

Rental Housing Industry Resources

Professional and trade organizations

Institute of Real Estate Management (IREM)

430 N. Michigan Ave.
Chicago, IL 60611
(800) 837-0706 or (312) 329-6000
www.irem.org

IREM is an international community and a professional association of real estate managers across all property types dedicated to ethical business practices and maximizing the value of investment real estate. An affiliate of the National Association of Realtors (NAR), IREM has been a trusted source for education, knowledge, membership, and networking for the real estate management community since 1933. With 80 U.S. chapters, 14 international chapters, and several other partnerships around the globe, IREM also serves as an advocate on issues affecting the real estate management industry. Worldwide membership includes nearly 18,000 individual members and 535 corporate members.

IREM promotes ethical real estate management practices through its credentialed membership programs, including the Certified Property Manager (CPM) designation, the Accredited Residential Manager (ARM) certification, the Accredited Commercial Manager (ACoM) certification, and the Accredited Management Organization (AMO) accreditation. These esteemed credentials must be earned and certify competence and professionalism for those engaged in real estate management. IREM also offers Associate, Student, and Academic memberships. All members are bound by the strictly enforced IREM Code of Professional Ethics.

Collectively, CPM Members in the United States manage nearly \$2 trillion in real estate assets, including 11.4 million residential units and 10.4 billion net square feet of commercial space. IREM Members are employed by some of the most prestigious real estate firms in the world, and nearly 70 percent hold upper-level management positions. For their professionalism, expertise, and vast experience, property owners and investors worldwide continually seek out the management services of IREM Members.

National Apartment Association (NAA)

4300 Wilson Blvd., Ste. 400
Arlington, VA 22203
(703) 518-6141
www.naahq.org

The National Apartment Association (NAA) is America's leading advocate for quality rental housing. NAA's mission is to serve the interests of multi-family owners, managers, developers, and suppliers and to maintain a high level of professionalism in the multi-family industry to better serve the rental housing needs of the public.

NAA is a federation of nearly 200 state and local affiliates, comprised of more than 51,000 multi-family housing companies representing more than 6.1 million apartment homes throughout the United States and Canada. Members in good standing of any affiliated association are automatically considered members of NAA and entitled to NAA benefits.

Our members represent all facets of the multi-family housing industry: owners, managers, developers, leasing consultants, maintenance technicians, and suppliers.

Our purpose is to support an industry that offers safe, affordable multi-family housing to the public; equitably compensates its workforce; and provides investors with a fair and reasonable rate of return.

Following are links to several helpful NAA-related sites:

- ✔ www.ApartmentCareerHQ.org: This site is presented by the National Apartment Association's Education Institute (NAAEI) to serve as a career resource for those interested in careers in the apartment industry. The site is geared toward high school- and college-aged people and offers information about college programs; career tracks in leasing, management, and maintenance; and job search tips.
- ✔ www.ApartmentCareers.com: This site is for job-seekers looking for careers in the apartment industry and companies looking for prospective job applicants. The site offers search functions for average salaries, FAQs, and other resources that are helpful in searching for a job.
- ✔ www.naahq.org/onlinelearning: This link takes you to NAAEI's online designation programs, CAM Online and NALP Online; Fair Housing and Beyond Online; and NAAEI's Learning Management System, which delivers numerous online courses, recorded webinars, and video and audio recorded sessions from NAA's annual Education Conference.

- ✓ www.naahq.org/resources/lease/Pages/WhatistheNAALeaseProgram.aspx: This link takes you to the National Lease Program, where you can view sample leases and many other great forms that are available for your state.
- ✓ <http://naabuyersguide.com>: Need something for your rental property or property management efforts? Here's the link to the NAA Buyer's Guide, complete with all the NAA National Supplier Council members

National Association of Residential Property Managers (NARPM)

638 Independence Pkwy., Ste. 100
Chesapeake, VA 23320
(800) 782-3452
www.narpm.org

National Association of Residential Property Managers (NARPM) is an association of real estate professionals who know first-hand the unique problems and challenges of managing single-family and small residential properties. Founded in 1988, NARPM continues to be the premier professional association of residential property managers, currently representing more than 4,000 members comprised of real estate agents, brokers, managers and their employees. This membership is limited to individuals, not companies or corporations. There are more than 50 local chapters of NARPM throughout the United States.

National Multi Housing Council (NMHC)

1850 M St., NW, Ste. 540
Washington, D.C. 20036
(202) 974-2300
www.nmhc.org

Based in Washington, D.C., NMHC is a national association representing the interests of the larger and most prominent apartment firms in the United States. NMHC's members are the principal officers of firms engaged in all aspects of the apartment industry, including ownership, development, management, and financing. Nearly one-third of American households rent, and more than 14 percent of households live in a rental apartment (buildings with five or more units). With its joint legislative partner, the National Apartment Association, NMHC serves as the apartment industry's primary advocate on legislative and regulatory matters. The Council also conducts apartment-related research, produces strategic information on business-related issues, and promotes the desirability of apartment living.

National Association of Home Builders (NAHB)

1201 15th St. NW
Washington, D.C. 20005
(800) 368-5242
www.nahb.org

NAHB is a trade association that helps promote the policies that make housing a national priority. Since 1942, NAHB has been serving its members, the housing industry, and the public at large.

National Leased Housing Association (NLHA)

1900 L St., NW, Ste. 300
Washington, D.C. 20036
(202) 785-8888
www.hudnlha.com

NLHA is a sophisticated and effective force in dealing with the changing political and economic realities of low and moderate income housing. NLHA consistently provides its members with timely, detailed information on the latest program developments and requirements. An architect of the Section 8 project-based and tenant-based housing legislation, NLHA leads in the formation of national housing policy and is a key player when program and funding decisions are being made in Congress, at HUD and Treasury. Though NLHA's constituencies are many, the goal of the Association is one: the provision and maintenance of quality affordable rental housing for low and moderate income Americans.

National Affordable Housing Management Association (NAHMA)

400 N. Columbus St., Ste. 203
Alexandria, VA 22314
(703) 683-8630
www.nahma.org

NAHMA's mission is to support legislative and regulatory policy that promotes the development and preservation of decent and safe affordable housing. NAHMA serves as a vital resource for technical education and information, fosters strategic relations between government and industry, and recognizes those who exemplify the best in affordable housing. NAHMA is the voice in Washington for 20 regional, state, and local AHMAs nationwide.

Urban Land Institute (ULI)

1025 Thomas Jefferson St., NW
Ste. 500 West
Washington, D.C. 20007
(202) 624-7000
www.uli.org

The Urban Land Institute (ULI), founded in 1936, has more than 40,000 members worldwide representing the entire spectrum of land use and real estate development disciplines, working in private enterprise and public service. As the preeminent, multidisciplinary real estate forum, ULI facilitates the open exchange of ideas, information, and experience among local, national, and international industry leaders and policy makers dedicated to creating better places. The mission of the ULI is to provide leadership in the responsible use of land and in creating and sustaining thriving communities worldwide. Members say that ULI is a trusted idea place where leaders come to grow professionally and personally through sharing, mentoring, and problem solving. With pride, ULI members commit to the best in land use policy and practice.

National Council of State Housing Agencies (NCSHA)

444 N. Capitol St., NW
Ste. 438
Washington, D.C. 20001
(202) 624-7710
www.ncsha.org

The nation's state Housing Finance Agencies (HFAs) created the National Council of State Housing Agencies (NCSHA) as a nonprofit organization more than 30 years ago to coordinate and leverage their federal advocacy efforts for affordable housing.

Government agencies

U.S. Department of Housing and Urban Development (HUD)

451 7th St., SW
Washington, D.C. 20410
(202) 708-1112
www.hud.gov

Useful links:

Fair housing: www.hud.gov/offices/fheo

Lead disclosure warning: www.hud.gov/offices/lead/library/enforcement/lesr_eng.pdf

People with disabilities: www.hud.gov/offices/fheo/disabilities

Rental assistance: www.hud.gov/renting

Office of Housing Choice Vouchers (formerly known as Section 8): www.hud.gov/offices/pih/programs/hcv

Senior housing: www.hud.gov/offices/fheo/seniors

U.S. Environmental Protection Agency (EPA)

Ariel Rios Building
1200 Pennsylvania Ave., NW
Washington, D.C. 20460
(202) 272-0167

www.epa.gov

Useful link: Lead hazards pamphlet: www.epa.gov/lead/pubs/leadpdf.pdf

Media/newsletters

Inman News Features

www.inman.com

Inman News Features also licenses “Rental Forum,” a biweekly, nationally syndicated, real estate Q&A column by Robert Griswold. “Rental Forum” appears in many major newspapers throughout the United States; check with your local newspaper or ask your paper to carry this column.

Mr. Landlord

P.O. Box 64442
Virginia Beach, VA 23467
(800) 950-2250

www.mrlandlord.com

Multi-Housing News

www.multihousingnews.com

Professional Apartment Management/Fair Housing Coach/let al

Vendome Group, LLC

Offers several excellent products for the rental housing owner and manager

www.vendomegrp.com/real-estate.html

Rental Roundtable

A weekly landlord-tenant Q&A column by Robert Griswold with contributors Attorney Steven R. Kellman, director of The Tenants Legal Center in San Diego, and Attorney James McKinley, of Kimball, Tirey & St. John, a law firm that represents landlords. Archives of past articles are available online.

www.griswoldremgmt.com/about/books-and-articles

Tenants Legal Center of San Diego

Excellent information and assistance resource for southern California tenants. Also, great for property managers and landlords to understand what the rights of tenants are.

Founder and consultant Steven R. Kellman

(858) 571-7100

www.tenantslegalcenter.com

Rental housing industry vendors/suppliers

Apartment Guide (advertising)

3585 Engineering Dr., Ste. 100

Norcross, GA 30092

(800) 216-1423

www.apartmentguide.com

Apartments.com (advertising)

175 W. Jackson St., Ste. 800

Chicago, IL 60604

(888) 658-RENT (7368)

www.apartments.com

ApartmentSearch by CORT (advertising)

8303 N. Mopac Expy., Ste. 405 A

Austin, TX 78759

(800) 272-7863

www.apartmentsearch.com

Appliance Warehouse of America, Inc. (appliances)

3201 W. Royal Lane, Ste. 100

Irving, TX 75063

(800) 693-4343

www.appliancewhse.com

Armstrong (cabinet/ceiling/flooring products)

2500 Columbia Ave.

P.O. Box 3001

Lancaster, PA 17603

(717) 397-0611

www.armstrong.com

Assurant Specialty Property (renter's insurance)

11222 Quail Roost Dr.
Miami, FL 33157
(866) 720-3213
www.assurantspecialtyproperty.com/rentersinsurance/index.html

Automatic Leasing Service (laundry equipment)

1737 Summit Ave.
Richmond, VA 23230
(800) 558-2342
www.automaticleasing.com

Backed by Bayer (pest control)

P.O. Box 3900
Peoria, IL 61615
(800) 331-2867
www.backedbybayer.com

Bader Company (renter's insurance)

9777 N. College Ave.
Indianapolis, IN 46280
(317) 706-6000
www.baderco.com

Buyers Access (purchasing)

1777 S. Harrison St., Ste. 300
Denver, CO 80210
(800) 445-9169
www.buyersaccess.com

CallSource (marketing resources)

31280 Oak Crest Dr., Ste. 3
Westlake Village, CA 91361
(877) 225-5768
www.callsource.com

Coinmach Corporation (laundry equipment)

303 Sunnyside Blvd., Ste. 70
Plainview, NY 11803
(877) 825-9274 ext. 11337
www.coinmach.com

Community Controls (remotes/transmitters)

2500 S. 3850 West, Ste. A
Salt Lake City, UT 84120
(800) 284-2837 ext. 2180
www.communitycontrols.com

Conservice (utility cost recovery services)

595 Riverwoods Pkwy., Ste. 300
Logan, UT 84321
(866) 947-7379
www.conservice.com

Contemporary Information Corporation (tenant screening)

44404 16th St. West, Ste. 107
Lancaster, CA 93536
(888) 316-4242
www.cicreports.com

CoreLogic SafeRent (tenant screening)

40 Pacifica, Ste. 900
Irvine, CA 92618
(800) 426-1466
www.corelogic.com\safereent

CORT (furniture and furnishings for furnished or corporate rentals)

15000 Conference Center Dr., Ste. 440
Chantilly, VA 20151
(888) 360-CORT (2678)
www.cort.com

Cox Communications (cable and Internet)

1550 W. Deer Valley Rd.
Phoenix, AZ 85027
(866) 867-2629
www.cox.net

Craigslist (advertising)

1381 9th Ave.
San Francisco, CA 94122
www.craigslist.org

Dogipot (pet waste)

2100 Principal Row, Ste. 405
Orlando, FL 32837
(800) 364-7681
www.dogipot.com

Elite Gates (vehicle entry gates)

5957 S. St. Andrews Place
Los Angeles, CA 90047
(310) 456-9204
www.elitegates.net

Experian RentBureau (tenant screening)

475 Anton Blvd.
Costa Mesa, CA 92626
(714) 830-7000
www.experian.com/rentbureau

FCO, Inc. (debt collection)

12304 Baltimore Ave., Ste. E
Beltsville, MD 20705
(877) FAIR-COLLECT (324-7265)
www.fco.com

Florence Manufacturing Co. (mailboxes)

5935 Corporate Dr.
Manhattan, KS 66503
(800) 275-1747
www.florencemailboxes.com

Fluidmaster, Inc. (plumbing parts)

30800 Rancho Viejo Rd.
San Juan Capistrano, CA 92675
(800) 631-2011
www.fluidmaster.com

For Rent Media Solutions (advertising)

150 Granby St., 16th Floor
Norfolk, VA 23510
(888) 539-1150
www.forrent.com

GE Appliances (appliances)

307 N. Hurstbourne Pkwy., Forum 4
Louisville, KY 40222
(502) 339-3350
www.geappliances.com

Global Gate Controls, Inc. (access control)

3531 S. Logan St., #D-403
Englewood, CO 80113
(800) 873-0442
www.globalgatecontrols.com

Grainger Industrial Supply (hardware)

100 Grainger Pkwy.
Lake Forest, IL 60045
(800) 323-0620
www.grainger.com

Great American Property Management Products (administrative)

6701 Concord Park Dr.
Houston, TX 77040
(800) 676-3979
www.gabpproperty.com

Griswold Real Estate Management, Inc. (property management)

5703 Oberlin Dr., Ste. 300
San Diego, CA 92121
(858) 597-6100
**Serving southern California and Nevada
www.griswoldremgmt.com

Grossfillex Commercial Resin Furniture (outdoor furniture)

230 Old West Penn Ave.
Robesonia, PA 19551
(800) 233-3186
www.grossfillexfurniture.com

Guardian Water & Power (utility cost recovery services)

1160 Goodale Blvd.
Columbus, OH 43212
(877) 291-3141
www.guardianwp.com

HandyTrac (key control)

510 Staghorn Ct.
Alpharetta, GA 30004
(800) 665-9994
www.handytrac.com

HD Supply Maintenance Solutions (parts and supplies)

P.O. Box 509055
San Diego, CA 92150
(800) 431-3000
www.hdsuppliesolutions.com

Home Carpet Industries, Inc. (flooring)

2730 Dug Gap Rd. SW
Dalton, GA 30720
(800) 542-3226
www.homecarpet.com

The Home Depot (diversified)

2455 Paces Ferry Rd.
Atlanta, GA 30339
(800) HOME-DEPOT (466-3337)
www.homedepot.com

Hunter Warfield (debt collection)

4620 Woodland Corporate Blvd.
Tampa, FL 33614
(813) 283-4500
www.hunterwarfield.com

Johnstone Supply (parts and supplies)

11632 NE Ainsworth Circle
Portland, OR 97220
(503) 256-3663
www.johnstonesupply.com

(The Law Offices of) Kimball, Tirey & St. John LLP (landlord-tenant legal experts)

7676 Hazard Center Dr., Ste. 900
San Diego, CA 92108
(800) 338-6039

**Offices throughout California; source for “The California Fair Housing Encyclopedia” and “Residential Preventive Law Handbook”

www.kts-law.com

Kwikset Corp. (door hardware)

19701 DaVinci
Lake Forest, CA 92610
(800) 327-LOCK (5625)
www.kwikset.com

LexisNexis Risk Solutions (tenant screening)

1000 Alderman Drive
Alpharetta, GA 30005
(800) 487-3246 ext. 2
resident.lexisnexis.com

Lowe's Pro Services (diversified)

P.O. Box 1111
North Wilkesboro, NC 28656
(800) 44-LOWES (445-6937)
www.lowesforpros.com

Mac-Gray (laundry equipment)

404 Wyman St., Ste. 400
Waltham, MA 02451
(800) MAC-GRAY (622-4729)
www.macgray.com

Maintenance Supply Headquarters (parts and supplies)

12315 Parc Crest Dr., Ste. 100
Stafford, TX 77477
(877) 633-6747
www.supplyhq.com

Maintenance USA (parts and supplies)

(888) 803-4468
www.e-musa.com

Minol USA (utility cost recovery services)

15280 Addison Rd., Ste. 100
Addison, TX 75001
(888) 766-1253
www.minolusa.com

Moen, Inc. (plumbing fixtures)

25300 Al Moen Dr.
North Olmsted, OH 44070
(800) BUY-MOEN (289-6636)
www.moen.com

Mohawk Industries (flooring)

(800) 2MOHAWK (266-4295)
www.mohawk-flooring.com

Move.com (advertising)

910 E. Hamilton Ave., 6th Floor
Campbell, CA 95008
(800) 978-RENT (7368)
www.move.com

MRI Software, LLC (property management software)

28925 Fountain Pkwy.
Solon, OH 44139
(800) 321-8770
www.mrisoftware.com
www.quicken.intuit.com/personal-finance-software/rental-property-management.jsp

My Coach (training)

Kathleen and Laurence Harmon, coauthors of marketing textbooks and articles published by the Institute of Real Estate Management, have expanded their practice to include videotaped/PowerPoint marketing training programs for property managers, leasing agents, and Realtors.
Kathy@greatplacesinc.com
www.greatplacesinc.com

My New Place (advertising)

343 Sansome St., Ste. 700
San Francisco, CA 94104
(800) 689-5388
www.mynewplace.com

National Credit Systems, Inc. (debt collection)

3750 Naturally Fresh Blvd.
Atlanta, GA 30349
(800) 367-1050
www.nationalcreditsystems.com

Niagara Conservation (water/energy conservation products)

4200 Diplomacy Rd.
Fort Worth, TX 76155
(800) 831-8383
www.niagaraconservation.com

Nolo (real estate information)

950 Parker St.
Berkeley, CA 94710
(800) 728-3555
**Source for a number of excellent landlord-tenant books, including the *Every Landlord's Legal Guide*
www.nolo.com

NWP Services Corp. (utility cost recovery services)

22 Executive Park, Ste. 200
Irvine, CA 92614-6726
(800) 323-3178
www.nwpssc.com

Orkin (pest control)

2170 Piedmont Rd., NE
Atlanta, GA 30324
(866) 949-6097
www.orkin.com

Peachtree Business Products (administrative)

1755 West Oak Pkwy.
Marietta, GA 30062
(800) 241-4623
www.pbp1.com

Pfister, Inc. (plumbing fixtures)

19701 DaVinci
Lake Forest, CA 92610
(949) 672-4000
www.pfisterfaucets.com

Promotional Marketing Specialties (marketing)

(210) 545-0306
www.powerpackedmarketing.com

RealPage, Inc. (property management software)

4000 International Pkwy.
Carrollton, TX 75007
(877) 325-7243
www.realpage.com

Rent.com (advertising)

2425 Olympic Blvd., Ste. 400E
Santa Monica, CA 90404
(866) 432-RENT (7368)
www.rent.com

Rentals.com (advertising)

3585 Engineering Dr.
Norcross, GA 30092
(888) 501-7368
www.rentals.com

RentGrow, Inc. (tenant screening)

307 Waverly Oaks Rd., Ste. 301
Waltham, MA 02452
(800) 736-8476
www.rentgrow.com

Roto Rooter Services Company (plumbing and drain services)

2500 First Financial Center
255 E. Fifth St.
Cincinnati, OH 45202
(800) 768-6911
www.rotorooter.com

Salsbury Industries (mailboxes)

1010 East 62nd St.
Los Angeles, CA 90001
(800) 624-5269
www.mailboxes.com

Schlage Locks (door hardware)

2315 Briargate Pkwy.
Colorado Springs, CO 80920
(800) 847-1864
www.schlage.com

Sears Commercial (appliances)

(877) 578-0641
www.searscommercial.com

Shade 'N Net (shade covers)

5711 W. Washington St.
Phoenix, AZ 85043
(800) 290-3387
www.shade-n-net.com

Sherwin-Williams (paint, floor covering)

101 W. Prospect Ave.
Cleveland, OH 44115
(800) 4-SHERWIN (474-3794)
www.sherwin-williams.com

Speed Queen Co. (laundry equipment)

Shepard St., P.O. Box 990
Ripon, WI 54971
(800) 590-8872
www.speedqueen.com

Spot On Networks (wireless Internet)

(877) 768-6687
www.spotonnetworks.com

SureDeposit (surety bonds for tenant deposits)

293 Eisenhower Pkwy., Ste. 320
Livingston, NJ 07039
(973) 992-8440
www.suredeposit.com

Texacraft (outdoor furniture)

1907 Blake Rd., Unit I/J
Sugarland, TX 77478
(800) 231-9790
www.texacraft.com

Time Warner Cable (cable and Internet)

2551 Dulles View Dr.
Herndon, VA 20171
(866) 892-4249
www.timewarnercable.com

TransUnion CreditRetriever (tenant screening)

5889 S. Greenwood Plaza Blvd., Ste. 201
Greenwood Village, CO 80111
(888) 710-0270
www.transunion.com/creditretriever

University Furnishings (student housing furniture)

13810 Welch Rd.
Dallas, TX 75244
(800) 256-HOME (4663)
www.universityfurnishings.net

ValetWaste, LLC (doorstep trash and recycling)

601 N. Ashley Dr., Ste. 700
Tampa, FL 33602
(877) 5-PICKUP (574-2587)
www.valetwaste.com

WASH Multifamily Laundry Systems (laundry equipment)

100 N. Sepulveda Blvd., 12th Floor
El Segundo, CA 90245
(800) 421-6897
www.washlaundry.com

WastePoint (doorstep trash and recycling)

(855) 88-WASTE (889-2783)
www.wastepoint.com

WCS Fitness (refurbished fitness equipment)

2059 S. Lyon St.
Santa Ana, CA 92705
(800) 773-4166
www.wcsfitness.com

Whirlpool Corp. (appliances)

414 N. Peters Rd.
Knoxville, TN 37922
(800) 294-9763
www.insideadvantage.com

Wilmar, Inc. (parts and supplies)

(888) 803-4470

www.wilmar.com

Yardi Systems, Inc. (property management software)

430 S. Fairview Ave.

Santa Barbara, CA 93117

(800) 866-1144

www.yardi.com

YES Energy Solutions (utility cost recovery services)

(800) 866-1144

www.yesenergymanagement.com

