

# RENTAL OPERATIONS

**Navigating Laws & Strategies**



RENTAL OPERATIONS

# Crafting Bulletproof SCREENING CRITERIA

That Attracts Reliable Renters

Christopher Cutting + Denise Myers | Rooms 407-8 | 1pm – 1:45pm



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# PRESENTERS



**Christopher  
Cutting**

Attorney, Cutting Law Office &  
RHAWA Board Vice President

Christopher has over a decade of experience in landlord-tenant law, judgment enforcement, and appeals. He founded Cutting Law Office PC in 2017. Christopher currently serves as Board of Directors VP for RHAWA and is Co-Chairman of their Legislative Committee.



**Denise  
Myers**

Program Director, RHAWA

Denise works with other staff and dozens of member volunteers to produce member programs and resources, including live classes and workshops, certificate courses, on-demand education, rental forms, and self-help articles available in our Support Center.



# OBJECTIVES

## **Crafting Bulletproof Screening Criteria**

**That Attracts  
Reliable Renters**

### **LEARNING LAB**

Learn how to tailor your tenant screening criteria to meet the unique needs of your property. Review key factors such as credit, employment, and rental history, and discover how to adjust these standards—whether you're managing comfortable suburban homes, affordable urban apartments, or luxury high-rises. By the end of the workshop, you'll have a set of customized criteria to effectively identify low-risk tenants and enhance your property management strategy.



# DIY Tenant Communications

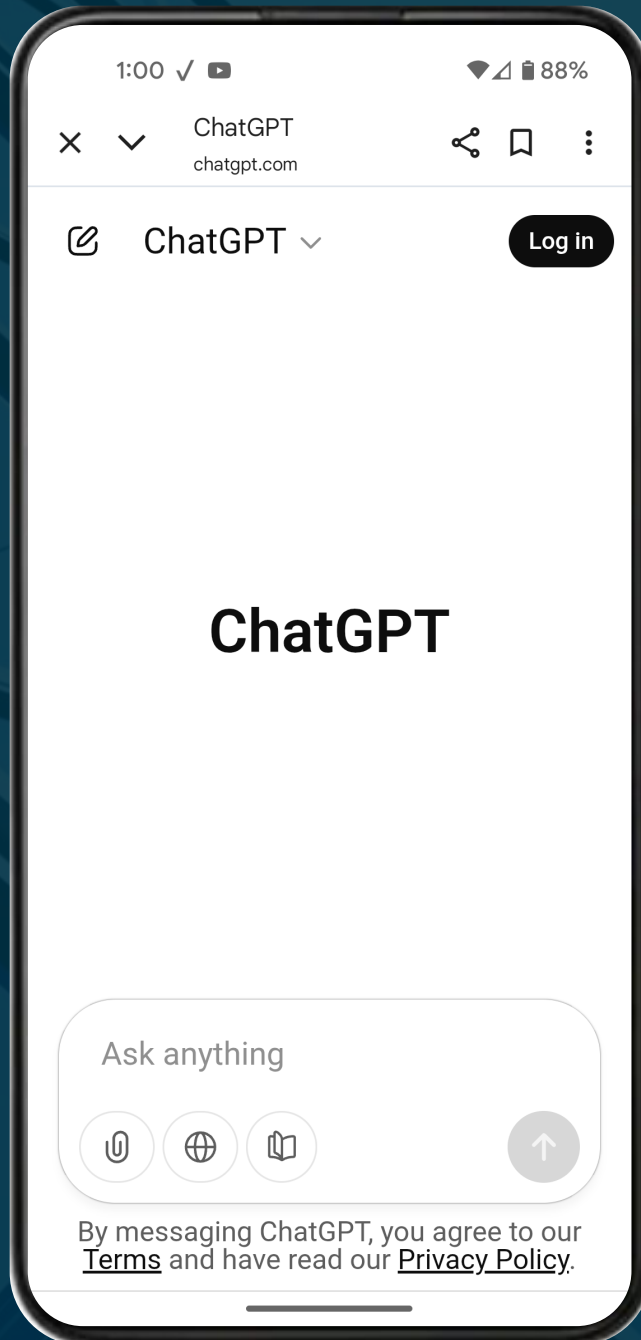
- Letter regarding upcoming maintenance work.
- Invitation to discuss new terms for renewal.
- House rules for renting rooms in your residence.
- Home maintenance tips/instructions.
- Severe weather warnings with tips and emergency contact information.
- **Application Instructions and Screening Criteria**





# Using AI for Tenant Communications

- ➔ Provide a clear and specific prompt to a large language model (LLM) like ChatGPT.
- ➔ Include all details for one document or create a template and add in variable details.
- ➔ Refine initial result by using additional prompts to include additional details, change the structure or tone of the message.
- ➔ If provided, look at the sources used to provide an AI Summary to determine if they are credible.
- ✗ **DO NOT** use AI to provide notices or agreements in other languages. Instead, suggest this as an option for tenants or prospective tenants to do themselves.
- ➔ **ALWAYS** verify legal compliance. Refer to RHAWA tools and consult with your attorney.



# Tech & Resources



**ChatGPT.com**



**Microsoft Copilot**



**Google Gemini**



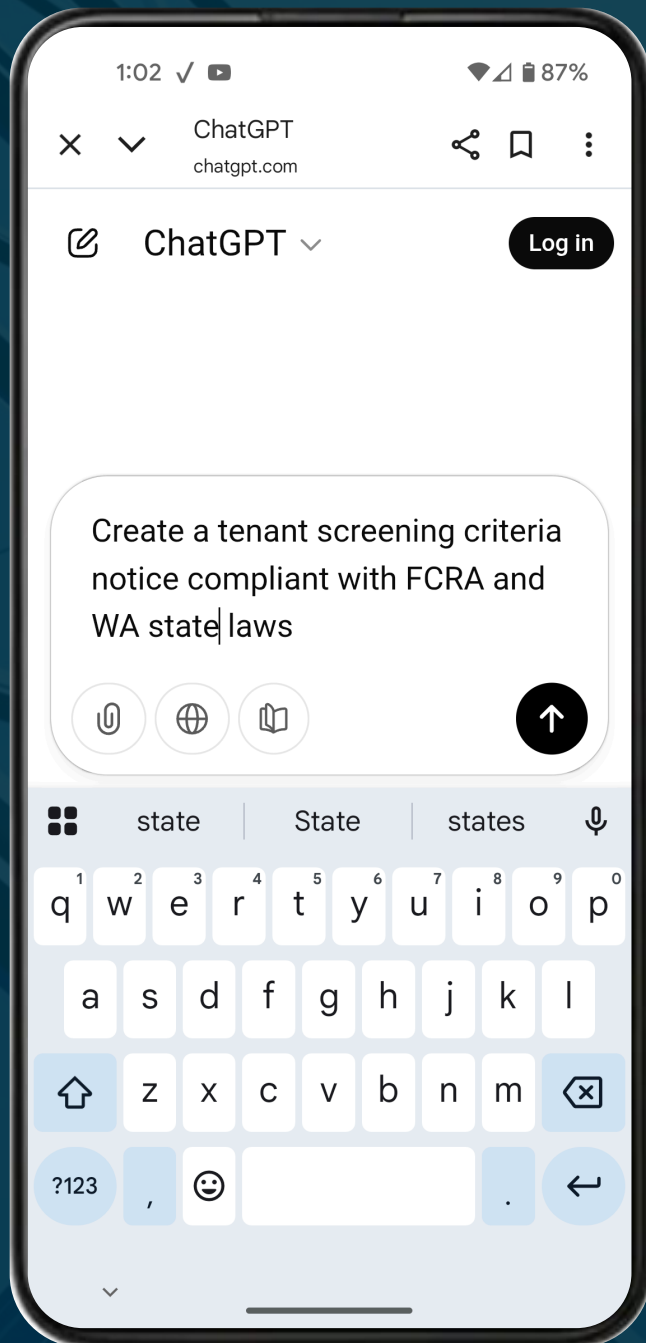
**Claude**



**RHAWA Application**

**Criteria Guidelines**



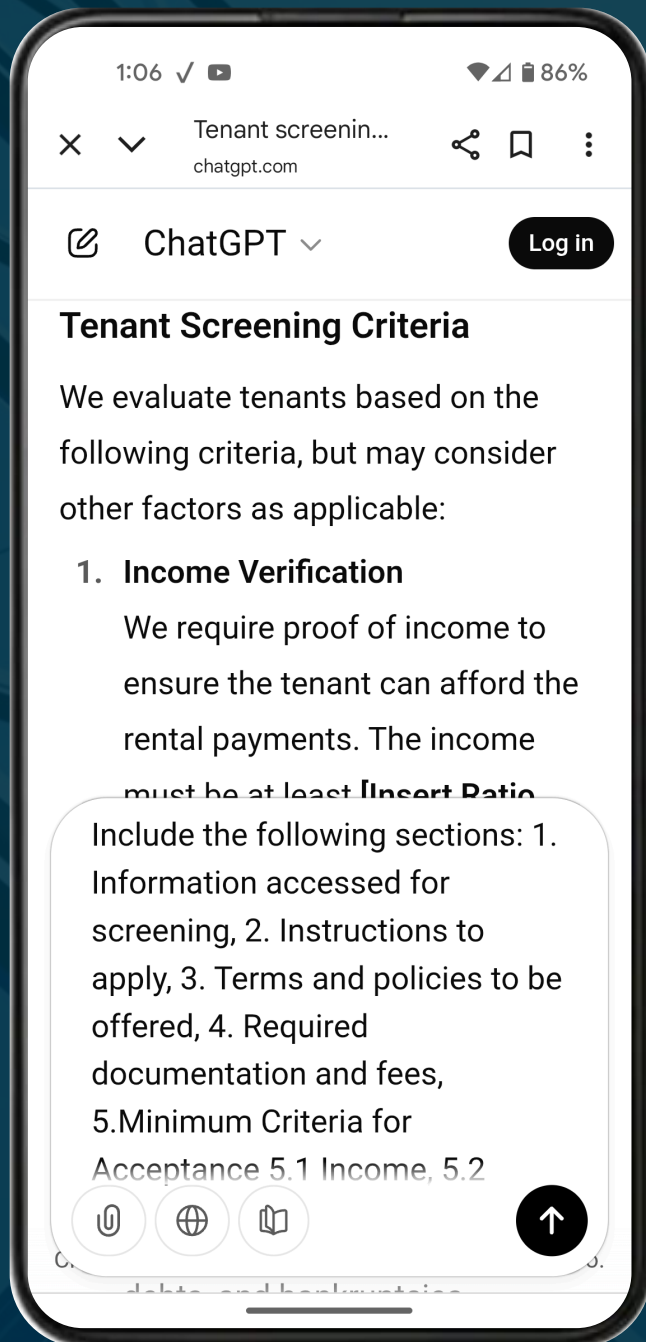


# Initial AI Prompt

- Create a tenant screening criteria notice compliant with FCRA and WA state laws



- Compare and discuss results with your neighbor.

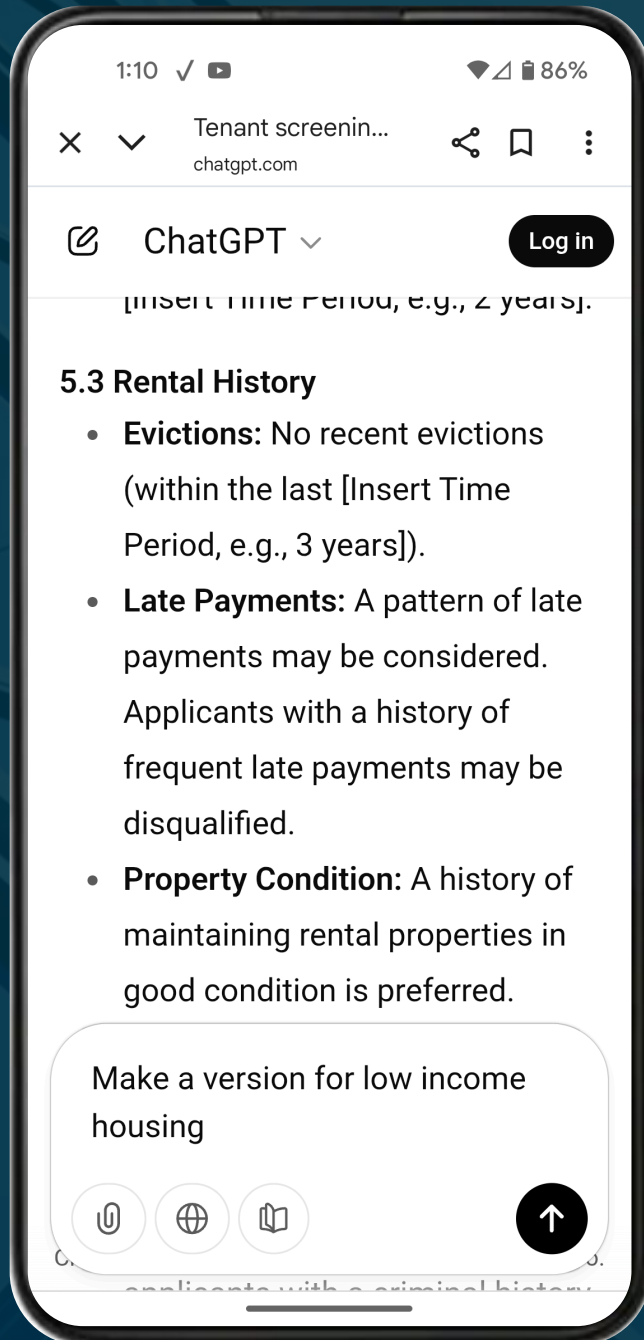


# Refinement Prompt

- Ask it to include the sections you'd like (e.g., the sections from the RHAWA guidance form).



- Compare and discuss results with your neighbor.



# Iterative Prompting

- Ask it to further refine or create another version based on the nuances of your property, e.g.:  
*“Make a version for low-income housing.”*  
or  
*“Make a version compliant with rental laws in Tacoma.”*

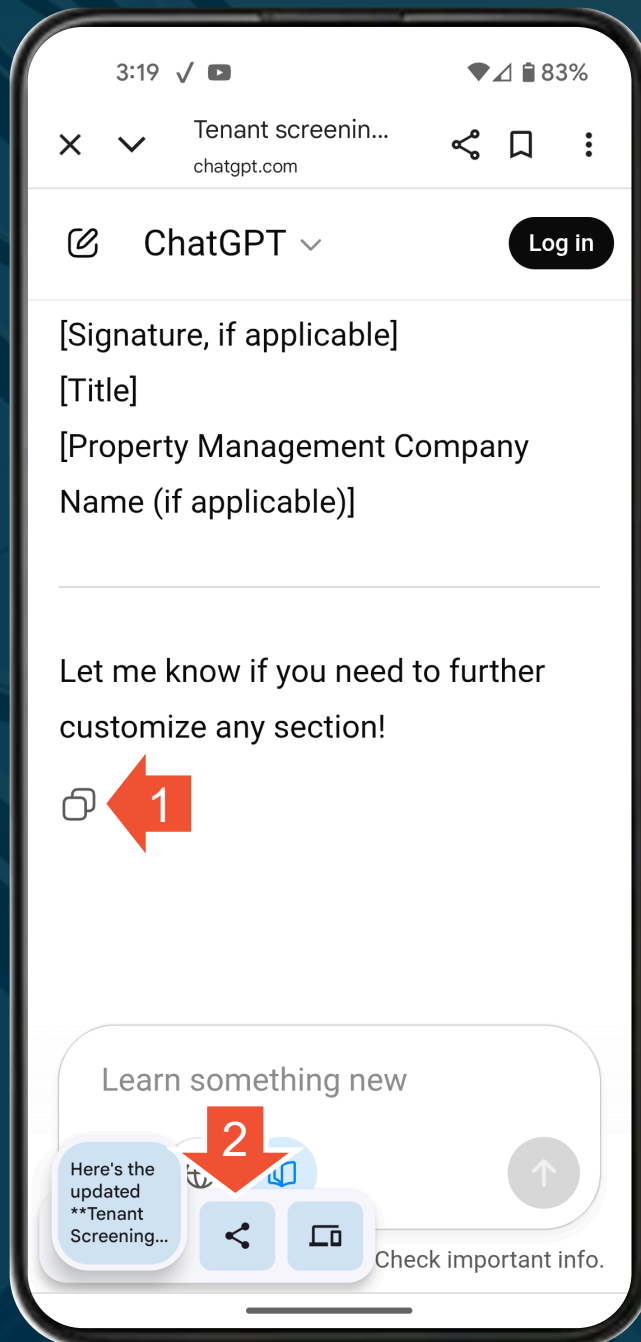


- Compare and discuss results with your neighbor.



# Email Yourself for Further Review

1. Click on the copy icon.
2. Click on the share icon and select the option to email it to yourself.
3. Review and edit.
4. Email to your attorney to review.



# Verification

*Compare results to legal requirements summarized in RHAWA Application Criteria Guidelines.*

## AI Results

### Financial History

- A credit report may be obtained. Evaluation focuses on the ability to pay rent, not just the credit score alone.
- Medical or student loan debt will not be used to deny tenancy.
- Lack of credit history is not an automatic denial.

## Application Criteria Guidelines

### 1. Information Accessed For Screening

WA State: RCW 59.18.257 requires....

If a consumer report is used, the criteria notice must also include **the name and address of the consumer reporting agency and the prospective tenant's rights to obtain a free copy of the consumer report in the event of a denial or other adverse action, and to dispute the accuracy of information appearing in the consumer report.**

# Key Takeaways



- Get more features from your PC by creating a login account with the AI app. Better formatting, saved history, custom saved instructions, etc.
- Use AI to write example communications for tenants that are **NOT** legal notices.
- Refine your results multiple times as needed with iterative prompts.
- Create a customized criteria notice for each property if needed.
- Do **NOT** provide translations into other languages – let people do it for themselves.
- Proofread carefully and **verify compliance with laws** based on a credible source like statutes and codes published by governments (e.g., [RCW 59.18](#)) and associations like RHAWA.
- Have your attorney review important documents.



# CONTACTS



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