



RHAWA
Rental Housing Association of WA

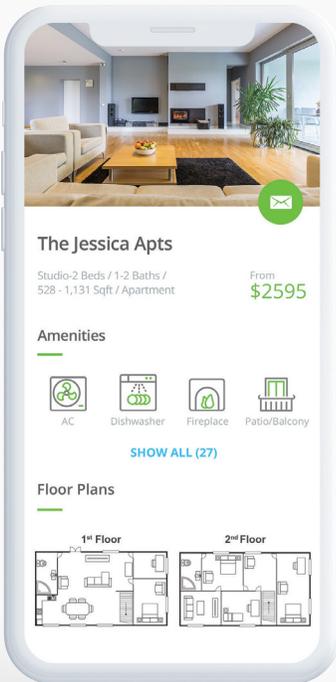


RHAWA
New Member Companion



A refreshingly simple way to manage your properties

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Residential
- 
Commercial
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Affordable
- 
Self Storage
- 
Condo/HOA
- 
Manufactured



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Breeze
Starting at
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Easy setup	✓	✓
Property accounting	✓	✓
Vacancy & prospect tracking	✓	✓
ILS posting	✓	✓
Online applications	✓	✓
Online payments	✓	✓
Online maintenance	✓	✓
Email & text communications	✓	✓
Walk-in payments with PayNearMe	✓	✓
Vendor payments	✓	✓
Owner payments & reports	✓	✓
Live chat support	✓	✓
Renters insurance†	✓	✓
Resident screening†	✓	✓
Corporate websites†	✓	✓
Property websites†		✓
Online lease execution†		✓
Customer relationship management		✓
Job cost tracking		✓
Rent deferment		✓
Rent control		✓
Invoice approval & processing		✓
Corporate accounting		✓
Customizable financial statements		✓
Menu-level security		✓

“Yardi Breeze is easy to use. Tenant tracking, maintenance requests and online support ... I love everything about it!”

Danielle Drozdek
RB Homes, Inc.

*Minimums apply †Additional fees apply

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RHAWA Department Contact Information



WE ARE RHAWA

The Rental Housing Association of Washington has existed in some form or another since 1935, starting out as a Seattle based association that grew into a regional resource throughout the Puget Sound area. To serve all those in the rental housing industry regardless of geographic location in Washington, RHAWA expanded to become a statewide association in 2012. Currently made up of more than 5,300 members, we are the premier rental housing association in Washington State. Over the past 80 years RHAWA has evolved into one of the most valuable resources for independent rental owners and managers.

GET TO KNOW US...

- RHAWA is made up of independent rental owners.
- RHAWA promotes safe and affordable housing by modeling the highest standards of ethics and integrity.
- RHAWA is a community partner and housing solution provider.

WHAT DRIVES US?

RHAWA supports and champions the rental housing industry through advocacy, a high standard of ethics, education, research, products, and services.

OUR VALUES

EXCELLENCE

Strive to be the best in everything we do.

INNOVATION

Creative in delivering value.

INTEGRITY

Conduct ourselves honestly and ethically.

LEARNING

Promote skill and knowledge development.

RESPECT

Treat others with dignity, quality, and trust.

TEAMWORK

Collaborate to achieve goals.

CONTACT US:

Rental Housing Association of Washington
P.O. Box 31103, Seattle, WA 98103
Ph: (206) 283-0816 | **Fax:** (206) 286-9461

Education education@RHAWa.org

Events events@RHAWa.org

General Office office@RHAWa.org

Marketing + Ads publications@RHAWa.org

Membership membership@RHAWa.org

Support Center RHAWa.org/support-center

Screening screening@RHAWa.org

RHAWA Staff



ADMINISTRATION

Melissa Canfield, Deputy Director

(206) 905-0615 | mcanfield@RHAWa.org

Geoff Schertz, Accounting Administrator

(206) 905-0606 | geoff@RHAWa.org

Val Kushi, Administrative Assistant

(206) 283-0816 | office@RHAWa.org

Jim Nell, Board Administrator

(206) 905-0610 | jnell@RHAWa.org

ADVOCACY + GOVERNMENT AFFAIRS

Alex Robertson, Policy Analyst

(206) 905-0611 | arobertson@RHAWa.org

Daniel Bannon, Grassroots Organizer

(206) 905-0609 | dbannon@RHAWa.org

EDUCATION + RESOURCES

Denise Myers, Director

(206) 905-0614 | dmyers@RHAWa.org

RESOURCES

Sue Lewis, Member Services Specialist

RHAWa.org/support-center

MEMBERSHIP, MARKETING + EVENTS

Jaci Willoughby, Membership & Marketing Specialist

(206) 905-0601 | jwilloughby@RHAWa.org

Dee Natour, Graphic Designer

(206) 905-0613 | dnatour@RHAWa.org

SCREENING

Chartrice Young, Screening Director

(206) 905-0605 | cyoung@RHAWa.org

Welcome



Welcome to the Rental Housing Association of Washington! As a new member you may have a lot of questions regarding your member benefits and the services we offer. This Companion guidebook gives you a broad overview of your member benefits, the various departments within the organization and the services provided by each department. You'll find instructions on how to find resources on the RHAWA.org website and links to additional guides that will help you navigate through all the services offered.

Remember, there is always help available when your Companion booklet does not have answers to specific questions or situation. Visit our Support Center at anytime to search the knowledge base, or submit a request for additional assistance.

RHAWA's Connect: Member Companion + Vendor Directory

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Member Benefits + Services

RHAWA prides itself on being a one-stop shop by providing a wealth of information and top-of-the-line benefits and services to independent rental owners and managers.

ADVOCACY

We advocate for legislation that will promote the rental housing industry and protect the rental housing owner and operator. Our strong government advocacy program engages local and state agencies. We take the time to educate elected officials about the challenges facing the industry and stand up for the rights of rental property owners.

EDUCATION

Our education program is designed to provide independent housing providers and others in the residential housing industry a foundation of knowledge and skills to help them meet legal responsibilities and succeed in the business. Seminars are presented **ONSITE**, **ONLINE**, and **ONDEMAND** so you can access education anywhere, anytime. Informal discussions and presentations are offered to explore trending issues and targeted topics of interest in the rental housing industry.

EVENTS

RHAWA provides a variety of must-attend events throughout the year when you're seeking to gain new knowledge, expand your professional network, and strengthen your connection to the rental housing industry. Most events are topic-focused to hone your skills and contain ample time for socializing.

LEASES + FORMS

Members have unlimited access to this extensive library of online forms, ensuring that you stay current with rental industry standards and laws. RHAWA leases and forms are tailored specifically to state and city laws unique to Washington and are updated as laws change. All leases and forms have eSignature capabilities giving you complete paperless options for your business. Our forms are also reviewed annually by an independent attorney with over 30 years of landlord-tenant law experience.

Member Benefits + Services

Resources

As a member you have exclusive access to RHAWA's extensive Support Center, CONNECT forum, blog, and industry leading publications.

Screening

Finding a quality tenant has never been easy, until now! Let RHAWA set your mind at ease by verifying your applicant's information. RHAWA will provide you with a thorough background investigation, from credit and criminal records, to civil records. We also perform employment and rental verifications as well as employment screening.



Member Compass

The first thing you want to do as a new member is to visit your **Member Compass**. To find this, once logged in to RHAwa.org, click on your name as it appears in the upper right hand portion of the screen. This will bring you to the Member Compass shown below.

The screenshot shows the Member Compass dashboard. At the top left is a navigation menu with the following items: Dashboard, Pay Balance, Account History, My Events, Profile, Login & Password, Payment Methods, Companies, and Staff. A Logout button is at the bottom of the menu. On the right, there is a red notification banner with a warning icon and text: "Stay tuned to Resources/COVID Moratorium Info for the most recent updates on notice bans. The RHAWA office is closed to in-person services until further notice. All classes, meetings, and events are now held online." Below the notification is a "Welcome To Your Member Compass™" section with a sub-header "Members-Only Content + Services" and a list of links: Connect Forum, Education OnDemand, Event Calendar (register with member pricing), Forms for Residential Rental Housing, Forms for Manufactured Home Communities (MHC), MHC Attorney Line, Product Store, Screening Login: QuickApp, Screening Login: RMAP, and Support Center (Resource Desk). To the right of the welcome message is a blue membership badge that says "Membership Via Rental Housing Association of Washington" and "Member Since 1932". Below the badge is a dark grey box with the text "Dues Renewed Until May 31, 2022". At the bottom of the dashboard, there is a footer with the text: "For assistance with your membership, contact membership@RHAwa.org."

The Member Compass will allow you to check your account balance and payment history, add payment methods, view events and classes that you've registered to attend, update your login and password information, add details to your member profile, and allow you to manage any company information or staff members you have added to your account.

Screening

The screening process is the single most important part of filling vacancies and retaining quality tenants. RHAWA offers the best in the industry with extensive screening services at a competitive price. Packages range in price and feature, allowing custom screening to meet your criteria. At RHAWA you have the option to order screening reports online – allowing you to run reports 24 / 7 via desktop or mobile. Plus, we have staff available to assist you with processing and interpreting screening reports.

WHAT SETS US APART:

- Easy to Read Comprehensive Reports
- Instant Reports
- Online Screening Portal
- Raw, Unaltered Data

Simple Steps to Start Screening:



JOIN RHAWA

Read more about membership levels at [here](#)



BECOME CERTIFIED*

Federal regulations require certification before screening



RECEIVE RESULTS

Turnaround varies depending on volume and season



SUBMIT AN ORDER

Signed Application(s) for Tenancy must be submitted

* LANDLORD CERTIFICATION

This process is a one-time requirement to ensure each member who wants to receive credit information is in compliance with the Fair Credit Reporting Act and has a legitimate need for reports.

CONTACT RHAWA SCREENING SPECIALISTS

Ph: (206) 283-0816, option 2 | screening@RHAWA.org

Leases + Forms

RHAWA forms are tailored specifically to state and city laws unique to Washington, are updated regularly as laws change, and are reviewed by a team of experienced landlord-tenant advocates and attorneys. RHAWA offers separate sets of forms for residential rental properties and manufactured home communities as follows:

Residential Landlord-Tenant Forms

Accessible with Residential Member Login at: RHAwa.org/rental-forms-leases-notice

- **COVID Moratorium Forms:** Includes forms specifically for use during the COVID civil emergency.
- **Screening / Tenant Selection Forms:** Includes application forms, guidelines on creating required Application Criteria Notice, fair housing posters and other forms used during the screening process.
- **Lease Signing Forms:** Includes option for fixed term lease or rental agreement for multi-family and single-family properties. Instructions are provided to conform with various local laws when completing the lease forms. Several required addenda are also included in this section.
- **Optional Lease Signing Addenda Forms:** Attach to Lease/Rental Agreement as needed for most common situations.
- **Tenant Notice Forms:** Each notice form includes detailed service instructions, a declaration of service form, and tenant disclosures, including those required by local governments that can be retained or deleted as needed.
- **Other Tenant Communication Forms:** Including various invoice forms, instructions, and forms for tenants to fill out in various situations.

Manufactured Housing Forms

Accessible with MHC Member Login at: RHAwa.org/mhc-leases-forms

- **COVID Moratorium Forms:** Includes forms specifically for use during the COVID civil emergency.
- **Screening / Tenant Selection Forms:** Includes application forms, guidelines on creating required Application Criteria Notice, fair housing posters and other forms used during the screening process.
- **Lease Signing Forms:** Includes the Rental Agreement and an example set of Rules and Regulations.
- **Optional Lease Signing Addenda Forms:** Attach to the Rental Agreement as needed for most common situations.
- **Tenant Notice Forms:** Each notice form includes detailed service instructions, a declaration of service form, and tenant disclosures, including those required by local governments that can be retained or deleted as needed.
- **Other Tenant Communication Forms:** Including various invoice forms, instructions, and forms for tenants to fill out in various situations.

How to Access and Use Forms

To see a list of individual forms, click on the + sign next to the section title desired to expand the section, then click on the form title you wish to view. If you are not logged in, you will be prompted to do so, before opening in a new browser window. All forms may be printed and completed in writing, OR downloaded and completed on your computer.

- ▶ **1** Download form and save to your computer (see your browser instructions, e.g., Chrome, Edge, Safari for detailed instructions as needed).
- ▶ **2** Open with Acrobat Reader (Download free Acrobat Reader).
- ▶ **3** Type into fillable fields and save/send/print completed documents.

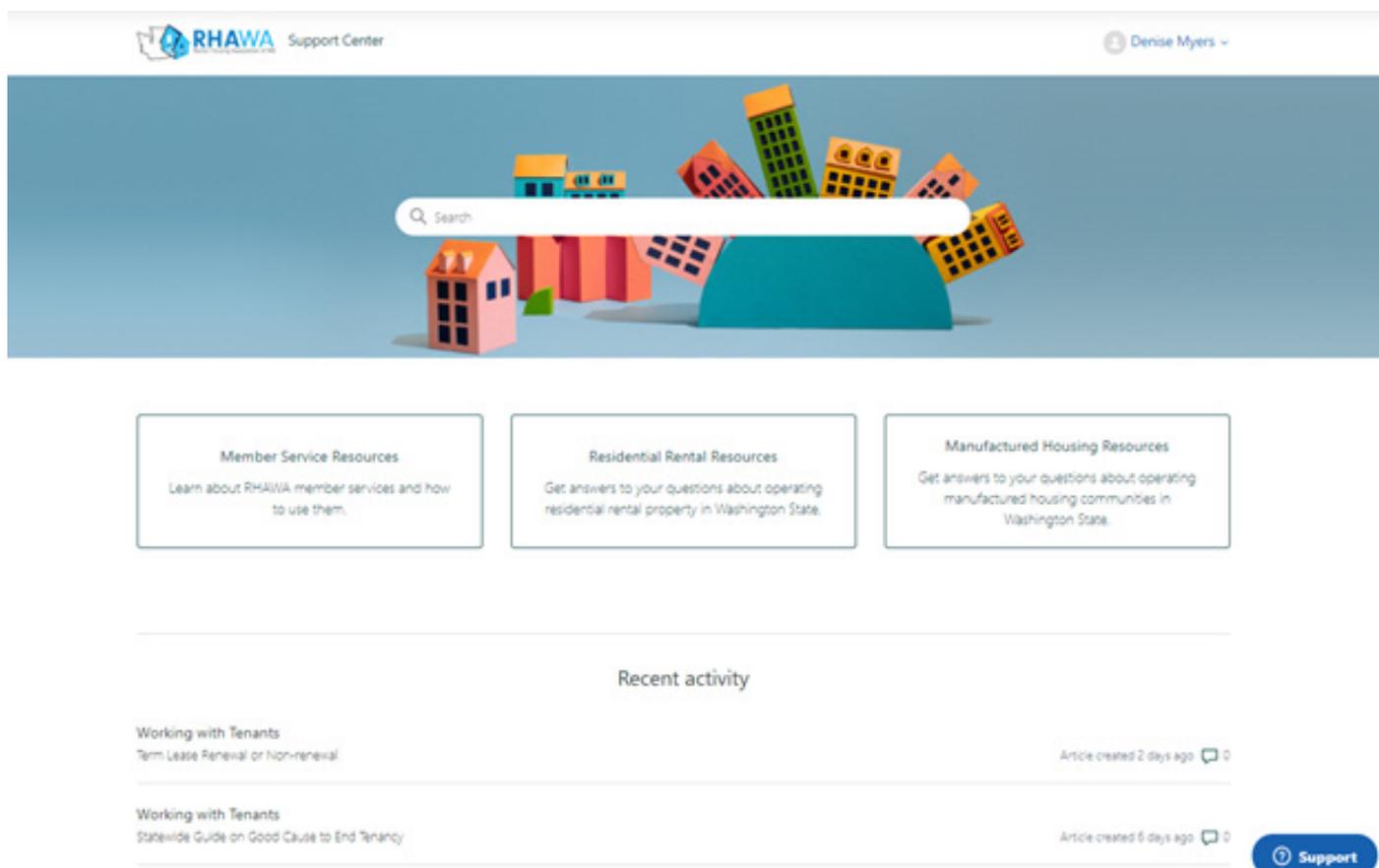
Support Centers

MHC Attorney Line

RHAWA's MHC Attorney Line provides our Manufactured Housing Community members a brief consultation with an experienced attorney, who can provide information and guidance on Manufactured Housing Landlord-Tenant Act issues. Visit our MHC Attorney Line (RHAwa.org/mhc-attorney-line) page for contact details.

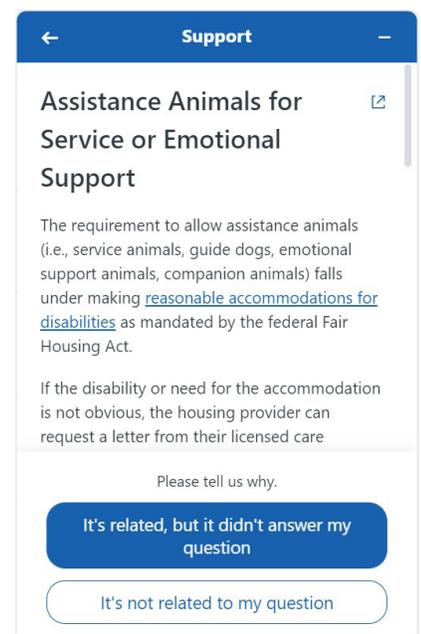
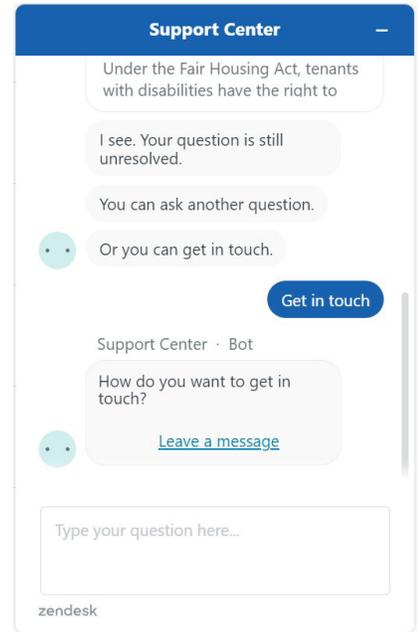
Support Center

RHAWA's new members-only Support Center provides quick access to a growing library of articles to help you find answers to your questions about member services, fair housing laws, landlord-tenant laws, and best practices for operating rental housing in Washington State. Article content is frequently reviewed and updated by industry experts including RHAWA staff, attorneys, and property management professionals.



How to Access the New Members-Only Support Center

- Login to RHAwa.org
- Navigate to Resources/Support Center. (RHAwa.org/support-center).
- Click on the button “Access Support Center”. This will open the Support Center page in a new web browser tab.
- Browse the articles to look for information needed or click on the Support button in the lower right corner of the page to open the Support Center Bot.
- Type your question into the Bot message window where it says “Type your question here..”
- In most cases, one or more article titles will appear above the message window. Click on the article titles to read. To read the article full screen, click the button in the upper right corner of the Bot.
- The Bot will ask “Does this article answer your question?” You can respond by clicking “Yes” or “No, I need help”. By answering, you will help us improve our articles.
- At any time, you can click the Get in Touch button and then select “Leave a message” to ask RHAWA Support Center staff to respond to your question.
- Your question will then become a ticket that we can assign to the appropriate staff member or team to answer. The system will let us know if there are open tickets that need to be resolved and you will be able to view your history of messages with staff in your Support Center profile.



Communication + Networking

RHAWA helps our members stay informed on all the latest happenings in the rental housing industry. You'll stay up-to-date through our industry leading publications.

Blog

Content within our blog is meant to keep readers informed about the rental housing industry with helpful tips, business advice, market updates, and the latest happenings at RHAWA.

CONNECT Member Forum

Our peer-to-peer community, CONNECT, allows you to network with other housing providers as well as share tips, best practices, and learn what others are doing 24 / 7.

CURRENT Newspaper

RHAWA's monthly publication, CURRENT is the leading rental housing industry news journal in Washington State. CURRENT reviews industry related legislative activity, vacancy trends, property management and maintenance information, as well as business and personal finance. It is available online to view, share, save and print at: epaper.RHAWA.org.



Digital Newsletter Updates

RHAWA sends out several email Newsletter updates on a regular schedule. As a new member you may have already started to receive our New Member Companion email series that will help guide you through your first year as a member. Our Connections and Community newsletters share Industry News and information on upcoming events and special announcements from within the organization. Our Commerce newsletter is designed specifically for our vendors members offering information on benefits and advertising opportunities throughout the year.

LINK Meetings

Meet Monthly at Various Locations

These monthly meetings are held across the state to connect you with fellow housing providers in your area, allowing you to meet people and share knowledge to help everyone run their properties more effectively. Each month has a focal topic, but these informal meetings are a place to get to know one another and get advice from others in your situation and area while getting some RHAWA information from our facilitators.

LINK Local Meetings

Meet Monthly at Various Locations

Similar to our LINK Meetings above, with a focus on current legislative and government affairs issues.



Education on rental operations, landlord-tenant law, property investment, and rental business management

Attend live **ONLINE** or watch previously recorded class sessions **ONDEMAND**. Our engaging instructors are selected based on tenure in the rental housing business and speaking experience. Our curriculum is created collaboratively so you receive objective and well-vetted information in the following areas of interest:



Managing Your Business: In this series, experienced business professionals such as tax and estate planning attorneys, CPAs, banking and investment professionals deliver a well-rounded education for the independent housing provider to make smart investment decisions.



Managing Your Rentals: Learn best practices for your rental properties from experienced property managers and owners. Topics include getting your property and processes ready to rent, finding great tenants, using leases and forms appropriately, and implementing procedures and best practices that will help avoid property damage and loss of income.



Understanding the Law: Seasoned landlord-tenant attorneys lead a variety of classes specific to Fair Housing Law, Washington State, the City of Seattle, and other local governments. Courses are constantly updated to reflect rapidly changing laws.



Trending Issues: At any given time, there is something new to learn wabout in the rental housing industry – a new law or government guideline, a new business tool or seasonal best practice. This series of discussions led by experts will continually evolve to offer guidance and education on trending issues.

Education



- **Live Classes & Workshops:** RHAWA offers weekly online classes and large workshops several times a year (held in person when possible). All classes require login prior to registering for a class. When adding an attendee to the registration, begin typing the attendee's name and then click on the full name when it appears below.
See upcoming classes and register here: RHAWa.org/events/education
- **ONDEMAND Platform:** Previously recorded classes are made available for you to access any time on our **ONDEMAND** Platform. A free comprehensive workshop for operating rentals in Washington is included with membership. Additionally, members can subscribe to a library of over 100 previously recorded classes, regularly reviewed and updated for relevancy.
See details and access the OnDemand Platform here: RHAWa.org/education-ondemand
- **Class Passes:** Class passes options are available offering reduced pricing for annual subscriptions to live classes and workshops and or the OnDemand Library.
See details and subscribe here: RHAWa.org/products/classPasses
- **Certificate Programs:** A limited number of courses are available with certificates for Continuing Real Estate Education (CRE) clock hours, plus a Fair Housing Training certificate for legal compliance. Certificate courses are typically \$10 per clock hour for members.
See details and purchase here: RHAWa.org/products/certificate-courses

For more information about RHAWA's Rental Housing Academy offerings,
visit RHAWa.org/academy

Advocacy

RHAWA's government affairs team encompasses staff, lobbyists, and member volunteers, who track housing policy issues at every level of government in Washington State. Our proactive efforts ensure that your rights as a housing provider are defended from increasing government regulation.

RHAWA has cultivated relationships with legislators and political leaders and these established connections allow policymakers to seek our trusted advice and foster fair legislative solutions to industry problems without placing undue burden upon housing providers.

Lobbying Efforts

Our lobby team exists to advocate and protect the rights of housing providers in Washington. We establish relationships with policymakers to ensure that we have a seat at the table, and work collaboratively towards common-sense solutions for our region's rental housing needs and for rental property owners. RHAWA lobbies at all levels of government, local, county and statewide. Frequent and reliable updates on issues impacting the rental housing industry can be found in RHAWA's CURRENT newspaper, the RHAWA Advocacy Center and by subscribing to RHAWA's Connections and Call to Action email lists.

Contribute to the LDF

Our Political Action Committee exists to elect responsible candidates who will work collaboratively with RHAWA and the rental industry when issues arise. Without pro-rental housing candidates in office, your rights as a housing provider will be threatened with endless regulation. RHAWA's PAC is non-partisan and supports both sides of the aisle. Membership dues do not fund the LDF or PAC – all contributions are voluntary.

Please contribute by visiting: RHAWA.org/ldf | RHAWA.org/pac

Legislative Committee

The legislative committee works with RHAWA's lobby team, reviews legislative proposals, and recommends RHAWA policy positions for Board approval.

Legal Defense Fund (LDF)

The LDF reviews and recommends to the Board of Directors legal action to take in defense of housing provider and private property owner rights. RHAWA's LDF is funded entirely by voluntary contributions.

Political Action Committee (PAC)

The PAC is non-partisan and determines which candidates to endorse for state, county, and local offices based on their support of the rental housing industry. RHAWA's PAC is funded entirely by voluntary contributions.

Special Events



RHAWA provides a variety of must-attend events throughout the year when you're seeking to gain new knowledge, expand your professional network, and strengthen your connection to the rental housing industry. Most events are topic-focused to hone your skills and contain ample time for networking. Whether our events are **ONLINE** or **ONSITE***, our goal is to give you a memorable and knowledge filled event!

Registration by a logged in member or subscriber is required for all events. When adding an attendee to the registration, begin typing the attendee's name and then click on the full name when it appears below. Pricing for event registration varies. See upcoming meetings & special events and register here: RHAwa.org/events

Annual Gala

This is RHAWA's premier event and the opportunity to celebrate with friends, family, and fellow members. The gala is an annual tradition at RHAWA that provides a place to get away from the hustle of life and enjoy an elegant summer afternoon together with impeccable company.

Economic Summit

We bring in a prominent local economist to break down the national, state, and local economic picture for you in ways that are easy to understand. This event not only gives you updates on current market trends, but a detailed explanation of where the market is headed so you can make the best financial decisions for your rental property.



Industry Insider's Night

This exclusive members-only event is where you'll have the opportunity to mingle with landlord-tenant attorneys, financial advisors, market analysts, brokers, property managers, and more! You will have face-to-face conversations with elected officials involved with housing decisions at the state level and hear from the Executive Director about what's in store for the coming year. Plus, we recognize excellent RHAWA members, and elect our new Board of Directors for next year!

Legal Forum

We assemble a panel of attorneys focused on landlord-tenant law to get you up to speed on the changes to existing laws, new ordinances that will affect you in the coming year, and to answer your questions in person. Being informed about the law is one of the best ways to protect yourself and your property, and with the constant revisions to state and local laws it is always worth it to make sure you have the most current information.

Legislative Session Kick-Off

Ensure that your voice is heard by the decision makers in Olympia during the 2022 Legislative Session. This event includes a briefing on topics that the state legislature will be considering, and an overview of what to expect during the Legislative Session. Join our Grassroots Advocacy Specialist for weekly discussions, and find out how you can receive calls-to-action and participate in the Rental Housing Coalition.

PNW Property Innovation & Trends Conference

This is a one-day rental housing ownership / management conference and trade show. The TRENDS Education Conference includes a regional industry trade show featuring 215 exhibitors and 40 educational workshops. Each workshop is taught by the best local, regional, and national presenter

**Please note that all RHAWA ONSITE events are subject to change to virtual events dependent on any civil emergency restrictions that may be in place.*

Get Involved

RHAWA provides a wealth of information, education, and support for our members. We have developed a network of incredibly talented and very generous volunteers that help make these resources available. If you would like to take a more active role in the association and provide other independent landlords the benefit of your experience in the industry, we have a wide variety of options for you to choose from. We encourage you to take some time this year to advance the interests of everyone in the industry by sharing what you know with us!

Become an Author

It's been said you can't claim to be an author until you're published. If that's the case, we've got many ways for you to become an official author right here!

- Blog Contributions
- CONNECT Member Forum
- CURRENT Article Submissions
- Resource Guides

For more information, please contact Jaci Willoughby at: (206) 905-0601 | jwilloughby@RHAWa.org

Join a Committee

Take an active role in determining how the association allocates its resources. RHAWA is at its best when the Board of Directors, staff, and members all have input and can collaborate to further the interests of independent housing providers throughout Washington.

- Budget & Finance
- Legal Defense Fund
- Legislative Issues
- Political Action Committee

For more information, please visit: RHAWa.org/committees-and-volunteer-opportunities

Volunteer

Many hands make light work and contributing your time and / or expertise to any of these opportunities is certainly appreciated! Whether you'd like to help develop a new class, volunteer at one of our events, or facilitate a networking meeting, we can find a way to channel your enthusiasm.

- Community Outreach
- Education Instructor
- Events Volunteer
- LINK Facilitator

For more information, please contact Jaci Willoughby at: (206) 905-0601 | jwilloughby@RHAWa.org

Vendor Directory



Have more time to devote to what you do best – growing your rental business. We encourage you to consider the vendors found within these listings for your rental business needs. This complete index of companies are listed by their specialty, and then alphabetically. You may also preview and contact any of these vendors online at: RHAwa.org/directory

ONLINE DIRECTORY FEATURES

- Filter by category
- Ability to search by keyword, location, name, etc.

Listing details

Company listing includes company name, address, phone, and website. This information is pulled from our database and is the responsibility of the vendor to update. Listings may also include coupons or discounts provided by vendor members.

Please note: when seeking bids, mention your RHAWA membership as many of our vendors offer member discounts that may not be advertised on our vendor directory.

*** RHAWA does not specifically endorse any business listed herein. References are always recommended.**



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Property Management

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206-324-9424

brucekahn@foundationgroupre.com

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Seattle, WA 98144

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