

RHR Information Services, Inc

SelectRent News

Editor's Note



Happy Spring!

All I can say is that it is ABOUT TIME! I know this is politically incorrect to support, but I say bring on global warming if it means that our little frozen tundra can start warming up before May on a go forward basis.

Spring is also season of renewal and freshness, and here at RHR we try to embrace that concept to it's fullest potential. We've done some spring cleaning and blown the dust off some

old ideas to give them new life, along with planting the seeds for new projects to come on-line in the next couple of months.

Please be sure to read the article about our new flexible payment options and our brand new mobile leasing application. These two new services are going to bring a huge amount of convenience to many of you if utilized properly.

Also, many thanks to the folks that have taken advantage of our referral incentive program. The

initial reaction has been fantastic and we're looking forward to adding more of you to our list.

Finally, as always your comments are always welcomed. Contact me at tonyk@rhris.com or 952.545.3953 / 888.389.4023.

Tony Karels

RHR launches mobile leasing solution

Clients with multiple small locations and no FT on-site leasing staff - pay attention - this new enhancement is for you! In May, RHR will launch our new mobile leasing solution that incorporates an ID Scanner, Credit Card Reader, and electronic signature capture into one, compact device.

How it works is simple.

- Step 1: You supply a "smart phone" or PDA with an internet connection data plan.
- Step 2: We supply an attachment that acts as a cradle for your phone and includes a magnetic

stripe reader that reads both driver's licenses and credit cards built into the back.

- Step 3: You login to the newly designed PDA version of our website using a streamlined input screen and swipe the applicant's ID to pull the personal data that we need directly from the card. Type in the SSN manually, and (optionally) swipe the applicant's credit card for direct payment.

That's it. You're done. Within seconds the background check has been initi-

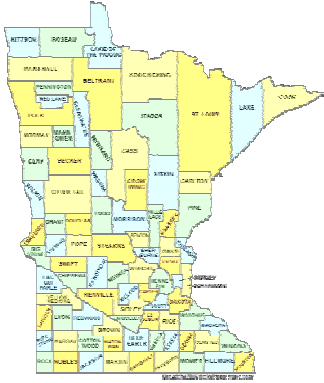
ated and you can view the preliminary results right from your PDA. No faxing necessary and no bills from RHR to pay at the end of the month. Sound good? If so, please contact Tony at RHR for a demonstration and to get a list of compatible PDA/ Smartphones.



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RHR now offers full 87-county coverage in MN



“The bottom line is the public access terminals found at courthouses are still the most accurate searching locations.”

As many of you have probably heard, the state of MN has been working for over a decade to unify the 87-county criminal courts under one cohesive computer database system. It has been a long process, but as of April 15th the task was completed.

The problem however lies in the new retrieval application. The primary shortcoming is that there are a vast number of case records that cannot be viewed using the new system. Just a few examples include:

- Electronic copies of public documents filed by parties cannot be obtained at this time.
- Name searches for criminal case records will not return pre-conviction criminal records.
- The federal Violence Against Women Act (VAWA) prevents the state from displaying harassment and domestic abuse case re-

ords.

- A statewide case inquiry may exclude records that are too old or do not fit the parameters of the new system.

Interestingly, the public access terminals found at the courthouses do not share these problems. For example, party street address and name searches on criminal pre-conviction case records are publicly accessible and available at the courthouse, but not on the new system.

The harassment and domestic abuse case records are available at the courthouse. Comment fields for all case types are not on the new system, but are available at the courthouse. Users of the new system are not notified when such public data is restricted from viewing.

The bottom line is the public access terminals found at courthouses are still the most accurate searching

locations. The new system is supplemental at best.

Please be advised that RHR's new coverage of the entire state is *still* based upon making daily personal visits to the courthouses where the information is most complete, most timely, and the most thorough data available.

The advantage is that your criminal coverage will be broadened exponentially and the chance of missing criminal records committed in any MN county will be greatly reduced.

Please be advised that soon you will see a small change in the criminal section of your report. We will no longer list the individual counties separately and will simply refer to the MN county criminal area as “all counties, comprehensive” reflecting the new coverage.

Please don't hesitate to contact us with any questions.

RHR's referral incentive program is in full swing



We are in the 3rd month of our referral incentive program, and I can't tell you how pleased I am to send out those gift cards to all of you great advocates of RHR. This month I'd like to acknowledge the following folks for your kind referrals: **Jerry Kvidera, Shane Nelson, Norman Bailey, Judy Ballard, Mary Heath, Mark Brattvet, Eric Brento, Dave Pavelka, Mike Tempel, and Dean Trongard.**

A very special thank you to both **Stacey Ray** and **Lisa Litzinger** for your multiple

referrals. Congratulations on reaching the 2nd tier of our incentive program and I hope you enjoy your cards! For those of you who missed the last newsletter and are wondering what this is about - here's how it works: RHR is going to send you a \$15 gift card to a fun restaurant or retailer for the 1st referral of the year that signs on as a new client with RHR, regardless of the size of the account. The 2nd referral gets you \$25, the third \$50, and the fourth \$75. Bottom line— if you refer 4 people to RHR

during 2008 it's worth \$165, minimum.

Why minimum? First it's a minimum because every person after 4 continues to earn a \$75 gift card. Second, at 4 annual referrals your name will also be entered into a year end drawing for a \$250 Visa gift card as a bonus thank you. it's your job to let us know when you've spread the word (call or email Tony), and we'll let you know when your referral signs up.

Thanks again, your support is sincerely appreciated.

RHR's website is now Cybertrust Certified

Cyber-what? That's what I thought when our IT director told me that we were required to undergo this process as a part of our ongoing FCRA security compliance with our credit bureau. So what does it mean? Becoming Cybertrust certi-

fied requires rigorous IT development of security procedures and protocols.



The website is then "hacked" by professional

programmers and must prove to withstand the best efforts to infiltrate the site.

The end result is the safety in knowing that all transactions on our website are not only secure, but also private and 100% tamper proof.

RHR becomes accredited by the BBB

In case any of you were wondering, RHR has always been a reputable company in good standing with the Better Business Bureau.

In fact, we have a completely clean company profile with zero registered complaints since our incorporation date of 1994! Believe it or not, that's no

small accomplishment in an industry as heavily legislated and controversial as ours.

To that extent, RHR is proud to announce our official affiliation with the BBB through it's accreditation program. Undergoing this procedure insures the highest business standards and dedication to providing su-

perior client satisfaction. You can view the status of our company with the BBB at any time by clicking on the logo below from our main webpage.



Would you prefer to have your applicant pay RHR directly for their background check?

Have you ever gotten your invoice from RHR at the end of the month and wished there was a way to get out of the payment process? If so, we are happy to announce that RHR offers a couple of ways to achieve this.

The first option is to have your applicants complete our online leasing application that we call "Apply Now". This application can be emailed or posted on your website. In this scenario your applicant completes the application online instead of in person and pays for the background check directly to RHR using a

major credit card. The advantage of the program is that your applicant is able to have some flexibility in their up front cost payment options and the convenience of applying at any time.

If you prefer to keep the prospect in your office to "close the deal", you can also offer the direct payment option right from our existing web application. On April 30th a new option when ordering a report will be available. This option is called "Apply Now Kiosk" and appears under the New Report button on the secure portion of our website.

When you order your report using this button you will be given 2 payment options at the point of report submission - direct payment by applicant or traditional billing.

Please note that for Fair Housing compliance, some clients will not see this new ordering option if RHR does not know the application fee that you are charging your prospective renter. Please contact your RHR representative if you do not see this option and wish to take advantage of the flexible payment option.



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The Right Path to the Right People

Disclaimer: This newsletter has been developed for informational purposes only for use by the customers of RHR Information Services, Inc., and should not be relied upon as definitively accurate. Due to the complex nature of your business, we strongly suggest that you work closely with legal council when making business related decisions.

New legislation may greatly hinder background screening

In Oklahoma City, the owner of a company that does background checks on prospective employees says public record restrictions approved by the Oklahoma Supreme Court will make it harder for them to do their job.

The new rules that take effect June 10th require the removal of personal information such as Social Security numbers, birth dates, addresses, and other data from court filings. Aimed at preventing identity theft, the rules also prohibit the posting of court pleadings on the Internet.

The problem with such a rule is that all background screening companies rely on full birth date information to ensure accurate information is being supplied on whether a person has a criminal record.

The new rules will have an unintended negative effect, because companies and property managers may put workers and residents in jeopardy by accepting applicants with violent criminal backgrounds.

But Oklahoma isn't the only state considering potentially harmful legislation. In MN, there are a couple of bills being proposed that have similar effects. One bill of particular concern has been brought forth by the Collateral Sanctions Committee. It involves the reclassification or sealing of data resolved "in favor" of the individual so that it will be made inaccessible to the public. According to the bill, a criminal action is resolved in favor of that person if:

1. charges against a person were dismissed;
2. the person was acquitted;
3. charges against the person were dismissed pursuant to a continuance for dismissal;
4. charges against the person were dismissed upon successful completion of a pretrial diversion program;
5. one year has passed since person plead guilty to a petty misdemeanor;
6. two years have passed since a stay of adjudication has been dismissed; or
7. three years have passed since a

stay of imposition was vacated and dismissed.

The problems with this type of legislation or multifaceted. For example:

- A "dismissed" court case carries many different meanings.
- These bills run counter to existing laws that require landlords to be more proactive in controlling the behavior of their residents.
- An owner has a legal right to make a leasing decision based upon type of crime committed regardless of conviction level.
- Criminals should not become a protected class!

If you feel that these laws would hinder your business, please let your local representative know. In addition, if you have any questions about this legislation or any other bills being proposed related to applicant screening please contact Tony Karels for a recent list including the authors of the bills.