

HOUSING NEWS



The Newsletter of the Greater Springfield Apartment & Housing Association
1717 E. Republic Road, Suite A
Springfield, MO 65804

Summer 2007

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SAHA Is:

- Non-profit, professional organization dedicated to the betterment of the rental housing industry. Our members strive to provide and promote quality affordable housing, SAHA serves these members through
- Education
- Legislation
- Communication

Contact Us:

Phone: 417-883-4942
FAX: 417-886-3685
E-Mail:
saha@springfieldhousing.net



The Greater Springfield
Apartment & Housing Association
presents

LEASE REVIEW

Speaker:

Craig Lowther, Esq.
of Lowther, Johnson Law Firm

When: July 11, 2007

Time: 6:00 to 8:00 p.m.

Where: Orchard Park Apartments
(2601 N. Cresthaven Ave., NE Corner of Kearney & West By Pass)

Limited to first 60.

To register, fax your company name, contact information and the number of people you will have attending to (417) 866-8191.

Mark your Calendars.....

Vendor Social Event

August 22, 2007

Clarion Hotel, 6:00 to 7:00 p.m.

A MESSAGE FROM BRENT...



Dear SAHA Members:

We are pleased to announce that a Vendor Sponsored Lease Program will be held on Wednesday, July 11, from 6 to 8 PM at Orchard Park Apartments on Kearney & West By Pass, location courtesy of Sam Coryell. Craig Lowther, Attorney, of Lowther, Johnson Law Firm will present 1 hour each of Lease Law and Lease Review. The program is being sponsored by Sam Coryell, Craig Lowther, Over All Service and Republic Pest for SAHA members exclusively, **and is limited to the first 60**. To register, fax your company name, contact information and the number of people you will have attending to (417) 866-8191. Space is limited.

Springfield Apartment & Housing Association will be represented by Gary Wilson and Jean Harmison at the 2007 NAA Education Conference & Exposition being held in Las Vegas, NV from June 28-30, 2007. We expect the networking to be valuable to our membership as they learn more about the ways NAA serves its members. We look forward to seeing their report in the next newsletter.

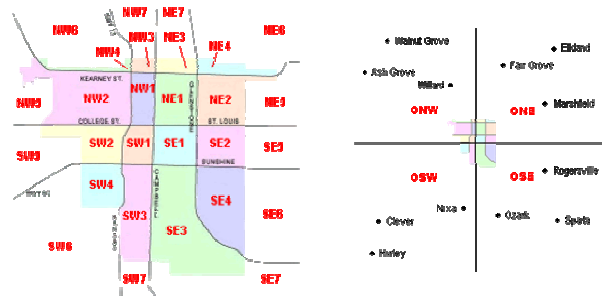
Thank you to those who joined us for the May meeting when we were introduced to Blue Moon Forms software by Michael Semko, Esq. from National Apartment Association. If you would like more information about their program or would like to preview their forms, visit www.bluemoon.com.

If you are interested in serving the Springfield Apartment & Housing Association board of directors, please contact me. This is your association and we want to make sure we are offering the services and programs you want. If you have a program topic that you think would be of interest to the members of the association, please let a board member know. We are also looking for program topics for managers or maintenance personnel.

Sincerely,

Brent Haselhorst, President
Springfield Apartment & Housing Association

Do these maps look familiar to you?



Check out the SAHA Zone Listings found on www.springfieldhousing.net.

Have rentals and want to be contacted by internet rental searchers? You are a click away when your listing is available by zone on www.springfieldhousing.net.

The Springfield Apartment and Housing Association strives to provide value to the membership, so call us at 886-8606 if you want to **see your rental listings (zones) on this website — it's a free member advantage!**

Springfield Apartment & Housing Association – Affordable Housing List

The following members have reported to us that they have specific units for which the rent is \$450 or less. Please contact the individual members to determine availability at any given time. This list is not updated for individual vacancies. All rents listed are subject to change. (Rev. 6/07)

Affordable Housing Action Board — 865-4055

(EXTENSION *29 FOR A LIST OF AVAILABLE UNITS)
Non-profit agency providing decent, safe and affordable duplexes and houses for rent to low-to-moderate income families. Two, three and four bedroom units that rent under \$450 per month. HUD 50% and 60% income guidelines apply to all our rental units.

Angie Kellett — 882-7089

1 and 2 bedroom apartments and duplexes, 2 and 3 bedroom single family homes. Lawn care, trash service and w/d hookups included in some units. All units: Pets OK with non refundable pet deposit. Security deposit is equivalent to one month's rent. Refrigerator and stove included in all units as well.

A.R. Wilson Realtors — 864-4600

www.arwilsonrealtors.com

Efficiency, one, two and three bedroom single family homes and plexes in Springfield and the surrounding areas. Rents range from \$165 to \$450. No pets. Call to check for availability.

Bridges Apartments — 881-3517

Duplexes in 3000 block S. Franklin, 2 bedroom. With garage or off-street parking, \$400 to \$450 a month. Central A/C, washer/dryer hookup, refrig, and stove and garbage disposal. Tenant provides trash service and utilities. No pets. Large, fenced back yards with lawn care provided. Near local park.

Bryan Properties — 864-6303

Two bedroom units, many within walking distance of SMSU campus. Call to check availability.

Forest Park Apartments — 862-6662

Two and three bedroom townhomes. Full basements with washer/dryer hookups. Gas for heating, cooking and hot water, water, sewer and trash are paid. 2 BR's are \$399-469; 3 BR's \$469-550. Income restrictions apply. Limited amount of Section 8 subsidy.

Graham Properties — 832-0659

Apartments available from \$375 +. Amenities vary. All are near MSU and the MSU shuttle service. Pets allowed in some instances. Most with washer & dryer, some fireplaces. Good security and plenty of off-street parking.

Greystone Properties — 833-5963

One & two bedroom apartments with varying amenities. All available on Norton Road. Rents range from \$320 to \$425 per month plus deposit. Some partial utilities available. No pets.

Hamilton Properties — 883-7887

Affordable apartments for rent to low to moderate income families or seniors. One, two and three bedrooms that rent under \$450.

HAS Properties — 866-4329

Public Housing & Section 8 programs for Springfield.

Jay and Kaye Rentals, LLC — 869-8801

1 Bedroom locations: 1610 N Washington (9-unit apt); 1220 E Central (Duplex); 518-526 N Patterson (4plex); 716 S Jefferson (4plex); 1624 N Hayes (duplex); 2305 N Prospect (duplex); 2 Bedroom locations: 3217-3223 N 21st Ozark (4plex townhome).

Newman Enterprises — 833-2960

Apartments in Springfield & Willard – 1 and 2 bedroom houses. Prices are \$250 up to \$400 per month plus deposit. Trash service included. No pets.

Prefitt Properties — 869-0596

Two and three bedroom single family homes in various locations in Springfield. All nicely renovated. Rents range from \$365 to \$450. Pets allowed with owner approval and additional deposit. Call to check for availability.

Southwood Properties — 869-5421

Studios from \$299, 1 Bedroom from \$379—\$499. 2 Bedroom from \$429. Conveniently located by downtown and not more than 8 blocks from MSU. Pets are accepted at some locations.

Tuck Rentals — 887-4121

1530 E. Primrose, Suite B

Two bedroom, one bath duplexes at Grand and Kansas Avenue; two bedroom, 1-1/2 bath townhomes at 2351 East Cherry. All appliances and washer/dryer hookups.

Woodgate Apartments

Hunter Property Mgmt. — 887-4661

Studios are \$289, 1 Bedrooms are \$329 and 2 Bedrooms are \$419. Conveniently located between Sunshine and Battlefield on Ingram Mill Rd just off of Hwy 65. Swimming pool, picnic area and laundry facilities on the property.

DID YOU KNOW?

City Utilities/Connect & Disconnect Notification via Email: Did you know City Utilities now accepts e-mail addresses as a way to notify owners that a tenant is signing up for utilities or that they are moving out and they would like their utilities shut off. Please e-mail City Utilities at: customerservice@cityutilities.net and give them your account number.

City Utilities/Connect & Disconnect: Did you know customers can connect and disconnect utility service via internet at anytime that meets their personal needs by going to cityutilities.net? Additionally, these services are available by phone by contacting our call center at 863-9000.

City Utilities/Street Light Outages: SAHA members can report street light outages by calling City Utilities at 863-9000, then pressing "1" for the electrical department. Only a physical address of the street light is required for repair service. Reports can be made 24 hours a day, but repairs are handled more efficiently during regular hours.

Credit Report: Did you know Missourians can request **1 FREE** copy of their Credit Report every 12 months! Go to www.annualcreditreport.com or by phone at 877-322-8228. To get your credit report by mail, print out the request form at www.ftc.gov/credit.

Missouri Revised Statutes: If you are interested in looking up the Missouri Revised Statutes, please do an Internet search for "Missouri Revised Statutes" or go to moga.mo.gov/statutesearch. Please enter a search for "Landlord Tenant" and all the revised Missouri statute will be available for review.

The 2003-2004 Missouri Red Book, Published by the Missouri Apartment Association. This book contains Missouri Statutes, cases, rules and regulations that affect multifamily housing owners and managers. This book is printed every few years and contains all type of law notes and is very informative for owners. The cost is \$35. For a copy, please call Jean Harmison at 886-8606.

Screening Information: If you would like free *screening information* go to: greencountymo.org — with your mouse, highlight **Departments & Offices, Judicial Courts, Circuit Court**, then "**Press here to start your search of Court's Computerized Records**", then click on the **Missouri CaseNet** link on the left side of the page. In the Circuit Court search, one can list a name in the General Index and come up with all activity concerning that person, whether civil or criminal for this area. This is good for finding evictions!

Springfield Nuisance Ordinance: Did you know a copy of the Springfield Nuisance Ordinance is on the SAHA website? Find it by going to springfieldhousing.net.

REGISTRATION FORM

LEASE REVIEW

Speaker: Craig Lowther, Esq., Lowther, Johnson Law Firm

Wednesday, July 11, 2007 from 6:00 to 8:00 p.m.

Location: Orchard Park Apartments (2601 N. Cresthaven Ave., NE Corner of Kearney & West By Pass)

Limited to first 60.

To register, please complete the following information and fax to (417) 866-8191.

Company Name: _____ **Phone No.** _____

Contact Name: _____ **# Attending:** _____

Names of Persons Attending: _____

REMOVING A TENANT FROM RENTAL PROPERTY DUE TO NON-PAYMENT OF RENT

STEP ONE: You must purchase from any Office Supply Store a form called:

**“LANDLORD PETITION TO RECOVER POSSESSION OF PROPERTY FOR
NON PAYMENT OF RENT”**

STEP TWO: Complete the form and be sure to include all information including:

- a) All of proper address.
- b) Place of employment.
- c) Phone numbers.
- d) Social Security no. & Date of birth if known.

STEP THREE: Take the completed form to the Associate Circuit Clerk located on the second floor of the courthouse. A filing fee will be assessed for the Sheriff to serve the paper to the individuals you are trying to remove from your property. At this time a court date will be set.

STEP FOUR: After you go to court and the judge rules in your favor you will then take your judgment back to the Associate Circuit Clerk where they will issue an execution. You will need to bring that form to the Sheriff's Office.

You will be contacted by a deputy to make arrangements for a “SET OUT DATE”. This must be done within 5 days of the day you obtained the judgment.

You will be expected to physically move out the tenants's belongings in a careful and considerate manner. You are expected to have enough help to be able to complete the action within 30 minutes or less.

NOTE: If you need further assistance, please contact the Greene County Sheriff's Office Civil Unit or consult an attorney.



Helpful Tips on Management for Landlords!

Can Your Rental Center Walls...Sell? ©

by Ernest F. Oriente, *The Coach* {Article #135...since 1995}

If first impressions are formed by a new resident within 10-12 seconds of meeting those on your leasing teams, what impressions do the walls in your office make? Can your walls sell? Can your walls motivate and inspire you and your leasing teams? You bet they can! This article will show you three easy steps to make sure your walls are selling—365 days a year.

Inspiring your residents: First, recognize that every time a resident comes into the leasing office of the properties you manage, your leasing teams have a golden opportunity to sell and re-sell the wonderful lifestyle your apartment communities provide. Next, have your leasing teams determine how much wall space is available in their leasing offices and ask them to draft a plan for the types of information they want each resident to see. Here are some strategic items your leasing teams can place on their walls: pictures of their residents having fun at a recent property activity, letters of appreciation from current residents, a mission statement from your company, your service guarantee or promise, a current resident newsletter, a reminder about resident referrals, dates for an upcoming resident party or event, sample floor plans, special awards or training certifications, and a photo of your leasing and maintenance team. Lastly, have your leasing teams professionally frame each of the items they will be displaying on the walls of their leasing offices, as the quality of the framing will make a subconscious quality impression on your residents and future residents.

Tip From The Coach: Now that your leasing offices are ready to sell to your current residents, can your leasing teams use this sales tool for future residents as well? You bet! At the start of each property tour, have your leasing teams begin by showing each future resident the fun items displayed on their walls...especially the pictures of current residents having great fun. When the walls in your leasing offices sell, your leasing experts will have higher closing ratios and more team success!

Motivating your team: Once your leasing teams have finished setting up the selling walls in their leasing offices, it's time to prepare the walls that will motivate them. Ask your leasing teams to locate a wall or two in their leasing offices that is not usually seen by either current residents or future residents. Next, discuss with your leasing teams the key numbers, corporate information or trends they would like to see on a regular basis. Here are some ideas that might be helpful to display: weekly/monthly leasing goals, budget performance on a monthly and year-to-date basis, maintenance requests, a follow-up system for tracking hot pro-

spective residents, bonus programs, a calendar to plan future resident events or activities, a place to share or post new ideas, company awards and collection reports. Lastly, ask your leasing teams to find a creative way to display this wonderful information so they will have a pride of ownership attached to this special area.

Tip From The Coach: Many of our property management clients ask their Resident Managers to hold a weekly meeting in the area where this information on their walls can be easily referenced. Consistently referencing this information on a weekly basis will show your leasing teams that the information displayed is critical to the success and profitability of their apartment community.

Encouraging yourself: As the executive or owner of your property management company, your walls must also sell. Certainly, many of the ideas mentioned above, would be valuable to have on your walls. Some specialized measurements to place on your walls might include: occupancy trends, employee turnover, ROI performance, quarterly graphs recapping this quarter...compared to the same quarter last year, team rankings and industry statistics that will impact your properties.

Tip From The Coach: Remember, whatever you place on the walls in your executive office will send a strong message to your company about the key areas of your business. So choose each item carefully, as every person who comes into your office will survey your walls and ask you questions about what they see or read. In addition, you might consider giving new employees a tour of your office walls on their first day with your property management company. This will allow them an opportunity to see and read first-hand, exactly what is most important to you and those on your executive teams.

Want to hear more about this important topic or ask some additional questions about how to create walls that sell? **Send an E-mail to ernest@powerhour.com and *The Coach* will E-mail you a [free TeleForum invitation](#).**

Author's note: Ernest F. Oriente, *The Coach*, is the founder of PowerHour® a professional business coaching/recruiting service and the author of SmartMatch Alliances™. He has spent 20,630 hours [since 1988] delivering customized training, by telephone, in leadership, tradition/Internet marketing and sales for property management companies, apartment locator/corporate housing services and multi-housing sales/service companies worldwide. PowerHour® specializes in global distance learning by telephone, using their state-of-the-art conference call system for interactive and dynamic TeleForums. Twice-monthly TeleForums link 10-100 executives/professionals/individuals who are geographically dispersed, in a time efficient and profitable format. PowerHour® is based in Olympictown... Park City, Utah, at 435-615-8486, by E-mail ernest@powerhour.com or visit their TeleForum website: www.powerhour.com. To receive a FREE property management success newsletter, with subscribers throughout North America, send an E-mail to: ernest@powerhour.com. Recent PowerHour® articles have appeared in 5500+ business/trade publications and websites.

The Springfield Apartment & Housing Association thanks the following members for renewing their membership!

Annual Dues invoices are mailed based on the month of the anniversary (join date) .

- A.R. Wilson, Inc.
- Accent Properties
- Adco-Burch Insurance Services
- Affordable Housing Action Board
- All Glass
- Apartment Finder
- Bell Management
- Ben Steele Properties
- Better Business Bureau
- Bibbs, Independent
- Bridges Apartments
- Bryan Properties
- Caffey Rentals
- Calhoun, Independent
- Casagrand Real Estate & Investment
- Chandler Properties
- Chen Independent
- Citygroup/Smith Barney
- City Utilities
- Clear Creek Golf Car
- Coryell, Independent/TLC Properties
- Crabtree, Tyler
- Craigmont Place Apartments
- Credit Bureau Services
- Croley Insurance
- Dameron, Independent
- David Properties
- Debco Management
- DHS Property
- digital print, ink
- Domino's Pizza
- Doug's Pool & Spa
- Drain Doctor
- Elliott Lodging
- Empire Bank
- Eoff & Associates
- Fairwood Enterprises
- Forest Park Apartments
- Fredrickson, David
- Freedomway Enterprises

- G & S Rentals
- Gillenwaters Developments
- Great Southern Bank
- Greater Spfd Board of Realtors
- Greystone Properties
- Guaranty Bank
- Hamilton Properties
- Haselhorst Properties
- Haun Properties
- Hazell Investments
- Heyle Realtors & Counseling Services
- Hofman Supply
- HomeVestors
- Housing Authority of Springfield
- Hunter Property Management
- J & J Properties
- Jefferies Duplexes
- John B. Hughes Apartments
- John Morris Equipment
- Johns Investments
- Kayser, Dave
- Kee Wes Service
- Kellett, Independent
- Kennco Construction
- Key Management Company
- King Rentals
- Kodiak Property Management
- Lacy Investments
- LL&B Properties
- Lowther Johnson Law Firm
- Magers Properties
- Manley, Independent
- McCann Properties
- McKinnis, Independent
- Media.com Communications
- Merritt Properties
- Metro Builders Supply
- Midwest Rug
- Millennium Properties
- Minuteman Press
- Monarch Property
- Morelock-Ross Properties
- MTM, LLC
- Neale & Newman Law Firm
- Newman Enterprises
- Northside Rentals
- Oakwood Terrace
- Outzen, Sharon

- Over-All Service Specialist
- Ozark Realty Management
- Pay to Stay Properties
- Peck, Independent
- Pepsi Cola Bottlers
- Perry Rentals
- Pin Oak Properties
- Preffitt, Independent
- Preston Holdings, LLC
- Priority Homes, LLC
- Professional Property Management
- Queen City Properties
- R.B.S. Properties
- Realty Services
- Republic Pest Control
- Rumley, Independent
- Savage, Inc.
- Selement Rentals
- Service Master
- Servpro of Springfield/Greene Co.
- Shaddy Rentals
- Sifferman Manor
- Sign-A Rama
- South Creek Development Corp.
- Southwood Properties
- Springfield Newsleader
- Springfield Striping & Sealing
- SS & B Heating & Cooling
- State Farm Insurance
- SW Center of Independent Living
- The Lofts
- The Villas at Copperleaf
- Tuck Rentals
- Turner Properties
- Two Men and a Truck
- Uckele Independent
- US Bank
- Waste Management
- Wilhoit Properties

Welcome Cont'd!

Sharon Cowherd
Cowherd Construction Co. Inc.

Tom Fitch
Fitch Electric L.L.C.

Joyce Hargrove
Hargrove Rentals

Howard Rascoll
Horizon Court

Jeff Howell, Bruce Lockhart
& Linda Davis
Lockwell Heating & A/C

Soonok Mayhew

Dennis Vance
Mid America Mortgage
Services, Inc.

Tim Roth
Momentum Real Estate
Investments, LLC

Steve Smith
MTS Contracting Inc.

Jeff & Mishele Martin
Ozark Cleanpro

Jeremy Parks
Ozark Rentals

Kevin McAdams
Pellham Commercial
Realtors

Keith Stump

Arthur Crawford
Surplus Warehouse
Springfield

Matt Overmann
Thousand Hills Golf Resort

Todd Kirkpatrick
TRK Properties LLC

Bret McGowne
Wood Re New & Tile Too!

... and still growing!

Welcome, New Members!
(since January 1, 2007)

John Andes Properties

Tammy Lockhart
Canterbury Townhomes

Jeff Archer
Critter Control of Springfield

It Pays to Advertise!

Place your ad in the Springfield Apartment and Housing Association "Housing News" for the following prices:

Members pay:

- \$30 per month for a 1/4 page ad
- \$55 per month for a 1/2 page ad
- \$90 per month for a full page ad

Non-Members pay:

- \$80 per month for a 1/4 page ad
- \$125 per month for a 1/2 page ad
- \$150 per month for a full page ad

Vendor members will have their company listed and their business card placed in

How much does it cost to become a member of the Springfield Apartment & Housing Association?

Vendor Members:

\$369 per year (includes listing on website, business card and listing in monthly newsletter, etc.)

Owner Members:

\$145 + \$2 per unit per year

Call 883-4942 for more information and a complete list of benefits of being a member of SAHA!



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Now Offering Service & Installation

Terrie Everhart
3252 N. Glenstone
Springfield 65803
417-300-0666

Springfield Apartment
& Housing Association
1717 E. Republic Road, Suite A
Springfield, MO 65804

Phone: 417-883-4942
Fax: 417-886-3685

Email:
saha@springfieldhousing.net



SPRINGFIELD APARTMENT & HOUSING ASSOCIATION CALENDAR OF EVENTS 2007

MARK YOUR CALENDARS FOR THE 3RD THURSDAY OF EACH MONTH
TOPIC SUBJECTS & SPEAKERS SUBJECT TO CHANGE
ALL MEETINGS WILL BE HELD AT NOON AT THE GOLDEN CORRAL

Future Meetings & Events:

No Meeting in June

July 11, 2007 — Leasing Program (6—8 PM)

Location: Orchard Park Apartments, at Kearney & West By Pass

August 22, 2007 — Vendor Social Event (6—7 PM)

Location: Clarion Hotel

3rd Thursday in September & October

Save the Date on your calendar