



[www.bennett2rentit.com](http://www.bennett2rentit.com)  
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**What in the heck is an Assistive Animal?**

Many people do not really understand what this means. It has become a significant issue for property managers, because tenants have caught on to it and are using it to get around pet fees and breed restrictions. One of our Landlord attorneys was kind enough to share this with us, and I thought that our readers would appreciate learning the facts as well.

“Service Animal”: These animals are specifically and rigorously trained to perform specific tasks or alerts to mitigate their handler’s disability. These animals are permitted to accompany the human in public areas because of ADA (Americans with Disabilities Act) laws. These animals qualify as an assistive animal under Fair Housing laws. An assistive animal is not a pet. They are working and should not be interacted with by others unless the handler gives permission to do so.

“Emotional Support Animal”: (also called comfort animal). These animals do not have to have any specialized training. They help alleviate symptoms of that person’s disability that impact one or more daily activities. These animals also qualify as an assistive animal under Fair Housing laws.

“Therapy animals”: these animals are trained to provide psychological or physiological therapy to individuals other than their handlers. Typically, they visit various institutions like hospitals, schools, hospices, psychotherapy offices, nursing homes and more. These animals are encouraged to interact positively with others. These animals DO NOT qualify as an assistive animal under Fair Housing laws.

“Working animals”: these animals have been specially trained for specific jobs and are used by the military, law enforcement, search and rescue. These animals DO NOT qualify as an assistive animal under Fair Housing laws

Do you have to allow an assistive animal? Generally speaking, the answer is that you may have to approve the animal as a reasonable accommodation if the tenant asks you to waive your policy that would normally prohibit the presence of the animal for some reason, such as size, breed, species, a no pet policy or the pet deposit/fees.

Bennett Property Management utilizes the forms provided by this Landlord attorney when a tenant requests an assistive animal accommodation, to determine that it is, in fact an assistive animal or emotional support animal. We continue to scrutinize each applicant to protect our Owner Investors. If you have questions on this topic, please contact us at [info@bennett2rentit.com](mailto:info@bennett2rentit.com).

Anne McCawley\_

# FRANK'S FORUM

## Rent Ready

The most important asset BPM gives our owners is experience. Our managers control every aspect of the rental process.

The critical parts of a good management experience takes place far ahead of writing the lease. First, the property must be rent ready. Sometimes this process is contentious, especially regarding cost, but we have standards designed to keep the property well maintained with minimum ongoing maintenance expenses.

When the manager calls and says we need a full paint or new floor covering we (almost) always agree because we know that the request would not be made except out of necessity. It is important to note that BPM gets no kickbacks, rebates, fees or any other benefit from maintenance done on owner's properties. This is not the case with all management companies.

I was the world's worst property manager, or at least in the bottom five. I knew what to do, I just wasn't good at the execution. What Barbara and I did do, right at the start of our managing career 45 years ago (!), was

to set down in writing the operating procedures that govern us to this day.

We have always tried to manage property as though we owned it ourselves. We screen every tenant thoroughly. Every application is reviewed by two managers, sometimes more. We are effectively loaning the tenants thousands of dollars and trusting them with a major investment. Serious business!

We insist that every property be maintained to a high standard to provide a good experience for the tenant. Our tenants stay with us a long time. (Average 2.75 years.)

As an owner I want my investment to be secure. I want timely reports and money. I want to be consulted about costly or unusual expenditures. I want to trust my manager and the company they work for.

Barbara and I are one of BPM's larger clients. We pay full price for their services. We no longer own any part of the company. All of the "wants" listed above are satisfied.

Every year, usually in February, we walk through our properties. We are always pleased with what we see. If any of the BPM customers would like a walk through of their properties with a second pair of "owner" eyes, just give me a call.

## Rescue Work

Property management is not rocket science (they say that about brain surgery and golf, too. You can learn brain surgery!) but it is hard work and has rules that must be followed, some legal and others the sort that are written in blood, money and tears.

Occasionally we get a call for help from an owner who has suddenly found himself over his head - "my tenant hasn't paid me in 3 months", and once in a rare while: "can you evict my son (daughter) for me?"

The problems, almost without exception, are caused by owners not following the common sense rules of good property management. Anne will be glad to share those rules with anyone that asks- there are no secrets, and we want everyone to have a successful ownership experience.

Also, almost without exception, we are able to fix the problem (s) in 30 days or less. Borrowing from Farmer's Insurance: "We know a thing or two 'cause we've seen a thing or two."

Give us a call- we want to help.



## Alert! Alert! Alert!

Our newsletter is joining the ranks of the 21st century and going digital. If you would like to continue to receive our newsletter via email, please send your email address to [susan@bennett2rentit.com](mailto:susan@bennett2rentit.com) and we will add you to our list.

If there is a topic that you are interested in, please send it to us and we will attempt to publish an informative article.

You are a part of the Bennett Family, and we would hate to not communicate with you quarterly, so please join us as we move forward. The newsletter is always available at our website.

## **NARPM NEWS**

*National Association of Residential Property Managers*

### **Narpm.org**

Education Class taught by Richard Hart, President of Hart & Associates, EA, CAA

**Handling International Clients and IRS Compliance**

**March 23rd @  
12:00 PM -3:00 PM**

PRS Hangar  
4129 W Milky Way  
Chandler, AZ 85226

If you would like to join our mailing list email:  
[susan@bennett2rentit.com](mailto:susan@bennett2rentit.com)



## Politics

My fearless leaders at BPM really don't like me to get political. But... I have to say we've had an interesting and (sometimes) entertaining couple of months.

The cry for change that swept the elections was important. We are all sick of "politics". The emergence of a political class, with an agenda of self-aggrandizement, has not been good for the country.

It remains to be seen as to how much change will happen. The shake-up of the various federal bureaus seems healthy. Many of us complained about "bloat" and over-zealous regulators and this may change some of that. I hope so!

The system is not set up to be efficient, and I think we can all be grateful for that. The fearful scenario for me would be to see a frustrated Executive Department trying to force draconian measures on the country. Isn't that what the last administration was accused of?

## Consumers

The Consumer Finance Protections Bureau (CFPB) is under a lot of fire lately, mostly (seems to me) because they do their job too well. What a complaint to have with a government agency!

The Bureau was pushed into place by Senator Elizabeth Warren and is a thorn in the side of financial institutions. As is so often the case, abus-

es in the market (lending and stocks) led to a reaction. Some say the pendulum swung too far.

Big bad Wall Streeters and lenders want us to trust them to do the right thing. I think that's the line the fox used when he applied for the hen-house guard job.

I don't believe everyone in the financial system is bad; I do believe that we all benefit from the feeling that someone is looking over our shoulder.

## Words

Realtors make their living with words. My favorite part of my job was the challenge of finding the right word to describe a property or convey a feeling of trust or reliability.

As we travel, or from the safety of my chair at home, I look for words that are useful in describing our world. Here's a few I've seen lately:

**Hygge**-Danish, pronounced Hoo-gah. A feeling of coziness. It has become a big marketing word in Denmark as people look for hygge in their daily lives.

**Hamish**-Yiddish. Unpretentious, friendly, homey. Not far off of hygge.

**Hineni**-Yiddish. "Here I am." A response to a request for help. I have some 3-word phrases that are important to me. One is "I'll be there." Very similar.



## Tell Your Taxes Where To Go

### **Choose A New Leaf for the AZ tax credit**

New this year-tax credit limits have doubled!  
Married filing jointly may donate up to \$800  
Single filers may donate up to \$400

Ways your gift can change lives  
Provide shelter and basic needs for the homeless.  
Provide warm meals for hungry families.  
Help people to work.

**Donate today at [TellYourTaxesWhereToGo.org](http://TellYourTaxesWhereToGo.org)  
or call 480-464-4648**

### Hawala-Mid-eastern.

This is different from the others, but a word we all should know. This is the long-time technique of money transfers without using bank facilities. Briefly, if I want to send \$1000 to my buddy Joe in California, I go to my local hawalador and give him the money plus a small fee. He calls his cousin Al in California and tells him to pay Joe \$1000 (less a small fee) when he comes to collect. Done. No track of money movement, and communications are usually coded in some way. Anti-terrorism and tax folks hate this system. It allegedly has funded much of the terrorist activities in the country.

Just thought you'd like to know.

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For more information

[www.simplyacappella.com](http://www.simplyacappella.com)