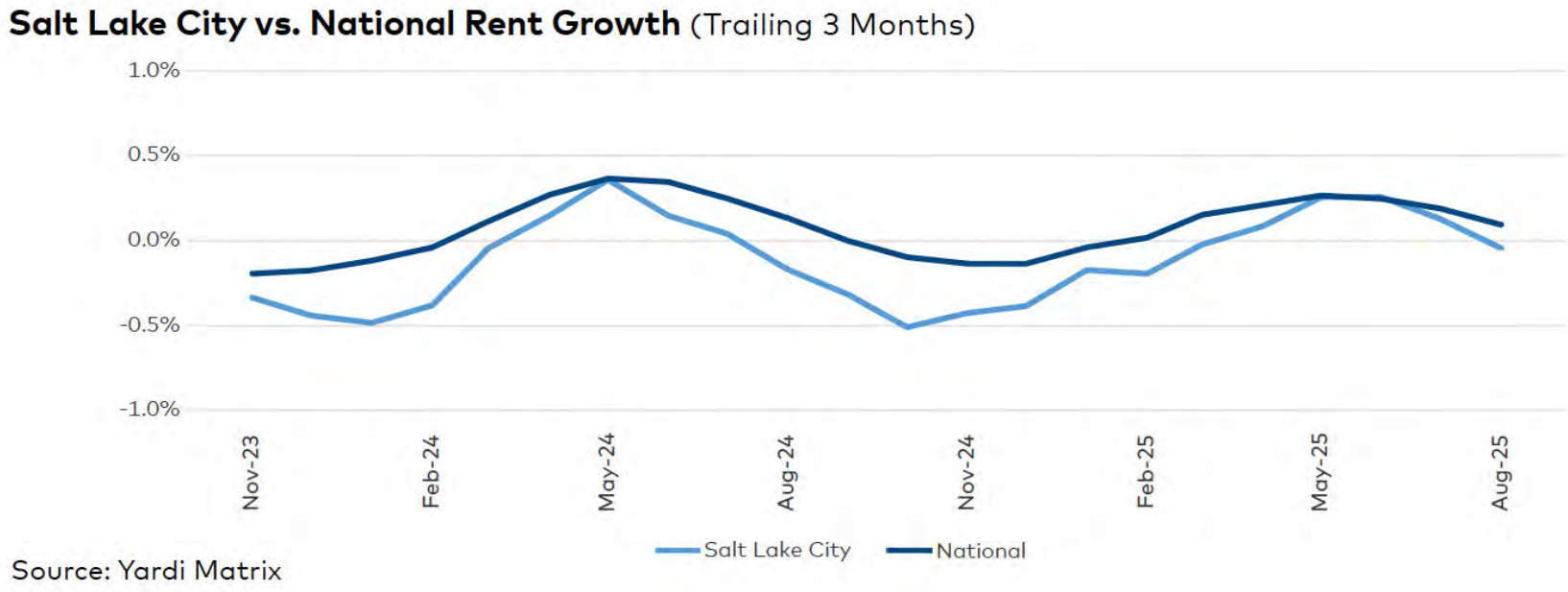
There is an upcoming 60-day public comment public period before the U.S. District Court for the Middle District of North Carolina may enter the final judgment upon finding it is in the public interest.

You can see the Justice Department release at:
https://bit.ly/48iL7RD

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Our regular monthly columns — Chair's Message, Ask the Attorney, and Director's Message — will return next month.



Supply Burst Continues in Salt Lake City

Rental Housing Journal

Salt Lake City's advertised asking rents stayed flat through August at $1,556, while deliveries continued their strong pace, up 5.2 percent YTD, well above the 1.9 percent U.S. rate, Yardi Matrix says in a special Utah report.

Salt Lake City's average advertised rent growth was unchanged on a trailing three-month basis through August, at $1,755, while the U.S. rate inched up 0.1% to $1,755.

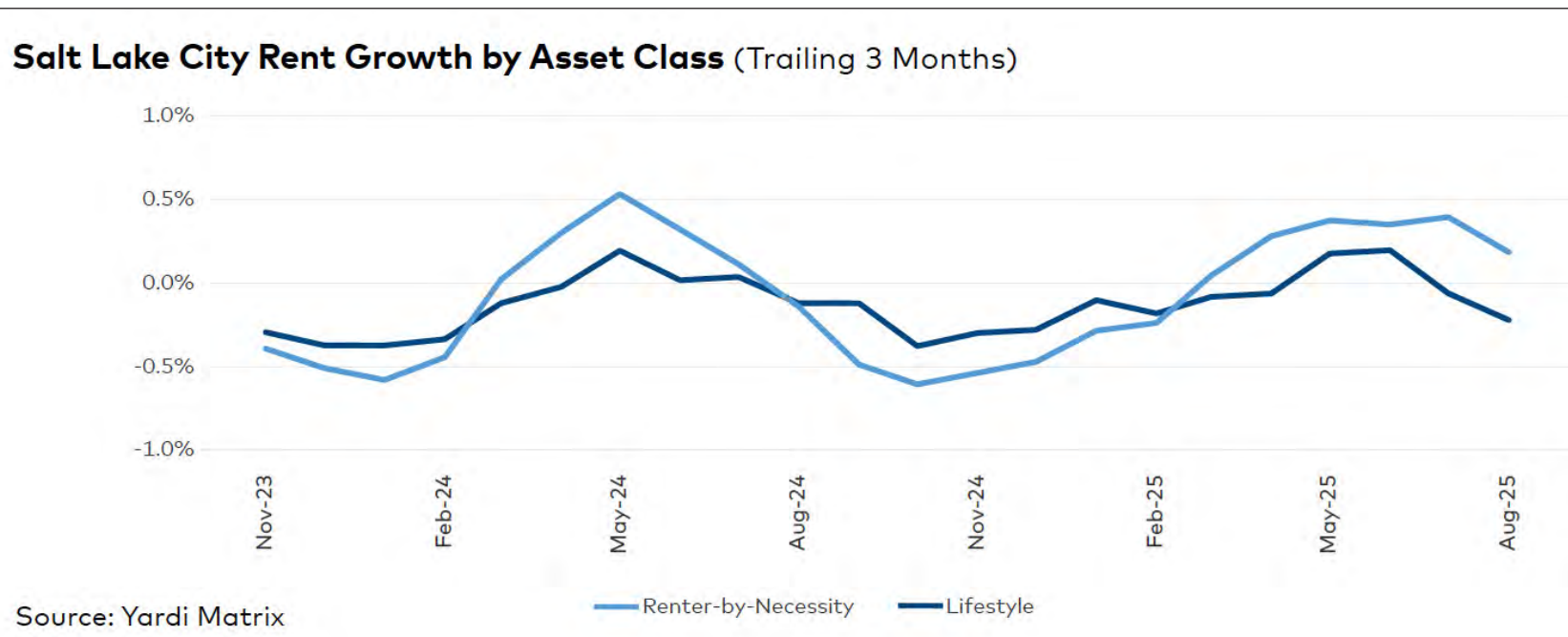
Meanwhile, despite deliveries, the occupancy rate in stabilized properties climbed 30 basis points year-over-year, to 94.8% in July.

Salt Lake City employment growth stood at 1.8% year-over-year as of June, among the top performers nationally and well above the 0.8% U.S. rate. Unemployment was 3.6% in July, trailing the 3.3% state figure but outperforming the nation's 4.2%.

Education and health services (14,300 jobs) accounted for nearly half of the 29,200 net jobs gained over the 12 months ending in June, followed by government (7,800 jobs). Meanwhile, three sectors lost 5,100 positions combined, with trade, transportation and utilities shedding the most (3,700 jobs).

Two new University of Utah campuses, Huntsman Cancer Institute in Vineyard and Eccles Health in West Valley City, were among the projects that developers broke ground on so far in 2025.

Developers delivered 7,133 units in 2025 through August, for a solid 5.3% increase of total stock, while the construction pipeline had 12,573 units underway. Investment activity lagged, with multifamily sales amounting to $260 million through August, for a price per unit that rose 29.4% year-to-date to $265,206.



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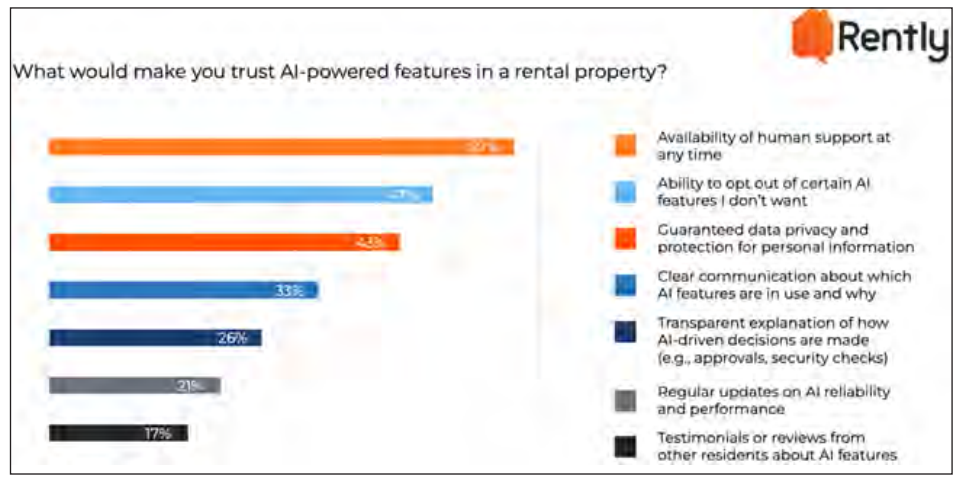
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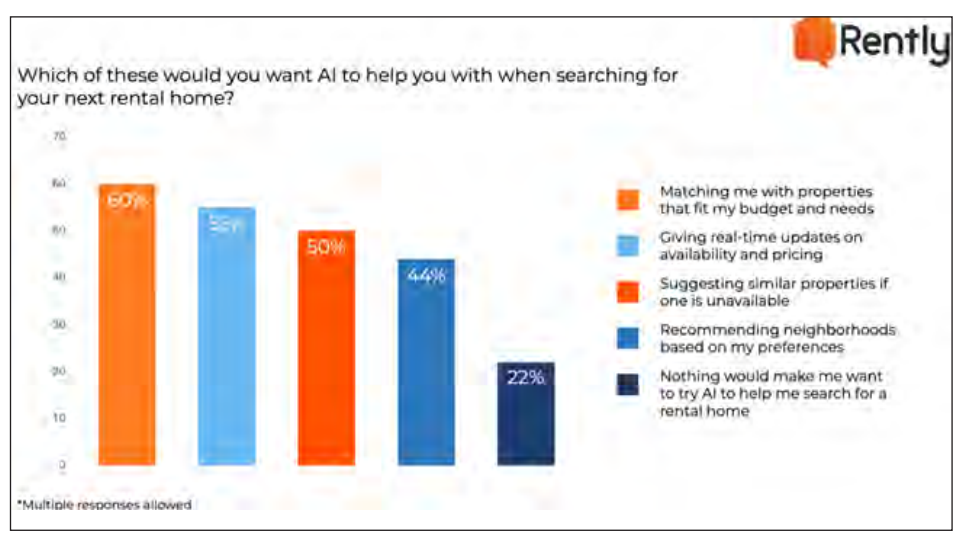
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The go-to periodical for property management professionals and multifamily investors doing business in Utah



Survey: 74% of Renters Lose Trust if AI Not Disclosed During Leasing





Rental Housing Journal

Three out of four renters say they lose trust when AI is hidden in the leasing process, and they're not shy about what they expect instead. New research from the property-technology company Rently says that renters want AI to handle the hassle, from filtering out stale listings to securing after-hours tours, but demand transparency and human backup when the stakes get high.

The Rently 2025 Report on AI in Leasing polled 800 U.S. adults in September 2025 via the third-party platform Pollfish, examining attitudes across AI-assisted search, self-guided touring, leasing, and support.

The report findings illustrate a balancing act for property managers and operators. Renters are open to AI-powered tools when they make the experience faster and easier–such as delivering real-time pricing or suggesting credible alternatives–but they expect clear disclosure when automation is involved. They'll pay a little more for peace of mind in areas like security and 24/7 maintenance, yet they draw the line when money, contracts, or disputes are on the table, insisting those moments stay human-led.

Key findings include:

- Transparency and control set comfort levels. 74% of respondents say they are less comfortable when AI use isn't disclosed; 57% want human support available anytime; 47% want the ability to opt out of AI features.
- Renters want smarter search tools. 60% want home recommendations that match their budget and needs, 55% want availability and pricing updated in real time and 50% want to be suggested comparable units when a listing is no longer available.
- Self-tours win on access and safety. 50% of renters value the ability to tour after hours, 49% want property details on their phone during the visit and 46% want secure entry with ID verification and one-time codes.
- Renters will pay small premiums for assurance. 42% would pay more for security monitoring and 37% for 24/7 maintenance support; 64% would cap added tech costs at $20/month or less; 5% would exceed $60.
- Humans are wanted for high-stakes moments. 71% want to contact a person first when a problem arises, especially for rent negotiations, payment concerns, and disputes.

Taken together, the findings point to a simple expectation for the rental journey: It should be fast, relevant and transparent, with safe access to properties and real people available when judgment is needed. Renters want tools that make decisions easier and teams that stand behind the experience, so the path from search to keys feels predictable and fair.

"The rental process isn't just about square footage or price. It's about how the experience feels," said Merrick Lackner, CEO at Rently. "Renters want listings that are accurate, tours that are flexible and support that's responsive. AI can make those interactions faster and easier, but only when it's transparent. Leasing technology that reduces friction while keeping people in control is what will define the next era of rental technology."

Lackner continued, "AI can deliver faster searches and real-time updates, and safer communities, but its real value is empowering renters to make better decisions. When paired with human support, technology doesn't just streamline leasing, it elevates the entire renter experience."

For the complete survey results and additional insights, read the Rently 2025 Report on AI in Leasing at:
https://bit.ly/3JZlD3s



Fair Maintenance Shapes Community Culture

By The Fair Housing Institute

Maintenance requests often are the most frequent interactions residents have with property management. For many residents, the speed and fairness of these responses set the tone for their overall satisfaction.

Quick, consistent and respectful responses can build confidence in the community and reassure residents that their concerns are being addressed.

On the other hand, when delays occur without explanation or when residents perceive favoritism, frustration grows quickly.

This dissatisfaction can spill over into complaints, poor reviews, or even formal fair-housing claims. Viewing maintenance not just as a repair function but as a form of customer service helps property managers approach every request as an opportunity to strengthen trust.

Why Fairness Matters Beyond Compliance

Fair housing laws make it clear: All residents must be treated equally.

This applies not only to leasing and advertising but also to day-to-day operations, such as maintenance. If one resident consistently receives faster service than another, especially if there is a pattern tied to protected characteristics, housing providers could face allegations of discrimination.

Yet compliance is only part of the picture.

Fair treatment has a direct impact on how residents feel about their community. When residents see that their requests are taken seriously and handled with fairness, they feel respected. That respect often translates into long-term loyalty, timely lease renewals, and even word-of-mouth recommendations that attract future residents.

Prioritization Done Right

Naturally, some maintenance issues require more immediate attention than others. A burst pipe or malfunctioning air-conditioning system in the summer must be prioritized over cosmetic problems, such as a sticking cabinet door. The challenge for property managers is ensuring that the system for prioritization is consistent and clearly communicated.

Establishing objective criteria, such as health and safety concerns, habitability, and urgency, creates a framework that staff can rely on to make informed decisions. When residents understand why certain requests are addressed first, they are less likely to perceive unfairness. Transparency in how priorities are set turns potential frustrations into opportunities for reassurance and confidence.

Communication Builds Confidence

Even with clear priorities, delays are sometimes unavoidable. High-demand seasons, staffing shortages, or parts on backorder can all affect response times. The difference between a satisfied resident and an upset one often comes down to communication. Residents who receive proactive updates feel that their concerns are acknowledged, even if the repair is delayed.

Good communication also prevents assumptions of favoritism. If a resident sees a neighbor's request being completed sooner, they may assume bias unless they have been informed about the reason for the timing. By setting realistic expectations and keeping residents updated, property managers build confidence that all requests are handled fairly and thoughtfully.

Documentation as a Service Tool

Accurate documentation is a cornerstone of both compliance and customer service. By keeping detailed records of when requests are made, how they are prioritized, and when they are completed, property managers can demonstrate consistency in their process. This reduces liability and helps resolve disputes if a resident questions why a delay occurred.

But documentation does more than protect management. It also improves efficiency. Staff can quickly review outstanding requests, provide precise updates to residents, and ensure that no issues fall through the cracks. This level of organization signals professionalism and creates a smoother experience for residents, reinforcing the trust that property managers work hard to build.

Training Staff for Consistency

Front-line staff members often handle maintenance requests directly, and their actions can significantly affect resident perceptions. Without clear policies and training, employees may make judgment calls based on convenience or familiarity, unintentionally creating unequal treatment. Training ensures that staff understand fair-housing obligations and apply policies consistently.

Beyond compliance, training instills a customer-service mindset. Staff members learn that every interaction is a chance to either build or damage trust with residents. By equipping employees with both the legal knowledge and customer-service skills they need, property managers create a team that represents fairness, professionalism, and respect at every step of the process.

Building Trust One Request at a Time

Balancing maintenance requests fairly is about more than fixing broken items. It is about creating an environment where every resident knows they can rely on management for fair and consistent service. When residents trust the process, they are less likely to feel overlooked, even when delays happen.

By combining consistent prioritization, transparent communication, strong documentation, and well-trained staff, property managers can leverage maintenance as one of the most powerful tools for enhancing resident satisfaction. Each request addressed fairly strengthens the community, reduces risks, and creates long-term value for both residents and housing providers.

Strengthen Your Maintenance Practices

Now is the time to review how your team handles maintenance requests.

Are your prioritization standards clear and consistent? Is communication timely and transparent? Do your staff members have the necessary training to handle requests fairly under the Fair Housing Act?

Taking the time to evaluate and improve these areas will pay off in more than just compliance; it will also yield benefits in other areas. It will lead to stronger relationships, greater resident satisfaction, and a healthier community culture. Start with small changes, reinforce them through training, and watch as fairness in maintenance becomes a foundation for trust and long-term success.

In 2005, The Fair Housing Institute was founded as a company with one goal: to provide educational and entertaining fair-housing compliance training at an affordable price at the click of a button.

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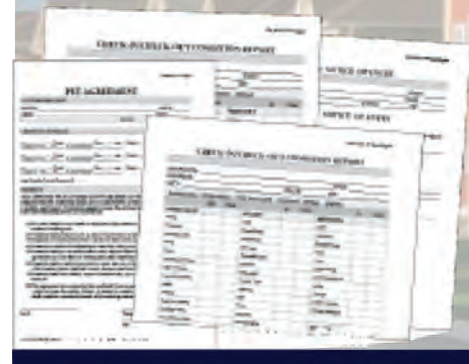
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Fear Of ICE Creating Landlord Headaches

Rental Housing Journal

Fear has become a new expense cost for Chicago landlords as Immigration and Customs Enforcement (ICE) raids across the city have led to missing tenants, contractors not showing up for work and headaches for property managers, according to reports.

The *Chicago Sun-Times* reports that tenants cannot pay rent on time because they are missing work due to fear of agents. Tenants are just staying home in fear of ICE.

Maintenance staff members also are not showing up for work. Contractors working on building repairs for rental units are also missing. Landlords estimate up to 40 percent of their contractors are now absent.

Property owners and property managers worry this is all going to lead to rent increases for the existing tenants to cover losses.

John Warren of Forte Properties, who has been in the real estate business for a decade, talked about the fear among residents and workers – both documented and undocumented



– with the *Sun-Times*.

"Residents are scared to open their doors" for maintenance workers, he said, and it has become harder to schedule repairs with his work force

"All the risk you try to factor into making a business decision to lease and buy property, never have I had to compute ICE or federal authorities," said Gene Lee, founder of TLG Development, who has been in the real estate industry for 10 years.

Lee said most of his workers are of Hispanic descent, and he has noticed absenteeism and disguises, with workers wearing street clothes and then changing into work gear once inside the building. The absences have caused paint and electrical jobs to be deferred, and Lee's labor costs to rise. He's had to spend time finding new vendors, as opposed to relying on workers who he has known for years.

"We didn't need them here," said Tracy Scanlon, who manages 70 buildings totaling around 1,000 units on the North Side. "Nobody is benefiting by this. It is making even my American residents and staff, who are Black and brown, scared to go to work."

Scanlon had contractors tell her two weeks ago that they could not come fix a clogged bathtub and overflowing toilet at one of her buildings because ICE was in the neighborhood.

FROM PAGE 1

ASK HANK

writing prior to lease expiration date of an intent not to renew the lease. If the required notice is not given by landlord or tenant, and the tenant vacates as of the lease expiration date, tenant shall owe an additional month's rent.

But in your case, the tenant did give notice, just not 30 days' notice. I would not require the tenant to pay additional rent for Oct 1-19 as I don't think you'd win in court if this were to come to trial.

You could have inquired with the tenant if they were going to renew or not 30 days prior to termination of lease, and you didn't. I would consider this lease to be closed. Be fair with the tenant's deposit and return as required by law in your state. I'd also make sure you have a more detailed lease with your next tenant. Best of luck.

Can't Find Tenants Who Can Pass HOA Screening

Hi, Hank: Our condo will be going up for lease probably on December 1st.

We have managed the leasing ourselves for the past couple of tenants and are now considering using an agency.

One concern for us has been that the pool of people responding to our ads for the condo have been people who could not pass the screening in our HOA.

Can you tell me where you advertise properties and how you screen potential tenants? —Camela

Dear Camela: The most important part of the landlord/property-management business plan is to find a good quality tenant.

It sounds like you are doing an excellent job of screening tenants for your place if you know they wouldn't pass the HOA requirements.

My requirements for a good quality tenant are someone with good credit, who makes at least three times the rent, has a clean background, has good rental history for the last 5 years, is not a sex offender/predator and not on any terror watch list.

This is strictly business, so I don't mind turning folks down that don't fit minimum requirements.

We advertise on MLS, our website, Zillow, Trulia, Realtor.com, Hotpads, Facebook, and about 40 other websites you never heard of like Padmapper, Apartments.com and Rental Beast, etc.

The market is very slow now in this area of Florida due to all the inventory in apartments and decreased migration to this area.

Be selective; it may take time, but it's worth it for the right tenant.

Landlords and property managers across the country count on Hank Rossi for answers to questions about maintenance and other landlord issues. Read his "Dear Landlord Hank" column at https://rentalhousingjournal.com/asklandlordhank/



High Retention Offsets Low Demand for Apartment Rentals

Rental Housing Journal

With homeownership exceeding the cost of renting, multifamily resident retention is approaching an all-time high, according to recent data from RealPage, a global provider of AI-enabled software platforms to the real estate industry.

In addition to strong resident retention, RealPage also identified specific markets where rent prices are decreasing, such as:

- **Denver and Austin**: Rents are down nearly 8%
- **Phoenix**: Rents have dropped a little more than 5%
- **Regional trends**: The South saw a decline by 1.7% in the past 12 months while the West saw rents fall 0.4%

Looking ahead, RealPage predicts the multifamily industry could see an improved market momentum into 2026.

In its third quarter 2025 analysis of the multifamily housing sector, the report noted that the average advertised rent price decreased for only the second time since 2009. Home values have risen at twice the pace of market-rate rental units since 2020, pushing the typical mortgage payment well above the nation's average rent and keeping many households in the rental market longer.

"Resident retention has increased and is approaching an all-time high as the current cost of renting is significantly less expensive than homeownership," said Carl Whitaker, chief economist at RealPage.

"With residents staying put longer, owners and operators have an opportunity to create an even higher-quality resident experience and build a stronger sense of community at their properties."

Q3 Industry Takeaways

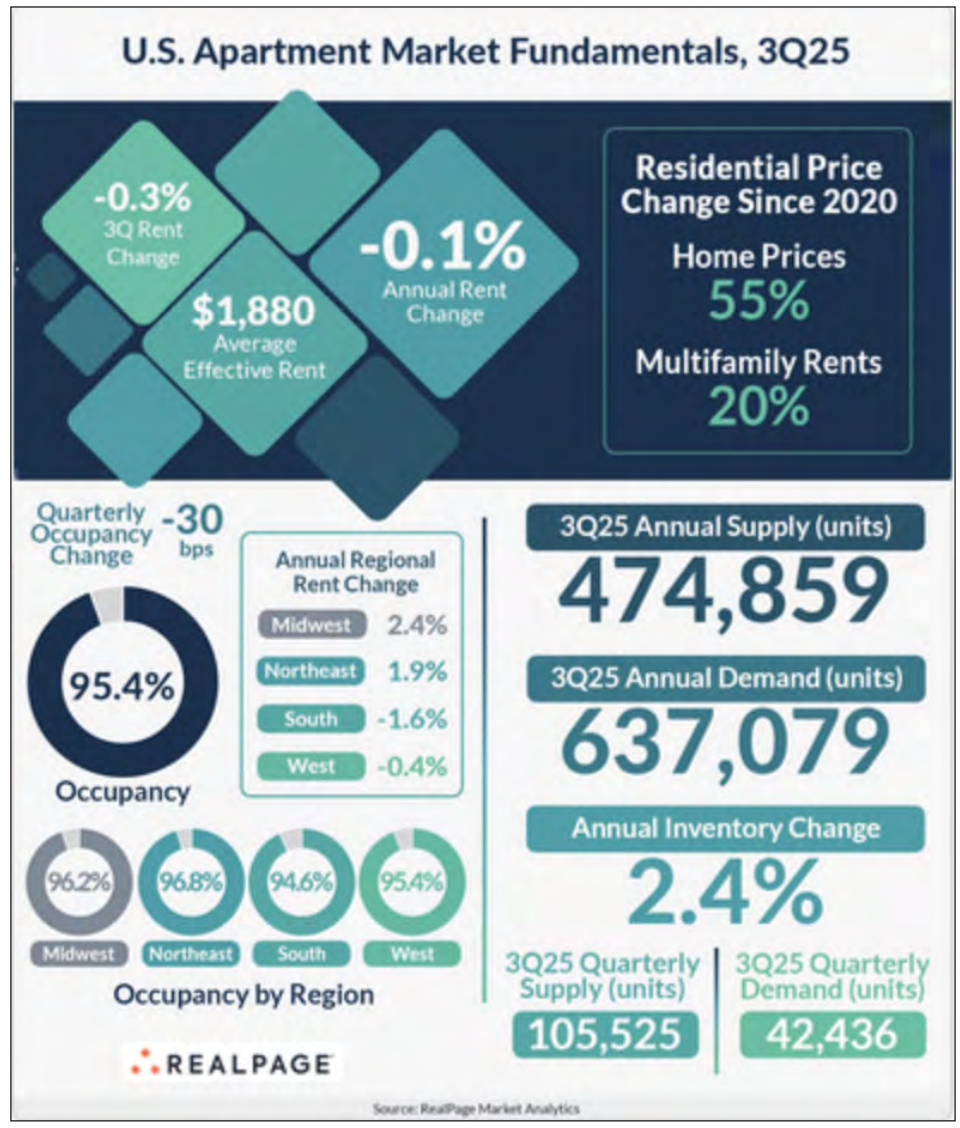
- Occupancy backtracked quarter-over-quarter to 95.4%.
- The South region has added a quarter of a million units in the past 12 months (more than twice the second-fastest growing West region). As such, rents are down 1.7% in the past 12 months in the South while the West saw rents fall 0.4%. Conversely, the Midwest & Northeast regions have seen rents grow 2.3% and 1.9%, respectively.
- San Francisco's 7.1% rent growth in the past 12 months is far ahead of second-ranking Chicago (4.5%).

"According to RealPage data, the outlook for the U.S. apartment market in the next 12 months is that supply will cool considerably from its current level," added Whitaker.

Q4 Industry Outlook

- Nationwide, supply is starting to cool, with 105,000 units delivered in the third quarter, the fewest since the second quarter of 2023 and a 35% decline versus third quarter 2024.
- The 324,000 units scheduled to be completed in the next 12 months would be the fewest in a given 12-month window since the second quarter 2020.
- Construction activity shows supply will remain below normal for some time once this current wave of deliveries subsides.
- Currently, just 519,000 market-rate apartment units are under construction nationally; the fewest number in more than 10 years.

The continued rise in resident retention with new lease shopping suggests that demand for market-rate apartments remains healthy. Current trends do not mirror past economic downcycles, when both retention and new lease activity contracted significantly. In fact, should strong resident retention persist, the multifamily industry could see an optimistic client base and improved market momentum heading into next year.







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Mattresses pile up fast — but now there's an easier way. The Mattress Recycling Council's Bye Bye Mattress program now operates in Oregon, allowing property managers and tenants to recycle mattresses and box springs at no cost.

Property managers confronted with piles of discarded mattresses can drop them off at designated recycling facilities, or may qualify for no-cost pickup. Registration is required and free outreach materials are available.

Tenants can drop off mattresses at collection sites or events. When buying new, they should ask their retailer about take back when arranging delivery or setup.

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