

RHR Information Services, Inc

SelectRent News

Editor's Note



Happy spring! You may have noticed that we took a little break from the newsletter over the past couple of months as we've been busy working on enhancements to our services and are pleased to announce them in this edition of SelectRent news.

The first story below details a project that has been in the works for literally 3 years, as we've been trying to find the most economical and user-friendly way to allow our internet based customers to go completely paperless with us.

We've also been polling many of you over the past few months to find out which management software providers are the most popular, and are making great progress on an integration procedure with a couple of the big providers.

Be sure to read the article about a national standard and accreditation process being created for the screening industry. Although I'm not a big fan of federal control over private business, some type of quality standard or license requirement is long overdue in the screening industry,

and RHR welcomes the opportunity to differentiate ourselves from the competition by completing whatever process is deemed necessary. As always, please let us know if you have a subject that you would like covered in a future edition.

Tony Karels
Account Manager

Inside this issue:

OFAC Terrorism Search Requirement	2
Auto Expungement of Criminal Records	2
Management Software Integration	2
National Screening Standards	3
Crime-Free Associations Really Work	3
Rental Fraud Game	4

RHR to Launch Electronic Signature Capture

After what seems to have been a lifetime of research and development, RHR will begin allowing you to capture your applicant's signature electronically using your computer's mouse or a capture pad/stylus combination. What are the benefits you ask? First, if you are a web-

based client ordering complete background checks including references—you won't have to fax the applications to us any longer. It allows you to finally go completely paperless in your screening. The second benefit is that this signature is automatically integrated

into our rental and employment verification request forms which will greatly improve the response time on these manual verifications. For more information or a demo on the signature capture process, please contact your account representative.

What is OFAC?



OFAC, the Office of Foreign Assets Control administers and enforces economic sanctions programs primarily against countries and groups of individuals, such as terrorists and narcotics traffickers. All U.S. persons must comply with OFAC regulations, including all U.S. citizens and permanent resident aliens regardless of where they are located, all persons and entities within the

United States, all U.S. incorporated entities and their foreign branches. The fines for violations can be substantial. Depending on the program, criminal penalties can include fines ranging from \$50,000 to \$10,000,000 and imprisonment ranging from 10 to 30 years for willful violations. Depending on the program, civil penalties range from \$11,000 to \$1,000,000 for each viola-

tion. For property management companies this means severe penalties for renting to any SDNs. Let RHR add OFAC to your comprehensive screening package today.

Contact your account representative for more information on this or any other products.

“Upon the favorable resolution of a criminal action, those judicial records shall after that be made inaccessible to the public”

Automatic Expungement of Criminal Records

The MN legislature has introduced a bill (H.F. 3345) suggesting that some criminal cases be automatically expunged depending upon the disposition. Section 14 of the bill states: “Upon the favorable resolution of a criminal action, as defined in subdivision 4, all criminal justice agency records pertaining to the action shall after that be classified as private data on

actions favorably resolved, as defined in subdivision 2, and all judicial records shall after that be made **inaccessible to the public**”.

In some instances, the “favorable resolution” of a criminal case is not only a dismissal or acquittal, but also includes a guilty plea to a petty misdemeanor provided that 1 year has passed since the verdict has been made.

The status of the bill has currently been tabled to a study to consider the social impact of such a law, however it is very likely that this issue will be considered heavily during the next legislative session. RHR would like your opinion on this type of bill if you are interested in sharing it. Please email tonyk@rhris.com with your comments.

Management Software Integration



RHR is currently working with Yardi Systems and AMSI to develop a vertical integration platform into their web-based management software applications—“Voyager”, and “eSite” respectively.

The purpose of the integration is to reduce the amount of data input re-

quired to get your potential resident screened with RHR and into your tracking system.

Both companies have assured us that they are building a platform that will be available sometime this spring and we will begin the integration as soon as that infrastructure is cre-

ated.

If you currently use a web-based management software that you would like us to consider integrating with, please tell your account representative and we will begin discussions immediately.

National Screening Standards: A Possibility

The incidence of negligence lawsuits is way up and property management companies are increasingly relying on background checks to protect themselves.

Unfortunately, the background screening industry currently lacks consistent standards allowing virtually anyone to open an agency and sell data that can often times be inaccurate and/or

outdated. This can cause errors that can disqualify reputable applicants but when criminals slip through with clean records the consequences can be more severe.

A national task force funded by the Justice Department recently recommended national standards for screening companies. In addition, the NAPBS (National Association of Professional Background

Screeners) is currently developing an accreditation program available for screening companies.

Look for RHR Information Services Inc to not only keep you informed but to be at the front of the pack in adopting any new standards that come about.



Multi-Housing Programs to Reduce Crime

Dede Alexander had been afraid to walk to the laundry room in her Lacey, Washington apartment complex after dark until a new manager took over and made safety a priority. Laurie LaBonte took over the 14th Avenue complex 1 1/2 years ago and immediately got involved in the Crime Reduction Multi-Housing Program offered by the Lacey Police Department.

This 3 level program has reduced crime in many of the city's apartment complexes. Complexes involved in the program had 0.6 calls per unit versus the 1.5 calls per unit in non-participating complexes.

This program (and others like it) hinge on 2 things.

First, a strong connection. Participation in this type of program gives complexes a direct connection to local law enforcement agencies, where they work hand in hand to reduce crime.

Second is a lease addendum that allows a manager to evict an unruly tenant in 3 days, instead of the customary one-month notice. The first part of the 3-phase program is for apartment managers and landlords to take a 12-hour 2-day course that covers everything from tenant screening to designing complexes in a way that deters criminals. The second part of the program includes an officer inspecting the property and making safety recommendations (cut shrubs so they can't serve as hiding

places, replace outside lights, etc.). The final step includes the changes being made at the complex and the city certifying the complex. Then the managers are free to add the lease addendum.

There are cities all over the nation starting programs like this daily. If you would like an RHR representative to come to your local crime free coalition meeting to speak about effective background screening practices please contact Tony Karels at 952-259-3022. For more information on that program visit www.crime-free-association.org or contact your local law enforcement agency.

“This 3 level program has reduced crime in many of the city's complexes.”



10505 Wayzata Boulevard
Suite 200
Minnetonka, MN
55305

Phone: 888-389-4023 / 952-545-3953
Fax: 888-389-4024 / 952-545-3973
E-mail: tonyk@rhris.com



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.

Rental Fraud Game

Delinquent tenants use landlords as a revolving line of credit. These tenants will skip rental payments and often cause damage to units. These tenants are playing a game and the landlord will be the loser if they don't have a comprehensive tenant screening program.

Rental Fraud is generally considered a civil matter so there is little fear for tenants contemplating this type of fraud.

The following are tips for landlords trying to reduce rental fraud and bad tenants:

- Always have the prospective tenant complete an application form.

- Make sure the applicant completely fills out this form.
- Always obtain an applicants credit history.
- Always check with previous landlords. Make sure it is the actual landlord and not a friend.
- Always verify employment. Speak with someone in Human Resources for the most accurate information.

Create a comprehensive tenant screening program or let RHR Information Services create one for you. Fully screening your prospective ten-

ants will greatly reduce your chances of becoming a victim in the rental fraud game.

For more information contact your RHR Information Services Representative at 888-389-4023 or 952-545-3953