

ADVOCACY CHATS

EPISODE 7: BECOMING RENTABLE

Susan Prokop, PVA

00:05

Well Hello listeners, welcome to another PVA audio chat. I'm Susan Prokop with PVA's National Advocacy Program and I am delighted

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to be joined today by Lorraine Woodward Founder and CEO of Becoming RentABLE and Danica Gonzalez PVA's Advocacy Attorney.

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We're going to have a discussion today about vacation rentals. Danica is going to give us a brief overview

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what laws cover these properties and then we're going to have a conversation with Lorraine about her company how she got into this business and

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any updates on some of her latest projects. So we'll jump right in first to Danica. Let's start out with the legal waterfront on vacation rentals many

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PVA Members enjoy traveling, but have often run into issues with accessibility, not just in hotels and motels, but also in vacation resorts, B&B's and various non-traditional settings. What can you tell us?

Danica Gonzalves, PVA

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So the Americans with Disabilities Act or ADA prohibits discrimination with for individuals with disabilities from full and equal enjoyment

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of services or facilities and places of public accommodation, such as restaurants, stores and hotels.

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Meaning these places cannot refuse service to someone with a disability and should be accessible.

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Remove existing physical barriers when readily achievable or provide alternative accessibility options.

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Though many wonder whether this law applies to short term rentals. Whether a rental property is a place of public accommodation and covered under the ADA, depends on the nature of the property and the services provided.

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If the property is purely residential such as a family renting out their private home, the ADA does not apply.

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A rental property that has five rooms or less and is occupied by the owner is also not considered a place of public accommodation.

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Generally, the ADA does not apply to condominiums or apartments either.

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A rental property that provides similar services to a hotel, meaning building management, non-specific room reservations and housekeeping, then the ADA should apply.

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The ADA applies to new construction since January 1993 or alterations and additions since January 1992. In most cases, after those dates, the facilities must be accessible.

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An alteration is a change that affects the usability of the property which must be accessible to the maximum amount feasible.

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Alterations include things such as remodeling, reconstruction and resurfacing of pathways, but do not include changes such as normal maintenance, painting or wallpapering.

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It is important to know, however, that elevators are not always required when the building is altered.

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If the rental property is covered under the ADA, it means that the entrances should be accessible by wheelchair users.

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The doorway should be wide enough to accommodate a mobility device and service counters shouldn't be taller than a certain height.

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Other criteria apply to other elements of the facilities, according to the year the building was constructed or altered.

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If the ADA applies and parking is offered, the ability must also have accessible parking.

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The lodging must also have accessible rooms, but the number of rooms depends on the number of available rooms. For example, an accommodation with 50 rooms.

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must have at least two accessible rooms, but larger buildings with 500 rooms must have at least nine.

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It is important to note though, in accessible rooms, the bathroom must be accessible, but not all are required to have roll in showers.

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So if you believe that the accommodation doesn't meet these ADA standards, you also have the option to file a complaint with the Department of Justice Civil Rights Division.

Susan Prokop, PVA

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Okay, great. Thank you Dana for that rundown of the legal details of what we're talking about. Now I'm going to turn to Lorraine

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about your company Becoming RentABLE. Our PN Magazine, I believe, is featuring a story about your organization in its June issue. So, give us a little bit about the backstory for Becoming RentABLE's creation. I think this started with your family's desire to have an accessible beach retreat.

Lorraine Woodward, Founder and CEO of RentABLE

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Well, it did, thank you for having me on today. Disability, you know, has been a way of life, for me, I was diagnosed to with muscular dystrophy and we all we have two boys with muscular dystrophy.



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So our family of four we didn't vacation a whole lot basically because of the lack of accessible properties.

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And so you know my boys are graduating high school and what's a mom to do, but build an accessible property at the beach and so

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I really wanted my boys, to be able to enjoy vacations and I recognize that vacations are an important part of of life, and so in 2016

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we had built our property with a short term rental basically for revenue source, so that we would have the revenue coming in to pay for it and to my surprise, over the last

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six, seven years now we've had 240 families that have come through our rental, and these are all families with disabilities and what amazes me each and every time that I have a family, I love to be at the rental property, by the way, I love my renters and I love the beach.

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That, I would ask them why they travel from California or Texas or Michigan to come to Carolina Beach, North Carolina.

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And each and every time they would say, well Lorraine, there's nothing like this around and it's like oh there's gotta be and it's like no there's not and.

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And I was just amazed when I started doing research and viola, there wasn't. So, I felt that we needed to do something about it. So that's when Becoming RentABLE

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started and our our focus and mission is to really change the landscape of how we look at short term rentals in the United States. Our focus is in the United States.

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And in doing our research and building our business, we've spent the last 14 months we're about 15 months old so we're a pretty new company.

07:21Is that we really focused on our mission, who are we, what are we doing what do we want what are our strengths and weaknesses and.

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And so we started with the survey, to find out what are people looking for in a short term rental property.



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And, what we found out it goes beyond a wheelchair. I am in an electric wheelchair, and there are a number of things that I need, and I have a desire to travel, but in our survey we recognize and realize what about people with autism and IDD and walker users.

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And people with vision and hearing and to really look at what accommodations are being considered for the broadness of accessibility.

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tell us a little bit more about that survey, how it was developed.

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How you did tease out the various aspects of accessibility, you know.

Lorraine Woodward, CEO and Founder of RentABLE

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we're really fortunate, a neighbor of mine at the beach is a Harvard is a student actually at Harvard getting her PhD and she said, Lorraine, I know how to create this instrument and I'm happy to set it up and work with you and we.

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And so Kelsey created our tool and in our tool we really wanted to look at a variety of things you know we wanted to capture the type of disability that a traveler would have.

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Their association, because when you're traveling it's not just you as a person with a disability, but it could be a spouse, it could be a parent, could be a sibling, it could be a best friend, the caregiver so we wanted to get that broad perspective.

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You know who, who are the folks traveling. Also age, you know, are we were an aging society so, is it people who are 55 plus?

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Is it are our younger generation with children with disabilities and what type of disabilities, do they have.

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Where are they finding these properties are where are they looking to find these properties. So we wanted to know that we wanted to know you know was flooring an issue?

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You know if there was a property that had two steps. Would you be interested in knowing about that? So we really tried to go from very broad to very specific to help guide us.

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In building our business and getting information out that would allow people to be able to find a rental that met their needs.



Susan Prokop, PVA

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And I think you reached out to some disability organizations to that this be to test the survey, is that right?

Lorraine Woodward, Founder and CEO of RentABLE

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It is, it is, and you know that's a very important part of our survey and the work that we're doing is the work that we're doing is with the survey. We knew we needed to collect this data.

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But how do you reach all of these different types of people and that's when we said okay Easter Seals we worked with you, before, I have.

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And would you, what do you think about this issue and it's like wow we really.

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You know, believe in what you're doing and we'll help you get the survey out and I went to Muscular Dystrophy Association and they said yes, we really think this is important, and they helped us

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and United Cerebral Palsy. So, we started reaching out to national disability groups that work with

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people with disabilities and their families who would need to find the successful properties.

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And so you know it's it's this balance now of getting information out to people with disabilities and that's why we're so happy to be working with you all. And, looking at working with the industry of short term rentals which is you'll hear me use the acronym of STR.

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And so, but it's together, we can make this change.

Susan Prokop, PVA

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And I think I believe you began thinking about as you got further into this, you began thinking about how to educate the wider public about accessibility and vacation rentals which evolved into development of a model house in Arkansas and

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putting together a YouTube program featuring it and other accessible properties what happened there?



Lorraine Woodward, CEO and Founder of RentABLE

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You know, it's all crazy because we started out. I ran a communications firm for 30 years before I started this business venture, and so the idea was and is

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how do we get this information out to the broadness of our communities and so in true fashion, Lorraine said, well let's do a TV show.

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You know, thinking that the TV is the medium to reach the masses and so that was the initial idea of

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creating this TV show and it's evolved into a lot more than a TV show, we're still pursuing and moving forward with the TV show called Becoming RentABLE.

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But in the meantime, as we're looking at this TV show you know we needed the validation of what we felt was important, the survey came in we're doing the survey and we come up with

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broadening what we define what is accessible to beyond wheelchair, and then we looked at our thirteen 30-minute episodes for the TV show.

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And, knowing that it's kind of like a property brothers building show and we needed property.

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So where are we going to find these properties that are short term rentals that are accessible? So we said we're going to target two areas of focus, and that is

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college and university environments and vacation destinations. And in our research, we found that those were the two main elements in addition to work after COVID

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that people are using short term rentals. And so we started reaching out and we have a property being built a condominium in Raleigh, North Carolina NC state.

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That we are having for the show we have a property that is being built in the base the Tennessee river in Knoxville.

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And as we were looking at more properties for the show I realized there's not a model property, you know so many times, people say Lorraine, what makes

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a property accessible? What are these different features? What do they look like? And so I'm very much a hands on visual person.

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So I said, you know what let's build a model property and let's build it in a college university environment that happens to be my hometown of Conway Arkansas, because I haven't been able to go home for decades.

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Because there's nowhere for our family to go that's accessible. So we're building this little house and bought a little house, my mom and I did

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and it's called the little yellow house because it's a little yellow house. It's now 1100 square feet and it's going to be done, and they say two weeks fingers crossed.

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But, it's designed for wheelchair, walker, autism, IDD, vision and hearing. So it's got like lots of stuff and.

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So we will be able to use this for our TV show for open and close, we hope that we can use it for educational opportunities of teaching people, what does a zero threshold entry look like. You know what does a rolling shower look like?

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What does, what is the benefit of a raised a dishwasher and I smile, and I say that. Because in our little yellow House we have like this.

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10 inch space underneath the dishwasher and you push it and viola! A doggie bowl two doggie bowls come out, so the service dog has their water and food. I know it's so cute. And so we're packing this house with just.

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Just deliciousness, whimsicalness, that you would want to stay at and oh, by the way, it's also accessible. And so we're still focused on a lot of different things, but it's amazing how all of this is.

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transforming beyond our wildest dreams.

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With our little yellow house, I had the privilege to be a keynote speaker for.

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The University of Central Arkansas in Conway to their occupational therapy students their master level students.



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So I did a zoom two hour lecture and then the students got to come over to the little yellow house.

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touch it, feel it, see it, so now that they're graduated and they start their career, they have something to take with them. And that's how we continue to move this education process so lots of exciting hopes and dreams for little yellow house.

Susan Prokop, PVA

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Well, it does sound like it's moving rather rapidly, maybe tell us a little bit more about the the Becoming RentABLE website itself. how

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how do you find those properties to include on the side and and maybe go into a bit of detail about some of the specific criteria for wheelchair users, since our audiences likely to be largely made up of those folks.

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And, and some of the relevant criteria among. I think you have 33 searchable filters. How does the company determine based on those filters that it's wheelchair friendly?

Lorraine Woodard, CEO and Founder of RentABLE

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Sure, the website has a lot of educational information, so you want to know what that zero threshold into consists of a lot of words, what does that mean,

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what does that look like? What does a hooyer lift look like? A lot of people may not know what is a hooyer lift and what does it look like? And why wouldn't you need one so on our website, we have a lot of that information for people to look at.

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And we have a map, we have a map that has over 675 accessible properties in the United States that are ready. So you want to go to Florida in fact today.

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Somebody reached out to us and said, we want to go vacation in the western part of Florida, and we cannot find an accessible property. So they come to our website

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and they still can't find an accessible property, because we haven't found one yet either to put on our site. And so we know now that we are, we are doing a social media push today



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to ask folks in the short term rental industry to say, do you have a wheelchair accessible short term rental in the Tampa Bay area that has 36 inch doors, that has a roll in shower and

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has a ramp or no steps to get inside the property. So we hope to be building more and more of these

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and identifying more property, so people can come to our website and find them, in fact, we have a list your own property component looks like what wait a minute.

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I have a property in Tampa bay and you can go on our website and you submit your application it's free and we go in and we look at it, make sure that everything is validated that you say you have.

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A roll in shower, but wait a minute that's a four inch lip, that's not a roll in shower that's a step in shower.

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So that wouldn't be considered wheelchair accessible. Walker friendly or walker accessible, yes, but a wheelchair could not roll under. So we would we look at that and identify that on our website.

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We just started yesterday, our certification process where properties can be certified and people are going but Lorraine, what makes an accessible short term rental property?

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And what we found out is there are 62 million Americans with disabilities and really 62 million different ways that a property's accessible.

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it's not for you or I to determine what's accessible, it's for the renter to determine what is accessible to them. What meets my needs may not meet somebody else's needs in an electric wheelchair. I know, for me.

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I do not need a shower chair I don't have the physical strength to lift up to get out of a chair. So I just stay in a standing position and hold tight to the grab rail and and do my shower thing.

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Where somebody who might be a paraplegic will transfer from their wheelchair to a shower chair. So that's an important element. So for them that's what means accessibility. So what we feel is important is to provide information



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about these properties through filters. For example, you go to VRBO and you go online and you click their two filters; wheelchair accessible an elevator. That's all that they have and then you get populated 700 property and you literally go through each property to find out what's accessible.

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And their their filter system, we say wait a minute why you have to go through that if you need.

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The zero threshold entry, you need the roll in shower, you need grab rails. Why not have those filters and then that information populate in those properties are brought up?

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And so that's what we are doing with our certification. It's really a validation of information because again there's not a specific list to say that this is accessible for everybody, because that's not the case.

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it's all very individual. So what we look at in our certification efforts and what we, we have now a a list

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of things that are helpful for people with disabilities. For example, a keyless lock, you know some of us have a hard time grabbing a key so it's easier. I use my knuckle a lot to use a keyless lot lever handles are really helpful

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for accessibility, if you have arthritis or you are

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a spouse, like my husband, who has his hands full of all my stuff and needs to get into a property. He can do a little elbow action, a little you know swing of the hip and he's in. So he benefits from that as well.

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You know, we look at a clear path from the driveway to the front door. Because again, people may go, well, we don't have any steps, but oh, the driveway gravel

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and the sidewalk is dirt. And what happens if it rains? So those are the those are things that we look at. We go beyond that elevator you know, we want to know gosh are there rugs?

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Because I want to do a social media blast about how my wheelchair is actually a rug eating machine.



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and the sidewalk is dirt. And what happens if it rains? So those are the those are things that we look at. We go beyond that elevator you know, we want to know gosh are there rugs?

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Because I want to do a social media blast about how my wheelchair is actually a rug eating machine.

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I don't care every time my husband leaves the bath mat down and I'm wheeling out of the shower, my wheelchair eats it.

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It just gobbles it up and I get stuck with this rug underneath my wheelchair, and then I can't move. So you make about rugs, everybody wants a rug.

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Well, not everybody does want a rug and so, but we want to alert people to say wow this house has a lot of rugs. If you have a wheelchair rug eating machine, you want to look at that.

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Faucet handles, you know, again, these are little things for some people, but again it's independence for us for others.

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Grab rails or a really big one. For me they're critical for my accessibility. It's interesting because somebody sent me a picture

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recently, and said, Lorraine, would you consider this accessible? It was a bathtub it had two grab rails on the long part of that bathtub and then two grab rails at different height.

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At one end of the shower bathtub and then at the other, so there were six grab rails and I said well, no, we would not consider that accessible.

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Because if you, for wheelchair and walker, if you were somebody that has limited mobility, then the ability to step into a bathtub.

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Even though it has all of these grab rails, would not be accessible and the same thing is true for somebody that using a walker. So we look at from a

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bathtub shower perspective of a roll in or step in shower to be accessible. So why they had all that my grab rails, it still wasn't accessible. There's was not a physical way for me to get into a bathtub. Does that answer some of your questions there?

Susan Prokop, PVA

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Yeah very, very, very much so. So what I'm hearing is that somebody could go on the Becoming RentABLE website and select from that menu of filters. The various features that they really need

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and then that would bring up the relevant properties that have those features in them. Is that what I'm hearing?

Lorraine Woodward, CEO and Founder of RentABLE

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Absolutely. And and what we're advocating for, and there is a fee for that service. That is why we have a lot of free stuff. I will say that are on our certification, there is a fee the and we try to keep

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a fee

Susan Prokop, PVA

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that is paid by the property?

Lorraine Woodward, CEO and Founder of RentABLE

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Property homeowner yet.

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Let's say you own a property and you want it listed as a certified wheelchair accessible property. Why this is important is

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for families that are looking for those properties and let's say that the daughter in law is is coordinating

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the family vacation this year. Now, we know what the family's needs are and the idea is you know oh, if I look at these three things, then we should be covered and

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because you may not be around the person that has these needs all the time, so you don't know.

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So what happens, a lot of times is you go to a listing and then you read it oh, they say they have these things, great. And you get there and it's like wait a minute there's two steps to get into the bathroom or it's a 30 inch door and ADA says 32 inches is wide enough.

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Is is their area focus is 32 inches. Well, I can tell you, I'm wider than 32 inches my wheelchair is will go through a 36 inch door just fine. But, a 32 inch door, you know I will have been there, because I will leave skid marks.

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And so, through the certification we're validating that yes, these things are true.

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And what we hope to happen is that when a property receives that certification, VRBO, AirBnB, any of the

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booking sites, will elevate those properties, to the top of their search engines. So that what you see in your search for an accessible property

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validated certified properties will come up first. But our challenge, right now, industry wide, is that filters aren't there. And so, if we can get certified properties to go to the top and people will know oh these really are what they say they are.

Susan Prokop, PVA

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Okay well that's that's rather

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An amazing array of information you're putting out there.

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It's a fascinating story about a very necessary resource.

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I'm going to turn to Danica again for for a bit of a drill down into some of the types of vacation properties on the market

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that PVA Members might encounter, some of which would be subject to the ADA and others would not be subject to the ADA and just to give our listeners an idea of what they they might find out there and what they might be looking for so.

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The mic is yours Danica.

Danica Gonzalves, PVA (she/her)

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So imagine reserving a two bedroom condo in a large building in Hawaii where all the rooms are available for short term rentals.

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The condominium building has a check in desk, management, and housekeeping and you don't pick a specific unit, but just request a two bedroom condo.

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In this situation, the ADA would apply and the building would need a certain number of wheelchair accessible rooms.

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But another time you rent a room in a bedroom at a bed and breakfast which has four reservable rooms. The owner lives in the fifth room.

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You specify that you want unit 202. The upstairs room with the queen size bed that overlooks the city.

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The building has a check-in counter and the owner provides housekeeping but, despite the services, since the owner lives in the building and there are only five rooms it doesn't qualify as a place of public accommodation and the ADA does not apply.

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Another time you travel to Myrtle Beach. You reserve a room online in a private building with 10 available rooms for short term rentals.

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You don't specify a specific room, but you just indicate that you would like a room with a king size bed. There is off site management of the building and housekeeping again in this situation, the ADA would actually apply to this property.

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Looking at other types of properties you go to a rental website and book a privately owned three bedroom lake house. You rent the entire house, for when the owner is away, but the owner usually lives there.

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The owner doesn't provide daily housekeeping services, but cleans up after you leave. There is no check in desk or management. The owner just leaves you a key and a key box. This would be considered residential property and the ADA would not apply.

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Another time you decide to stay at a large hotel in Vegas. You ask for a queen queen size room, but not a specific unit.

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And at the check in desk they say they offer housekeeping you book an accessible room. Although the ADA applies in this hotel, the room is not necessarily required to have a roll in shower.

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So, even in cases where the ADA does not apply, Becoming RentABLE ensures that you will have necessary accessibility features during your stay.

Susan Prokop, PVA

32:07

Well, quick question about so for the the like the lake house or the room in a B&B, those are a particular properties, where it would be really helpful to have input specific detailed information about what

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what they're all about it. Am I hearing

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that aspect to those particular properties would be important?

Danica Gonzalves, PVA (she/her)

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Yes, because the ADA does not apply to residential properties like a lake house or properties that have five or less rooms, where the owner lives on the property.

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Then you would want to be able to ensure that these properties have the accessibility features that you need. Because you don't want to arrive to this wonderfully booked room and not be able to get in the room itself.

Susan Prokop, PVA - she/her/hers

33:04 Which is an issue PVA members have encountered numerous times in the past, so those are key issues to bear in mind.

33:14 Again, thank you Danica for outlining that array of rules that apply to vacation properties. Lorraine, I want to thank you for sharing the story of Becoming RentABLE with us.

Let's repeat for our listeners the

33:36 name of the website and how they can access the YouTube program and feel free to share with us any other plans you may have, so the the website is

Lorraine Woodward, CEO and Founder of RentABLE

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www.becomingrentable.com. So that's becomingrentable.com is our website. We have not pitched our our TV show yet, we plan to pitch it

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by the end of the year to our Netflix and Hulu and Apple and we've got seven different groups that we're reaching out to. We do have educational information on our Becoming RentABLE

YouTube station. You can go to our website or go to YouTube and

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key in Becoming RentABLE and you will get all of our video activities. So I encourage that. I

would like to say on one thing that we didn't talk about earlier on, under the ADA is the aspects of service dog and emotional support dog under the ADA what is

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under the ADA and that would be a working service dog. An emotional service dog

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doesn't have a specific job to do, and is not under the ADA, but the service dog

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is required access at a short term rental property. There's always a lot of questions about well, can I bring my service dog, yes, you can and

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the renter would have to accept that. But, if you're an emotional support dog, that is not under the ADA.

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So that's that that's probably one of our biggest questions, besides how wide the doors are and steps is about the service dog. So I did want to bring that into the mix and on our website, we have a piece about service dogs, so that you can go and get the specific information about.

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what are the guidelines for guests and short term rentals and service animals.



Susan Prokop, PVA - she/her/hers

36:02

I'm glad you mentioned that because, obviously, a lot of PVA members and other veterans with disabilities do have service dogs, so that would be a key feature to for them to know about. So did you do you have any any questions or thoughts Danica?

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as we begin to wrap things up here?

Danica Gonzalves, PVA (she/her)

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I just want to remind everyone that they do have rights under the ADA. That is why the ADA exists, so the Americans with Disabilities Act

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is there in order to protect the rights for individuals with disabilities. So, if you do feel that these rights are violated, you can file a complaint.

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But also just making sure that you don't suffer that discrimination. Because we have this law, you do not need to go through the things that used to happen and hopefully will not continue happening now that we have the ADA.

Susan Prokop, PVA - she/her/hers

37:12 Thank you. Yeah and hopefully with the more information that gets out there to people, so they they know the the array of opportunities for travel that are out there.

37:27 Those issues

37:30 God willing and the creek don't rise will become fewer and fewer and farther between.

Lorraine any closing thoughts from you?

Lorraine Woodward

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You know

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we're we're we're hoping it's estimated that 144 million Americans will be vacationing this summer. And we know that currently online less than 2% of

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what is online is accessible for people with disabilities. So if you are interested in traveling and need more information about what your rights are or what is included in

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short term rentals or you have a short term rental, please come to our website. You know, let us know about your property if you went to a vacation

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and you had a really great experience, let us know, we would like to be able to increase our accessible properties on our map.

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We we hope to have 1200 properties by the end of the year. So we're in good shape, with almost 700 in May, and so you know through education and awareness, we hope to be able to make a change in how we look at accessible short term Rentals here in the United States.

Susan Prokop, PVA - she/her/hers

38:48

Well, thank you, Lorraine, and I would be remiss if I didn't also put a plug in for PVA's website pva.org and under disability rights and advocacy are a lot of general resources and information.

39:07

materials about ADA and its enforcement and guidance about what people can do so that remember that's pva.org and disability rights and advocacy. So again,

39:22

we very much appreciate Lorraine Woodward joining us today for

39:27

Becoming RentABLE and for our subject matter expert Danica Gonzalez, our advocacy attorney, and we hope our listeners have learned a little something today and know where to go for further information. And thanks thanks again for listening. Take care.

