



ORCA TALES



New Arrival



There is a new ORCA POD Arrival. Jessica had a beautiful baby boy on January 30th, 2003. Weighing at 6 Lbs 14 Ounces. Congratulations Jessica



Northwest Regional Conference
2003

“Success Is More Than Luck”

“NARPM 2003 Northwest Regional Conference & Vender Trade Show”
(March 21st—24th)

Earn Clock Hours! Full Day of Classes to Choose From!
NEW! RMP Class: Applying Technology to Property Mgmt.
NEW! MPM Class: Owner/Client Relations
* 15 Local & National Vendors
*Held at “The Skagit” Valley Casino Resort, Bow, WA
(1 hour north of Seattle)
The Northwest’s Premier Hotel & Casino Accommodations.
For More Information Call April Sanders 360-331-7100

Dealing With Anger

You will often work with tenants who are angry and are showing it. When we are aware of our feelings, we can better manage our behavior to gain more positive results. It is healthy to vent feelings and okay to show anger, as long as it is not hurting the other person.

We need to focus on the needs of the person who is expressing the anger to keep them from feeling attacked or blamed. We don’t want to fuel the fire by responding negatively to the tenants anger. They have a lot of feelings, whether you agree with them or not, and need to express them. Stay focused, give the tenant time and space in which to vent, use active listening skills to show you grasp how the other person feels. Remember, do not let the angry person take over. Enforce ground rules to keep it a safe place for both of you. Don’t let someone become so angry that they intimidate others or you.

[Conflict Management for Property Managers and Real Estate Agents]
Presented By: Berit Liband, MA & Kathy Rice, Program Manager

WE NEED YOUR VOTE !

Vote for Dani Leavitt.. Cosmopolitan Magazine– April Issue (Comes out March 18th). Dani works for ORCA as an Executive Assistant. She is the daughter of Rebekah Near (owner). Dani was one of 25 girls chosen from 5,000 applicants for a contest. The top 25 girls chosen, will appear in the April Issue of Cosmopolitan. America will vote on their favorite girl. The winner will receive a trip to New York, A photo campaign for Dodge cars and be on the cover of a future Cosmopolitan Magazine. **VOTE VOTE!!!** For more information please call.(800)341-0022 Ext# 103



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ORCA WISDOM



“ Don’t worry about the world coming to an end today. It’s already tomorrow in Australia.”
Charles Schultz



Applications & Screening

LEGISLATION UPDATE FOR MINNESOTA LANDLORDS

RCW 59.18.257. governs applications and credit checks. A landlord can charge tenants for professional screening if:

- { 1} The tenant is first notified in writing of what the screening entails.
- { 2} The tenant is informed of how to challenge the accuracy of the screening.
- { 3} The name and address of the screening service are provided to the tenant (under state law this is only required if the tenant is being charged a screening fee—but this is superceded by federal law).

The landlord can perform his/her own screening and charge tenant the actual costs. In doing so, the landlord may not charge an amount in excess of what professional screening companies charge in the general area.

Under state law, a tenant who is denied tenancy need not be given a reason. However, under federal fair credit reporting law, landlords are required to notify tenants in writing of denial of tenancy following a credit report, even if the credit report is not the reason for the denial. This disclosure also informs the tenant of where to go to dispute credit.

~ The “Kari Koskinen Manger Background Check Act” is now in effect. Under the statute, the owner of a residential building must conduct a criminal background check before hiring any manager who would have the means to enter tenants’ units. The owner must also request criminal background checks for all currently employed managers hired before July 1,1995.

~ An owner may not hire a new manager if the criminal background check reveals that the manager has been convicted of one of the crimes listed in the statute, such as homicide, criminal sexual conduct, stalking, or burglary. If the criminal background check reveals that a manager hired before July 1,1995 was convicted of a crime listed in the statute, and remains employed, the owner must notify all tenants of the crime for which the manager has been convicted; tenants may then terminate their leases upon at least 14 days’ advance notice to the owner. The owner’s



THE RED SCOURGE

This is not a warning about a new epidemic, but a caution against spilling anything RED on your carpets! Normal carpet cleaning techniques will not remove red from the carpet. If you do get red on your carpet, at the very least you will end up having to pay extra to have it removed. Many red stains do not come out completely, even when treated by experienced cleaners! If that is the outcome, not only will you pay for the attempt to remove the red, but also you may have to pay for damages to compensate the owner for ruining the carpet!

* Our best advice to you is to exercise the Rule Of Red: (1) Do not allow anyone to have anything red on the carpet [drink, food, make-up, candle wax]. If someone does spill something red, **Immediately** try to get it off the carpet. Most spots will come up while still wet. ** { www.aclancarpet.com }**

What People Are Saying

~ Rebekah, thank-you for coming to our Apt. Mgnt. Network meeting in Tukwila. I got a lot of very positive feedback from the managers in the last couple of days. We’re looking forward to your “Understanding Court Records” class. I really appreciate your willingness to talk to our crime free managers; great speakers really does boost the integrity of the program. Many Thanks for your support. Officer Robbie Burns