

RHR Information Services, Inc.

SELECT RENT NEWS

Editor's Note



In keeping with the spirit of Halloween, we felt it only appropriate to include a couple of scary stories in this month's issue.

The good news about any horror story is that they can usually be avoided if you take measures to protect yourself and there is always something to be learned from them.

Be sure to also read the story on Page 3—Dare to Compare! I'm often asked what makes RHR different than all of the other screening companies out there, both local and national, knocking on your

door. The truth is that there are huge differences between our company and most of the others. Some of RHR's strengths are obvious, but others may not readily come to your mind, but are no less important.

Finally, check out that cute little peanut on the right. Our daughter, Haley Jo Karels was born on October 12th at 11:09 pm. She's healthy, happy and beautiful! Be honest, does she look like her dad?

Tony Karels
Account Manager



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Landlord Found Negligent

A Minnesota landlord was found negligent in hiring a resident manager who raped a tenant. Although the manager had a criminal record he was furnished with keys to the tenants' apartments. In it's ruling the Minnesota Courts defined

the following aspects of the law:

Negligent Hiring: Negligent hiring is an independent cause of action; it constitutes the basis for a legal claim by an injured party.

Duty of Care: Employers have

a duty to exercise reasonable care when hiring individuals who, because of the type of employment and amount of contact with the public, may pose a threat of injury to mem-

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SCAM ATTEMPT FOILED



One of our clients sent in this story regarding a scam that almost took them for \$1500.

One of our St. Paul properties was listed on the internet and a couple from the UK decided to rent it. They sent me a check that covered the 1st month's rent, the deposit and about \$1500 extra. I waited 10 days and did not

hear from the bank so I went to the local K-Mart to Western Union the amount they overpaid back to them. The K-Mart employee encouraged me to contact the bank before wiring any money to this couple.

The bank told me they would investigate the issue. They found out their was no record of the bank the couples'

check was issued from.

I would have wired them \$1500 that day and lost it all.

Thanks to Jane for that story. Landlords be aware of this scam and others like it, especially if your property is listed on the internet.

Negligence, cont'd.

“Employers breach their duty of care when, despite suspicious facts on an employee’s application, they fail to make a proper investigation.”

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bers of the public.

Foresee ability: The employer need not have foreseen the plaintiff’s particular injury, but the landlord had reason to anticipate that its employee, with a history of violent crime, might well commit another violent crime,

even if this crime wasn’t identical to the employee’s previous offenses. Therefore, the employee’s rape of the tenant was foreseeable.

Reasonable Investigation: Although employers have no independent affirmative duty to investigate an applicant’s criminal record, such an in-

vestigation is a reasonable precaution if other factors validate it. Employers breach their duty of care when, despite suspicious facts on an employee’s application, they fail to make a proper investigation.

Cause: The landlord’s negli-

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New way to evaluate your credit

Many people have low credit scores for a variety of reasons but how many of those people pay their rent, utilities, phone and small monthly creditors on time, in full, every month?

A new credit bureau aims to help out those people that do.

More than 150 credit-reporting companies across the nation will soon begin offering mortgage lenders, brokers and other creditors a way to more accurately evaluate your full credit profile, including all or most of your bill-paying performances that never appear in

your national credit files and aren’t incorporated into your FICO score.

If you think this might help you in the loan process go to www.prbc.com or talk to your lender.

Dare to Compare!

I'm sure you're approached regularly by screening vendors claiming "We're just like RHR". Be careful when you hear such a bold statement, as there are huge differences among agencies. Think about these things when comparing RHR Information Services to other screening companies.

- Is the company a member of NAPBS (National Association of Professional Background Screeners)?
- Are they a member of MHA (Minnesota Multi-Housing Association)?
- Does the company follow the Minnesota Crime Prevention Association—Crime Free Multi-Housing Guidelines for criminal history checks?
- Does the company offer multiple report delivery options in the event your primary method fails?
- Is it a local company or does it have a local branch office?
- Does the company charge any annual, monthly or other fees beyond the cost of the reports?
- Is the company bonded, insured and carrying all appropriate licenses?
- Does the company have on-staff IT professionals ready to help when you need it?
- Can/will they provide references from your local area to contact and see how they like the service?
- Do they offer customer service hours for the full business day in your region?
- Do they have a program in place to protect the privacy of consumer information and reduce the risk of identity theft?
- Do they have on staff individuals specifically designated to handle questions that arise from your applicants to ensure that any disputes are handled in a timely and customer friendly manner?
- Can the company provide manual verifications including landlord references, income and employment verification, etc. in addition to data verifications?

Strengths of RHR Information Services, Inc.

- Credit information provided by Experian—the largest of the "big 3" bureaus with the most thorough data in the industry.
- Real time access to reports on our website. More than 70% of complete history reports are available within seconds.
- Criminal information gathered at the statewide repository level, and at the local county level offering the widest area of coverage available.
- Nationwide and Federal criminal searches also available at the statewide or county level.
- County and Federal Civil searches available.
- Statewide eviction searches are available in seconds. Clients may choose whether to have RHR confirm the eviction record or show a list of possible matches.
- Mandatory terrorist screening provided and shown conspicuously on the report as required by the USA PATRIOT Act.
- Nationwide registered sex offender searches available.
- Kari Koskinen compliant pre-employment background checks available.
- Criteria "Stop-Signs" available to enforce compliance with Company Resident Selection Plan and Fair Housing Laws.
- Predictive Scoring Model including a leasing recommendation based upon clients unique criteria available.
- "Apply Now" on-line application hyperlink available to allow applicants to apply for the background search directly.
- On-line "Exit Referral" feature allowing clients to input and save rental references available.
- On-line billing statements available.
- Client Demographic reports which track critical applicant criteria factors and other management reports available at no charge.
- Application forms, denial letters, and other resources available on-line at no charge.
- Secure internet access with online Resource Library.
- Outstanding service from Sales Managers to service representatives that are always able and willing to help.

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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.

Negligence, cont'd.

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gent hiring was the proximate cause of the plaintiff's injuries. This conclusion was based on the fact that the manager, who had a criminal record for assault and night prowling and two and a half months in a psychiatric care center, was furnished with a passkey to tenants' apartments.

