



CENTURION MANAGEMENT SERVICES

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Meet Shawn Baseleon, Centurion's New Broker

In 2005, following completion of his education and using his real estate experience, Shawn relocated to Nevada as a licensed real estate agent. Prior to real estate, Shawn worked in the food and beverage/hospitality industry for over twenty years. Early on, Shawn was recognized as a leader and that assisted him in acquiring executive and managerial roles. With strong service and teaching ability, Shawn quickly exceeded revenues and growth in numerous large scale companies in the Southern California coastal area. It was then that Shawn considered the real estate industry as a career.

Starting in 2001, Shawn invested in his first home in Las Vegas, Nevada. It was clear to Shawn that this was the career he was looking for. From his residence in Southern California, he quickly pursued real estate investment opportunities. While personally investing in rental properties, he decided that he could help others make money and secure their future financial needs, as well. Shawn decided to get his real estate license and never looked back. After marrying and having his first child, he moved to Henderson, Nevada in 2005 to pursue a full time real estate career.

With over 15 years of experience,



Shawn has dealt in all aspects of the industry including luxury home sales, land, probate, short sales, new home builds, and REO and foreclosure sales. Seeing the need, he transitioned into the commercial side of the industry. He found that the need for commercial property went hand-in-hand with residential sales. Commercial real estate was his new-found passion. The numbers and challenges of cap rates (cyclically adjusted price-to-earnings), ROI's, cash on cash percentages, and the larger aspects of dealing with clients whose sole purpose is to grow in both size and finance Shawn finds very intriguing.

When the economy experienced a downturn in 2009, with two children and a spouse, he found real estate had become a completely different market and Shawn chose to learn the short sale side of the market. The short sale experience gave Shawn an understanding of the personal side of real estate and Shawn made it his main purpose to help as many people as possible stay in their homes and or find other affordable alternatives. This experience also gave him the perspective to provide his clients with expertise and compassion resulting in his clients receiving the best possible service from start to finish, as if they were family.

Critical Shortage of Experienced Construction Workers and Handyman Services in Las Vegas

In recent months, Centurion has experienced difficulty finding and retaining competent handymen on our roster of workers. Many times, when we do find the right person for a repair, that person has a three month waiting list... or longer.

This severe labor shortage will continue to plague the Las Vegas construction/handyman industry through 2020, driving up construction and handyman costs further. Construction is booming right now. Many of the reliable and competent handymen we've worked with in the past, have accepted high paying jobs with large contractors building the stadium and other large projects associated with the stadium. In a recent report from the Associated General Contractors of America shows that 79% of construction companies want to hire more employees this year, but the industry is only estimated to grow its workforce by .5% annually for the next 10 years.

A few factors are driving the construction labor shortage and lack of labor growth, including construction is not an attractive industry to millennials and the 600,000 workers left the industry during the great recession in 2009 and have not returned. One reason for this is that the healthcare and social working industries are attracting more workers than the construction industry. Finally, the United States is experiencing a slower population growth and an aging workforce.

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Home Warranty Companies No Longer Accepting E-Checks

Within the last several months, Centurion has run into difficulties with several home warranty companies regarding e-checks... home warranty companies are no longer accepting them. The home warranty companies that we work with, will now only accept credit card payment. Additionally, home warranty companies are NO LONGER billing out service calls. Service calls must be paid upfront before technician can be dispatched. **Please note: this not a Centurion issue or problem.** This is a home warranty company issue and new rule. Therefore, from this point forward, when Centurion needs to call a home warranty company, we will be requesting credit card information for payment.

The Lighter Side of Being a Landlord

Being a landlord or property manager can be a stressful job involving high pressure situations. We meet all kinds of people in this business from all walks of life. Some people do and say funny things. When we look back and reflect on some situations, it is easier to see the humor in it all.

Think back... I'm sure you can think of a funny story or three to make you smile!

Really??

Our tenant called to let us know that one window in her kitchen was leaking and water came in whenever it rained. When my husband went to investigate it he found the window was open at the top! She didn't know that thing on the sash was for locking the window.

Seriously??

The tenant couldn't understand why the circuit kept blowing in the bedroom. When they complained they suggested we get an electrician to fix it or they would report us to housing services. Upon further investigation we found that they were drying their clothes on the ceiling fan by laying them over the blades and turning on the fan. The ceiling fan was promptly removed and replaced with a stationary ceiling fixture.

Um, not sure how to tell the tenant...

Tenant called to report that the clothes dryer stopped working. (They were good tenants and had been with us over a year) We found that the auto overheat shutoff had activated because they NEVER cleaned out the filter! EVER! In a year!

A Simple Lesson in Loading a Dishwasher!

Tenant complained that something was wrong with the dishwasher (brand new, just installed) because his drinking glasses kept breaking. Turned out he didn't know how to load them. He was putting them over the pins so they were jingling together and cracking!

You had to be there!

I was enjoying an afternoon on the boat. All the cares of the world were being kept away by the wind and the waves. Then my cell phone went off; I hate that thing. The ring jolted me back into reality. I looked at the number it was my office. I let it go to voice mail, after five minutes I checked the message. A tenant had locked himself out of his apartment. There was no way to contact him, and I was a few hours away from being able to let him in. When I finally got to my office, I grabbed the keys and went to the property. When I entered the building I saw the tenant, sitting in the hallway, leaning against a wall, with his head down in his hands, looking forlorn. The tenant brightened up when he saw me and stood up. "Thank goodness you're here... I've been waiting for like three hours... I locked myself out when I went to the store for some beer... I'm really sorry to bother you especially on a Sunday... I was getting nervous that you wouldn't come..." His explanation continued until we reached his apartment. I just nodded.

I put the key into the lock and opened the door. Inside his apartment were two men watching TV. They turned toward the door and one of the men said, "Dude, where have you been? I'm thirsty!"

This labor shortage, particularly in Las Vegas, has had a direct impact on construction and repair costs, and along with rising materials costs and land prices, new development has become burdensome. Although, there are handyman services available, the cost increase is primarily coming from increased labor costs. With labor shortages, projects take longer and bid contracts also become more expensive.

While the labor shortage remains a product of the recession, when skilled labor left the then-dried up industry for other prospects, construction companies can help grow the workforce through better recruiting and outreach. These solutions include: shifting the younger generations perception of the industry is critical, college internship programs and trade and apprenticeship programs can appeal to younger generations as they provide hands-on experience and exposure to careers in construction. In addition, construction



companies should provide mentorship programs and career coaching.

In addition to grooming a new generation of workers, veterans are also a source of quality workers. Construction organizations should also make an effort to recruit veterans. Offering training to veterans is a great way to fill the talent pipelines as vets often come with a sense of mission and have proven their value to the industry.

The good news is that many companies, including smaller handyman services companies are adopting these policies to grow the workforce. Successful companies in particular understand the need to adopt serious talent recruitment strategies. What separates construction and handyman companies is that the best know that addressing the labor issues is their number one priority.

Centurion will continue to seek out new construction and handyman services for our property owners.