



Tenant News: Need a Repaid? It's Easy as 1-2-3

Okay, you have a leaky faucet in the apartment/home you rent. What do you do now? If your rental needs repairs, it is important for you to work with the landlord to get the situation handled properly and quickly. Landlords want to keep their rentals in working order.

- 1) Contact your landlord and describe the problem accurately. Call them by phone first, then follow up with a written notice. The notice should include the date, the location of the dwelling and the nature of the repair.
- 2) Allow the Landlord access to the rental to handle the repair. It is very hard to fix a problem if you deny access to the rental.
- 3) Be flexible on the scheduling of the repair. It is unreasonable for you to expect the repairs to be done on your schedule. For instance: if you have a leaky faucet, there are not many plumbers who work after 6 p.m. or on the weekends.

Please Note: Your repair, when possible, will be scheduled within ten days of the complaint or you will be told the reason for the delay (i.e. parts are on back order).

- Tenant Informer, RHA

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"Rebekah - that's awesome. You are smart to build a YouTube channel to get quality information out to prospects and clients." - B.S. Mercer Island, WA

"Great notes, thank you. You guys are great at following up and such. Makes me happy I switched." - T. S. Seattle, WA

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Five Tips for Screening Candidates

While planning your business strategies and personnel decisions, please consider these five tips for screening job candidates by the National Association of Professional Background Screeners.

- 1. Be complete:** An employer can avoid negligent hiring by conducting a comprehensive background search. When an employer only looks at partial or out-of-date information, it can be just as ineffective as not conducting a background check at all.
- 2. Be efficient:** Recruiters value time, so an employer should rely on technology to improve efficiencies. Background screening providers can offer ways to improve the process while saving time and money.
- 3. Be thorough:** Employers have certain responsibilities as required by law, so double check that all background screening practices are in accordance with federal and state regulations as well as industry requirements. There are also new criminal guidelines in the Equal Employment Opportunity Commission and the Fair Credit Reporting Act.
- 4. Be analytical:** Job responsibilities should be kept in mind while screening candidates. An employer should not only gather basic background information but also assess job relatedness and business necessity.
- 5. Be consistent:** Every open job should have a targeted level of screening that correlates with business needs and job relatedness.

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Screening the Screeners

The background-screening industry is facing greater scrutiny regarding the accuracy of its reports, according to industry experts. In 2012, some job seekers claimed that inaccurate criminal background checks prevented them from finding employment. "Although the overall accuracy rate for background checks is extremely high, it is still easy for the press to take one or two examples out of millions of reports done every year," said attorney and background-check expert Lester Rosen. "But employers need to kick the tires and make sure to ask enough questions about background-check firms they may want to use for employment screening."

Ask the Right Questions:

Make sure to inquire about a company's demonstrated expertise, said EmployeeScreenIQ Executive Vice President Nick Fishman. "A criminal background check can mean anything from a comprehensive county courthouse criminal search to spidering various court sites to commercial data base searches. It's not enough to know a company offers this service-you need to know how they conduct their research, how they authenticate the information and what they do, to ensure accuracy", Fishman said. Have companies demonstrate their expertise by asking:

- How long have you been in business?
- Have you ever been held liable for your business practices?
- Are you facing active claims?
- Have you ever been sanctioned by a state or federal regulatory agency?
- How does your company stay compliant with state and federal laws? Can you provide policies and procedures that demonstrate such compliance
- What percentages of the applicants you screen dispute the findings of their background checks?

- SHRM

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