

RHR Information Services

SelectRent News

Editor's Note

Welcome to the new and improved layout of our monthly newsletter. If you're thinking to yourself that you haven't seen one of these in quite some time—you're right. We've been busy here and that means so have you! I want to personally thank each of you for making August our busiest month on record and hope that the increased traffic has been good to you.

We continue to make daily enhancements to our products and services, and some of these are highlighted in this edition if you haven't already noticed them.

We've also got some great articles that focus on the basics of the ap-

plication process because they are all too often overlooked.

It can't be reiterated often enough that you are the first (and best) line of defense against an applicant that is trying to hide something about themselves.

Since you act as the eyes and ears of the screening process, it's important that you've taken the time to make sure everything your applicant has put on paper is complete and consistent with their ID and supporting documentation.

We hope you enjoy the newsletter, and if you have any suggestions or comments for future editions please feel free to drop me an



email at tonyk@rhris.com.

Tony Karels
Account Manager

Inside this issue:

Assessment Tools	2
Appropriate Interviews	2
Exit Referrals	2
State Repositories	3
Top 5 Signs You're Renting to a Liability	3

System Upgrade: Online Account Activity

Now you can view your account activity online. Find up to the date information on activity on your account.

You can find this feature under Reports, by clicking on Billing Statements and Invoices. There

you can view everything from invoice numbers to amounts paid to actual invoices. Further, if you have a question regarding billing of a specific report you can pull it up here. Reprint invoices, view credits and paid amounts and more.

If you have questions regarding this new feature or billing issues please contact your RHR Information Services Representative

Assessment Tools: Help in Hiring



Pre-employment assessments are designed to predict the likelihood that an applicant will be a good “fit” in the job—and they are sweeping through the work world.

Assessments can be used in many ways, sometimes as a first step to reduce the size of the applicant pool and sometimes as a backup to reinforce or overrule an interviewer’s instincts. Whatever way they are used, they are

gaining favor among employers.

About 30% of all companies use assessments to help make hiring decisions. A spokesman from one of the major cell phone companies says a pre employment personality test is the efficiency tool the company needs to improve the odds of hiring successful workers in its store.

RHR Information Services, Inc offers many types of assessment tests to cover all positions for all

different types of employers. A low cost addition to your hiring process that can make a big impact on your bottom line. If you are interested in discussing the assessment options available to you, please contact your RHR Representative.

“Often, interviewers get caught up in friendly conversation and momentarily abandon their role as an interviewer and representative of the company.”

Appropriate Interviews

Today, in order to comply with state and federal anti-discrimination laws, employers must carefully consider the method in which they seek out and employ job applicants. Job postings and interview questions, as well as any observations made during the hiring process must be carefully crafted to avoid legal liability for al-

leged discrimination.

Employment decisions must be based only on factors which are related to qualifications for and performance of the job, such as skills and licensure, work experience, references, wage and salary history, education, academic and personal achievement, cooperation in the recruitment process, attitude towards work and co-workers, and

generally accepted job-related personal habits such as timeliness, courtesy, grooming and dress, responsibility, discipline, energy and similar factors.

During an interview, interviewers may feel that the “tone” of the interview and the personality of the applicant would permit

(Continued on page 3)



Exit Referrals

Have you had a chance to use the Exit Referral button available to every client using our website service yet, or have you been afraid to try it?

Using this feature allows you to stop digging references out of paper files—forever. Your ref-

erences are permanently stored online accessible by you and RHR. This gives you 2 great benefits, 1. RHR will never again call for a reference, as it is saved in the system and 2. When another vendor calls for a reference you just click and

print your reference. We’ve also made these easier than ever to edit if necessary.

For more information on how to use or access our Exit Referrals please contact your RHR representative.

State Criminal Repositories Lag in Record Keeping

In 2001 states maintained criminal history records on some 64 million people, but some of those records had reduced usefulness because they were missing crucial information. Bureau of Justice Statistics surveys find that in nearly every state, a proportion of criminal history records lack a final disposition, which indicates the outcome of an arrest. The most significant factor affecting the timely transmission of information to the repository is the volume of work.

This may not mean that state

criminal repositories are without value, its just that they need to be properly understood and used in conjunction with other screening tools to have maximum value. A statewide search could be described as a mile wide search that goes an inch deep. Statewide repositories cover a much larger geographic area than a single county search can. But counties are where the records originate and that is why a single county search is like a mile deep and only an inch wide.

A search of a state repository

may need to be supplemented by other screening tools such as a county search, a review of the application for occupancy, a face-to-face interview and/or a review of references.

If you have any questions regarding the criminal search you currently use please contact your RHR representative.



Top 5 Signs You May Be Renting to a Liability Waiting to Happen

Lawsuits often catch property owners/managers by surprise. Yet, an examination of the potential resident's application shows that a property owner/manager could often have predicted, well in advance, that they were leasing to a liability just waiting to happen.

By looking for the following five (5) danger signals, a property owner/manager can avoid leasing to a problem in the first place.

#1 Applicant does not sign consent form for background check. Federal law requires a separate disclosure and consent. If a firm does not screen they become a

choice property for problem applicants. An applicant with something to hide may purposely not sign the form so they cannot be accused of falsification.

#2 Applicant leaves criminal questions blank. An applicant with a past problem may simply skip questions about criminal records.

Continued on page 4

"Lawsuits often catch property owners/managers by surprise."

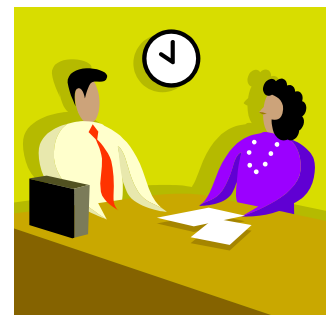
Interviews, cont.

(Continued from page 2)

them to ask questions that are generally considered impermissible. Often, interviewers get caught up in friendly conversation and momentarily abandon their role as an interviewer and representative of the company.

Impermissible observations and questions can result in legal liability for alleged discrimination.

Consult your Human Resources Department or a lawyer if you are unsure of appropriate interview observations and questions.



10505 Wayzata Boulevard
Suite 200
Minnetonka, MN
55344

Phone: 888-389-4023
Fax: 888-389-4024
E-mail: tkarels@rhris.com

SelectRent™



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 employment related decisions.

Continued from page 3

Every application should ask, in the broadest terms allowable by law, if the applicant has a criminal record, including misdemeanors.

#3 Applicant self-reports a criminal violation. Just because an applicant self-reports an offense does not eliminate the possibility of other offenses. A manager is well-advised to check it out.

#4 Applicant fails to explain gaps in residency history. While there may be reasons for gaps in residency, if an appli-

cant cannot account for the past seven to ten years, it can be a red flag. Also, if a property manager knows where an applicant has been, it increases the accuracy of a criminal search and decreases the possibility that you'll miss any criminal offenses.

#5 Applicant fails to give sufficient information to identify a past residency for reference checks. If an applicant does not give enough details about past residences, it can be a sign of trouble. Verifying past residences is a critical and important tool for finding out about your applicant. Some managers make a costly mistake by not checking references.

If you have questions or concerns regarding the application process or the form your property uses, contact your RHR Information Services, Inc. Representative.