



Owners who self-manage – case study! Barking Dogs and OMG was that a SWAT team!!

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Here's an example of an owner self-managing a townhome in a nice part of town. I know the owner as I had wanted to manage for them at one time. They wanted to self-manage believing they can save money.

New tenants move in. They appear to have 2-3 dogs, they are not trained and they start barking when outside. They appear to feed off each other and bark more when at least 2 are outside at the same time. This is a smaller community, e.g. townhomes, and everyone in the community can hear the barking, even two

streets away! I start logging dates and times for the barking and I reach out to the property owner / self-manager so as to inform them. They get upset and promise to discuss with their tenants the problem so as to make it stop. She says her and her husband work full time and it's her responsibility to manage the properties. She says she will get the tenants to take action. I then install an anti-dog bark device in my yard to see if that will deter the barking. No luck with either as the dogs keep barking as the weather gets warmer. Turns out the tenants don't scoop the poop either and the air quality starts to decline with the warm weather. Once again I contact the owner who says they will handle it. I also call the city on the large amount of doggy poo in the yard. I also inform the owner that the yards at the property are looking like a mess and that their tenants are not doing a very good job of maintaining it.

One morning the community is awakened by what sounds and looks like a SWAT team in the yard of this property (it was!). They are fully armed and have broken out a front and rear window of the property. About a half dozen on the property in addition to what looks like another half dozen plain officers on all streets around the property as back up and to ensure whoever they are looking for doesn't get away. In total about a dozen officers of the Law on this task as well as the police helicopter is overhead to ensure no one escapes and that all community residents are fully awake. They finally gain access and search the property bottom to attic looking for a Mexican Cartel / Drug lord who they think is staying there. I call the owner who is on the way to work, she stops by her self-managed rental property but is not allowed in by the SWAT team on site. They did not find him and spent some time interviewing the occupants who appear to be the daughters – no sign of mom and dad tenants! Turns out the person they were looking for was on the federal wanted list. There is a video on YouTube suggesting that he was living here with his girlfriend (e.g. oldest daughter). It even talks about his journey from Mexico to Albuquerque. No sign of the mom and dad tenants at the property as they do not appear to be living there. In the days that follow the broken front window is boarded up and the broken back window is covered with a plastic trash bag. In addition, the fence between properties has fallen over. As the days turn into weeks, and weeks into months the windows are still broken and the property generally looks like it's in disrepair from a lack of maintenance. The dogs still bark a lot disrupting the peaceful enjoyment of the community.

I have respect for owners that want to manage their own properties so long as they know what they are doing! In this case these owners don't appear to know what they are doing. Their tenants have 2-3 pets there that apparently were not screened as part of the application process. Their tenants don't appear to want to train them or work to address the barking or the poop problem in the yard. The tenants of record may not even live there allowing their daughter to move in her BF who was apparently wanted by the Feds. It's possible the owners failed to screen these tenants properly to get the real story of who would be living there. The property is now an eyesore in the community. Months have passed and the windows are still broken. These tenants have created several lease violations that should have resulted in an owner / landlord court win and eviction even in these COVID times. Yet the tenants are still there. In this case self-manage means all is good so long as they pay their rent! This is how properties and neighborhoods in Albuquerque turn bad and lose value. Greedy owners not able to maintain properties and / or find great tenants. When it's all said and done this owner will be spending more money on repairs than they would have to hire a professional property manager whom would have done a better job screening applicants and managing tenants. And they have de valued their property and are the talk / eyesore of the community.

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If you, your friends or family need an experienced residential property manager who knows residential property management and how to screen and manage tenants for success please contact me.

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