



NATIONAL RENTAL
HOME COUNCIL

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National Rental Home Council

*Operational Guidelines for the Professional Single-Family
Rental Home Industry*



HOME REHABILITATION

Rehabilitation Criteria

- Single-family rental operators should assess and renovate homes with care, and should maintain internal inspection processes and obtain municipal permits, where applicable, to assure quality rehabilitation.
- Single-family rental operators should adopt formal procedures for ensuring homes are habitable, functional and appealing to prospective residents and the neighborhoods in which they are located. Upon acquiring new properties, operators should inspect the residences, make any necessary repairs, address life safety issues and incorporate necessary upgrades.
- Single-family rental operators should use licensed contractors.
- Single-family rental operators should establish rehabilitation programs that comply with applicable laws and, prior to rental, complete inspections and walkthroughs for each home to identify and address life safety issues.

Building Codes and Standards

- Single-family rental operators should require licensed contractors to comply with building codes during the renovation process.
- Single-family rental operators should provide safety disclosures to residents, as required by applicable law.



PROPERTY MANAGEMENT

Hiring Practices/Codes of Professional Conduct for Property Management Staff

- All resident-facing employees should be required to undergo Fair Housing training, and all employees, including those involved in the leasing, management and marketing of homes, should be required to be compliant with Fair Housing laws, among other applicable rules and regulations.
- All outside leasing agents engaged by single-family rental operators should be licensed real estate agents who are obligated to be trained in and compliant with Fair Housing laws in accordance with leasing requirements.
- Single-family rental operators should establish business, ethics and conflicts of interest policies and ensure employee compliance with such policies.



Maintenance

- Single-family rental operators should conduct routine site inspections with active ownership oversight.
- Single-family rental operators should take proactive and preventative maintenance measures with respect to their properties throughout the period of ownership, including pre-occupancy. Coupled with the resident's responsibility to keep the home and yard in appropriate condition as part of a greater community, these measures assure the ongoing quality and aesthetics of the home, as well as the resident's comfort and satisfaction.



RESIDENT RELATIONS

Leasing homes is a business based upon building and maintaining long-term relationships with residents.

- Single-family rental operators should aim to provide residents with a highly satisfactory experience from the time of first contact through the selection of their home, the move-in process and for the duration of the experience.
- Single-family rental leases and other informational materials should denote to residents the maintenance obligations and services for which they are responsible and those that are handled by the company.
- Single-family rental operators should provide residents advance notice of proposed rent changes, as may also be required by law, in conjunction with lease renewal terms.
- Single-family rental operators should prioritize and address promptly any condition reported by a resident that poses a life safety concern.
- Single-family rental operators should provide residents with a management point of contact and phone number. Single-family rental operators should establish communication portals, such as 24-hour numbers that residents can call to access support, to ensure resident complaints and maintenance requests are responded to promptly and in an appropriate manner. These channels should have feedback loops so residents can let operators know when their issues have been resolved.
- Single-family rental operators should use online automated screening processes for prospective residents, ensuring the application process is consistently applied and compliant with Fair Housing laws.
- Any single-family rental operator that operates a commercial website or online service to collect personally identifiable information should post its privacy policy to its website.



LEGAL COMPLIANCE

All single-family rental operators, regardless of size, should structure overall business operations to be in compliance with all applicable local, state and federal laws and should have established systems to ensure legal compliance, including:

- Compliance with building codes when undertaking renovations.
- Compliance with all applicable landlord/tenant laws in all jurisdictions in which they operate, including 1) acquisition of homes, when existing residents may be in possession; 2) onboarding new residents into homes, and 3) renewing bona fide leases upon expiration.
- Compliance with Fair Housing laws that prohibit discriminatory practices against protected classes. These laws apply to all parties that sell or lease residential real estate, including single-family rental home businesses and multi-family operators.
- Compliance with all applicable legal requirements in connection with evictions, including federal laws such as the Protecting Tenants at Foreclosure Act, the Fair Debt Collection Practices Act, and the Servicemembers Civil Relief Act.
- Compliance with real estate license laws.
- Compliance with all consumer protection laws applicable in the jurisdictions in which they operate. All single-family rental operators should:
 - Review fees charged to residents to ensure they fall within legal limits.
 - Protect resident data in compliance with applicable laws.
 - Review lease forms for legal compliance.
 - Adopt a formal Fair Housing policy to ensure compliance with Fair Housing laws and demonstrate their commitment to equal opportunity in housing.
 - Establish and evaluate their policies, procedures and websites to ensure Fair Housing compliance. This includes regional and local counsel review of compliance at the state and regional level.
 - Have procedures in place to provide for reasonable accommodations and appropriate repairs to leased premises.