

EP48: Honoring our History While Positioned for the Future

Welcome to the Landlord Logic Show, hosted by John Tiner. John is the owner and CEO of Tiner Property Management, a three generation family business since 1976. Tiner Property Management expertly manages over 1,000 properties in the greater Sacramento area to place quality tenants quickly while minimizing your risk. John stays up to date on all the new laws and regulations and shares his knowledge with do it yourself landlords each week.

The Landlord Logic Show with the Tiner Property Management Pros. Joining us now, John Tiner, along with his wife and business partner, Jenny Tiner.

Welcome to the Landlord Logic Show. In the room with me today is my wife, Jenny, my wife and sales partner. Welcome, Jenny.

Thank you. Hi, everybody.

And we are a property management firm. Jenny and I run the Tiner Property Management. And we've been in business this year for 50 years. So it's our 50 year celebration. Later in the year, we're planning to do one big event and honor our employees, honor our vendors that do the work for us. Some of our, like our locksmith has worked for us for over 40 years now, kind of had his whole career around us. We gave him a lot of his business over the years. Want to honor them and some of our customers that have been with us for decades, honor them. So we're looking forward to those things.

But Tiner Property started small, like you would expect any business. Talked me into coming and helping them run their property management division about 40 years ago. And we were in a little small 10 by 10 office, three desks pushed together in the middle. And we transferred calls by handing the phone to one another.

Yeah, please hold. Reach over your chair to hand the phone to your mom.

Try to be big when we weren't yet. But little by little, we kept building our company. And then we started to get employees. And now we're up to 30 employees. I think seven of them are remote employees. We work from the Philippines. Those guys are fantastic. They work the same hours we do and help our team be good. But some of our employees we've had for decades, long time.

Yeah, so we went from 30 properties to almost 1,400 now. So like John said, we have a lot of employees. And with that, we have quite a few employees that have been with us for over 20 years, close to 20 years, and even longer. We want to highlight one today, Rosalyn, who works for us.

When we hired her, it was 21 years ago, I think now. She just celebrated her 21st anniversary with us. Yeah. She was a young girl when she came in and she had just moved here from Antioch with her boyfriend, who's now her husband and father of her child. And anyway, she

didn't know anybody in Sacramento. So she came in for this job interview and we decided to hire her. And it was kind of a great opportunity for her in that she had to learn how to do all kinds of things with us because we weren't big enough to have specialty employees. But she also listened to the business owners describe our services and screen tenants and do all these things. And she learned to do those things very well. And she worked for us for so long, she got good at quite a few jobs.

Yeah, she's one of our employees that has done, she could pretty much do almost everything except be a property manager. She doesn't have a license for that. She probably could.

She didn't want to become an executive property manager, which is kind of interesting. That's kind of the highest level jobs in the company other than maybe those who manage those or venture those people. But Rosalyn didn't want to. In fact, for a long time, she was my executive secretary. She sat right outside my office. She heard everything that I said. And then as I was promising things to people, she was executing and getting them done, you know, right on the other side of the wall. And it was kind of surprising to me. At one point, I couldn't handle taking the new account calls for a while. And I asked Rosalyn if she could help. And I listened to her. And she sounded just like me. She said the same things. But she had heard me say them over and over and over hundreds of times. So she actually became really good at helping people understand what our services were and getting them to the point where they wanted to sign up. So she did that for a while. And then she had a baby. And she took a little bit of time off, had a baby. And then when she came back, she came back into our tenant screening.

Right. Our leasing department. Right. 700 accounts then, I think, when she was doing that. Right. And now we're 1,400. Last year, well, 2024, I know the number, we were right at 2,400 applications for the year. And Rosalyn, she processed all of them. She is a machine. I will say when she does go on vacation, I think all of our employees, they're missed. We all have to step in and fill in those gaps. But when she leaves, it's sometimes three people that have to fill in. She is just so on point.

Part of what our kind of claim to fame of Tiner Properties is, 1,400 accounts, we're doing about one eviction a year. She is the one processing all those applications. She is the guard keeper of the door, right? So me and Susan, who is our office manager, have created our tenant screening standards. Over the years, we've raised them because of the risk and the way the laws have affected us. So we've raised the standard, but Rosalyn executes on that very well. She doesn't make exceptions for us. She follows the screening guidelines. And that very carefulness is she also, you know, she's really good at detecting fraud, and she has some tools available to her that other people wouldn't maybe know about.

We also have systems. She works with systems that help that. One of the things that is available now that wasn't available just a couple years ago is that we can run an applicant's of course a credit report and stuff but also access their banking information and then AI takes a look at it so they can verify what their income was based on what they're actually depositing in the bank and also how much is coming out for rent. And another one that is funny is if somebody says they don't have pets but then they're going routinely to PetSmart monthly, it

might flag that. So anyway, Rosalyn knows these systems very well, and she is the one who's standing guard to make sure that we're selecting great tenants, and she does a fantastic job with it.

We're just so glad. She has grown with the company, and she's just one employee that we wanted to talk about today. So, Rosalyn, I hope you're listening and hearing how much we appreciate you. So glad she's been with us for over 20 years. Employees become like family. We've sold Rosalyn properties. We have.

Oh, and Rosalyn's son, Henry, everybody is going to be our next president. He is the cutest kid. One time she brought him to our Christmas party. And before even John got up to say anything, he got up and said, I would like to make a speech and just talked about how wonderful our company was. And it was just the sweetest thing. I took a video of it. It was so cute. And he's very much a grown up stuffed into a kid's body. He's so cute. He's pro Tiner Property Management. But the reason he is is because I know how his mom talks about it all the time.

Yeah. So give us a call, 916 974 6003. And our website is Tiner.com. And that's T I N E R dot com. And then this radio program is also available as a podcast there. So if you miss a show, you can always go back and catch it there.

Well, we want to get into some new laws today and cover some new requirements for landlords that are coming down the pike. Or I shouldn't say coming down the pike. They're here in 2026. And we always like to do this because there's a lot of do it yourself landlords. It's about 40% of all properties are still do it yourself landlords in the nation. I think it's lower in California because our requirements are higher. But still, there's a good segment of them out there. Share the wealth of information and educate all do it yourself landlords so that if you you can either do it better yourself or come to us and we'll do it for you either way.

And majority of these laws, they're just horrible. They're horrible laws but there is some good news.

Yes. Oh yeah we just had one go down. There was a new rent control law, and rent control has come around, and we have some rent control already since 2020, AB 1482. But there's the new one that's been coming down, and it didn't have enough support, and it stopped for this year, but it'll keep coming back. They try it over and over. It gets knocked down. And the new law would bring single family homes under rent control. Right now they're exempt. And it would also possibly give us control. So the rent caps that apply to an existing tenant, at least if they vacate and you're way behind on the rent, you could catch up during the vacancy and raise it to market value. And it may be that they'll cap vacancies on how much you can raise it between tenants.

What?

Yeah, that would be bad news. So it went down. That's the good news.

That is a good news. But they're working on that. What's interesting is the real estate community, the property management community, the associations that we are involved with,

we get emails. So I remember getting an email and I love it when I, you know, everybody leads a busy life, but I go through my emails and I read it and I'm like, oh yeah, crap, that's a problem. And then they say email your, whoever it was, assemblyman, the congressman. And so I click on it, email, it pops up for what to say. I hit send, I sign my name. I don't care. I want them to know that I think your law sucks. And then. Sometimes what happens is they get bombarded. I actually got an email back saying there's a lot of emails coming in. Sometimes it says to call. I'm too busy to call, but I will always email. So I appreciate when I get those emails that come in like that. And I feel like sometimes my voice doesn't matter. But I think it does because a lot of our, they call it, I think they call it a red alert when anybody in the industry or whoever, this is stupid. This is what's coming up. And so I think it just, they knock it sometimes, some of these laws, they knock down before they enter. And then sometimes there's a meeting about it and it doesn't pass. But that's how that happens sometimes.

And back to the thought of if they were ever past vacancy control where you couldn't raise the rent between tenants, just what would be the impact of that? I mean, what's the obvious thing that jumps to your mind, Jenny?

What, if they, if you couldn't raise your rent, you have a tenant that's been there for decades. So it needs major remodeling, right? If they were to vacate and you could not reset to market value, what would you do about remodeling? I wouldn't do it.

You wouldn't want to do anything. Right. And that's the problem, right? Rent control can create ghettos.

Yeah. Yeah. Because I wouldn't be able to capture my money back.

Right. You're a businesswoman. You want to return. The other thing that it does is I know with my rentals, some I have long term tenants, but you have to keep up with the rent. So every year I'm raising my tenant. And there's many reasons benefiting that. But I wanted to first keep up with the rent. Some of our clients come to us that have not kept up with the rent. And it does impact the sales value.

Significantly.

If you have a duplex and you haven't. And these landlords are being nice. My tenant's nice. I didn't want them to move. They've been in there a long time. Blah, blah, blah, blah, blah. OK, well, that's great. But now your duplex is worth one hundred thousand less. And we have sold one like that. Numerous ones like that. But one in mine that it was we really saw the impact of that. Like, I didn't know. I thought I was being nice. Well, yeah, it bit you in the butt.

You weren't. You're being nice to your tenant, but you're not being nice to your heir, maybe.

Yeah. Yeah. Or yourself. Yeah. And then, yeah, the same thing with vacancy. I hope. I just hope that would never come through. That would be a problem. Because if you have not kept up, that is a person's reset is when you could raise it. A lot of landlords, they're attached to their tenant and they just figure, well, I'll catch up if they ever leave and when they leave. But they may not

have that opportunity if these laws pass. And again, these are the problems that, you know, you think that you're doing good, but one, rents get raised. Two, things could not get remodeled. So when these laws come in, there's always to try to protect the tenant. It backfires.

So if you're a do it yourself landlord and you have a property and you need some help with it, or maybe you're not managing it at a high level and you want it managed professionally, you want it done right. Pick good tenants, control the maintenance costs, and understand the laws and using best practices available. That's what the Tiner Property Management Pros do. We handle your rental investment income while minimizing your risk and maximizing your return. We get you a check every month. We give you a statement every month that shows you exactly what money was spent on your property, the management fee comes out of it, and in most cases, you can certainly net more. When rental properties are managed professionally with Tiner, we keep the rents up to where they should be. Before the rent control laws kicked in, we were able to catch up lagging rental rates up to the market level quickly. Now it takes a little longer, but we can help you get caught up to the market and use the best legal practices to do it.

If you need help in your own property, reach out to us. On your mobile phone, dial pound 250 and say Tiner. Leave your name and number, and we will provide you with a free e book with 16 questions you should ask your next property manager. Again, dial pound 250 and say Tiner. Learn why a good property management company doesn't cost, it pays.

Here again are your hosts, John Tiner, along with Jenny Tiner on the Landlord Logic Show.

Well, welcome back. Thanks for listening, everybody. One of the new laws that came into effect in 2026 is AB 414. It modernizes security deposit refund procedures. And so this law applies to single tenants, not single as in their marital status, but only one tenant in the property. So if you have multiple tenants, the law doesn't apply. And a lot of people are confused with that. They think this law applies to every tenant they have. It really doesn't. It's only two single tenants. So when you have one tenant in a property and it's time to refund their security deposit, if they paid it in the form of electronic funds, you have to refund it in electronic funds. So if the tenant moved in and they put up the deposit by electronic funds, you have to offer it back to them the same way. Normally we like to cut a check and most of our tenants are multiple tenants. They're the husband and wife or they're three roommates or there's some situation where it's multiple tenants. And so if it's multiple, you don't have to. And one of the things that we've practiced for decades, if I had three tenants that I was refunding the deposit to, a lot of times we have one of them come and say, well, I put up the deposit. I want it all to come back to me. And you can't do that. It's dumb to do that because the other tenants could sue you for not refunding. So our policy has been for many years that if we have a refund going back to multiple people, we make the check payable to all of them. They have to get together and figure out how to cash the check. So they have to come to agreement. And I don't want to be in the middle of their fight. So that's been our policy. Well, now that's the law. When you have multiples, that's the way you have to do it.

A lot of people learn from you because we have good policies.

Yes. So that actually is a law that kind of makes sense anyway. And the exception to that is if the tenants give you an agreement in writing, which is the exception we've been making for decades also. So if all the adult tenants that would be on the refund sign the same paper and it says we all agree that all the money should go to John Doe, then that's fine. We'll do the refund to John Doe, but they have to all have signed on to that.

Well, I guess that's a good thing then.

Yeah, that's reasonable. It's a little bit of a pain to be able to do the electronic refunds. That can be more difficult than it maybe sounds. We're good as property managers at allowing money to flow into the company through electronic funds. We aren't really set up to give money away that way, so we had to create some new policies for those cases.

Yeah, so if a tenant paid their security deposit electronically, then the landlord has to return it electronically.

That's right. Unless they, again, agree in writing to something different.

Is it just the security deposit? What if they pay the security deposit, cashier's check, and then they started paying rent?

No, if they paid anything the whole life of the tenancy electronically, then it applies.

Okay. I think it makes sense if I was a tenant and I could see it causing problems if you just send it to one person. If I paid electronically all the time and then you send me a check, that'd be a pain. I don't write checks. I don't get much mail. And it's longer. So I can see, okay, so now out of all of the million gazillion laws, maybe I like two.

Yeah. This one doesn't matter to us as much because we've always done that best practice. So at least the lawmakers caught up to us on that one.

Yes.

Where we've seen this one really in practice difficult is in cases of divorce. One of them feels like I put the money up or. You know, they stayed in the property or whatever the case is, and they are mad about who gets the deposit, and they're trying to tell us. But no, you guys are going to have to work it out and figure out that this deposit is going to come back to both of you, and you're going to have to figure out how to disperse it between yourselves. If you don't come to agreement, you can't cash a check.

And that being said, if it's like a divorce situation, our roommate moves out, you don't get half of the deposit if somebody on the lease moves out. You get the deposit when the last person moves out of the property.

Right. They'll try to talk you into that as tenants, but as a landlord, you should never fall for that. The deposit is not due until 21 days after all the tenants vacate. So just because you've allowed

one out of their lease doesn't mean they get their portion of the deposit that sits there until the property becomes vacant.

Is there anything different if you have like a domestic violence?

The domestic violence, they definitely have some different rights than most tenants. They can break a lease. They can do a few things. They can request their portion of the deposit back. And if one is staying, we don't know which side of domestic violence is going to stay and which is going to go. But if someone were to want their money back because it's domestic violence and the other tenant again agreed to it. We could do a refund and they could reimburse for their portion so we'd still be whole with the deposit. But they'd have to agree to it. And these are two people who didn't agree well enough that they are fighting already. So I don't think the odds are very good.

And then what would constitute proof of domestic violence? Just curious. I wouldn't want to send it back. I want my half of the deposit, so I'm going to beat them up.

Yeah, you can't just say that. You actually have to have a police report or a judge's order. So there's specific requirements that you have to provide to the landlord if you're going to claim domestic violence.

So if these laws that we're going through seem like a lot and you're in the Sacramento area and you need a property manager, give us a call. We're Tiner Properties, Tiner Property Management. Phone number 916 974 6003. Or check us out on our website, which is Tiner.com. And that's T I N E R dot com. It's useful information. John does a really good job putting educational videos out, blogs, videos. We have a really fantastic, which we haven't talked about in a while, but we have a really good maintenance series videos. But that's found on our resources tab of our website. And again, that's Tiner.com. And I know some people that aren't in the Sacramento area listening. We know other property managers in the surrounding areas. So if you need a referral, reach out to us. There's a contact us on our website as well. And if we have referrals, we'll send those to you. We go to a lot of property management conferences, conventions, just kind of come across different property managers through the years. So we have a good referral list as well.

Yep. You can call us at 916 974 6003.

One more new law that's come into effect in 2026 is AB 747. That law has to do with the service requirements for serving a tenant an eviction notice. So evictions start typically with a three day pay or quit. So that's not this notice that we're talking about. It's actually the complaint and summons to court. So typically the attorney serves this or a professional process server serves it for the attorney. Stricter requirements for that. It used to be that you could post in mail, go to the door, they don't answer, you know, you could sometimes just walk away, come back, post again. But now it requires three separate service attempts on three different days. And so it's very strict and you have to be able to be in compliance with that or they'll throw the eviction out. So I think the best practice for this is if you are going to proceed with an eviction. Have the

attorney and their legal process server serve that complaint and summons. Don't try to do this yourself. If you don't do it exactly right, your case gets thrown out, which means you may not know that for 30 days until you get to court. So have a professional do it.

We wouldn't do our own services. We always hire an attorney to do that when we ever get to that bad spot with an attendant. We have the attorney do it. In fact, we actually have the attorney serve the three day pay or quit also. So three day pay or quit and the complaint and summons. I'd rather have the attorney do it, make sure it gets done right. I've heard of cases, you know, one digit's off in the zip code or one name was spelled wrong and the whole case gets tossed out from that or the service wasn't provided correctly. They didn't have good proof of service. So have a professional do those items and then your eviction, if you had to do that, God forbid, will be more ironclad and able to move forward.

We don't come across this too much because we have a very low eviction rate we manage. Almost 1,400 rental properties, and we're less than one eviction a year with 1,400 properties. Yeah, it's really low. So we don't come across this, but it's a law as landlords. It's another one that we have to know. And if you're a do it yourself landlord, hopefully you don't have to go through eviction. But there's so many rules and restrictions and policies, and it's really big, bad fines if you don't follow them.

We manage 1,400 properties and probably have had 10,000 tenants over the year. We've had a lot of experience doing property management. But the whole concept is that we make it turnkey and easy for people to own real estate and investment properties. And we keep the risk down for them. There's a lot of new laws. There's fair housing laws. You can get it wrong so easily when you try to do this yourself. And we work constantly to be in compliance for our owners so they don't have to worry about it. We will help you perform, and we'd love to hear from you. So give us a call at 916 974 6003. Or from your cell phone, you can dial pound 250, say the word Tiner, and that'll send you some valuable information and also ring through to us. And of course, you can check us out on our website at Tiner.com. That's T I N E R dot com.

I think we have time for one more law, AB 1529. They call this kind of a cleanup law to clarify some other laws that have been written and had ambiguity in it or problems or loopholes.

About rent control.

Rent control, yes, and specifically the notice of exemption for rent control. The law originally said that if you had an addendum, you had to disclose in this addendum specifically if they were exempt from rent control or not. And now if it's in the lease agreement, same language as in the lease agreement, you don't have to have a separate addendum in order to qualify for having the exemption be properly given to the tenant. So it made it a little easier. We don't have to have that extra document now. It can just be part of the lease agreement. And ours is part of our lease agreement. Has been for a long time. But we were providing it again just as an abundance of caution and to try to be very careful to make sure that. Our ducks were in a row, but now the law has clarified that that's not required.

And if somebody's listening, like, what does that mean? Because what does that mean?

It means that if you didn't serve this notice, if it wasn't included in your lease and your tenant falls under rent control, then a property that normally would be exempt is not exempt if you didn't give them the proper notice of exemption. And there was a deadline on that back in fall of 2020. So landlords who didn't know this law didn't give the exemption notice. Their single family home that should have been exempt now falls under rent control. So if you've had a long term tenant, you didn't give them notice. Your property is under rent control. That means it has rent caps and it means that there is just cause required to give a tenant notice to vacate. So it's really brought a lot of properties under the umbrella of rent control. But hopefully no landlord missed that. Otherwise, it's very expensive to you.

But we're out of time today. We're so glad you were here to listen with us. And if you'd like to reach out to us, we'd love to hear from you. You can call us at 916 974 6003. That rings straight through to us. Also, you can, from your cell phone, dial pound 250 and say the word Tiner. And that will automatically send you some valuable information. And, of course, our website, which is Tiner.com. On there, we also have rent value requests. So landlords can ask us, what's the rent value of my property? If you're thinking about sell versus rent, that's a good place to start. We'll tell you about what your property will rent for. And then if you want to follow up some more, we'll be glad to meet with you. But thanks so much for listening today to the Landlord Logic Show. We hope you'll come back next week. And remember, professional property management doesn't cost. It pays.

Would you like to learn more about the services provided by the Tiner Property Management Pros? Their professional property management team will take care of your rent at home from start to finish. Simply dial pound 250 and say Tiner to learn more about the ease of managing rental properties or check out their website, Tiner.com.

Join us again next week for the Landlord Logic Show with John Tiner.