RETTC

MITS Fee Transparency Data Model

Industry Feedback

RETTC Goal

Requirement: FEE TRANSPARENCY STANDARD

“ Our goal is to improve transparency for rental housing consumers through better enabling the presentation of fee, charge and cost-related information.

We will achieve this by updating the MITS standard related to this information to support complete and accurate industry-wide formats and classifications for identifying, describing, transmitting and receiving related data between rental housing providers, system suppliers, and internet listing partners.”

– based on MITS Standard Committee Fees Work Group, September 5th, 2024

RETTC Concept – Existing MITS Property-Marketing 4.1

Pros

- Contains logical hierarchical structure representing; enables charges to be displayed at the applicable level
  - Property
  - Phase
  - Building
  - Floorplan
  - ILS_Unit

- Many attribute lists already defined, although may need additional options
  - E.g. ParkingType list of types

Cons

- Does not contain a standard method for numerically describing/calculating any type of charge
  - Amounts embedded into specific elements and not re-usable
  - E.g. PricingType, OfferTermType, FeeType, ConcessionType and DepositType all separately defined

- “Fee” section neither includes all potential fee types nor allows operator-specific charges
  - Fee section separately defined at Property, Floorplan, and Unit levels

- Does not allow for operator-specific charge code to be included to tie back to PMS system

RETTC Concept – Design Goals

- Ensure MITS supports operators to transmit any and all potential charges
- Operators continue to use their existing charge codes as named and described in their PMS
  - Existing charges must be mapped in PMS to standard charge “Classes” to provide transparency of how specific charges relate and support consistency in consumer search
- Charges displayed to prospect consumer during apartment search should match name and description of how the charges will ultimately appear on their ledger as a resident
- Implement a standard method for numerically calculating any charge amount (fees, deposits, rent, concessions, etc.)
- Implement lists of charges applicable at each level of MITS hierarchy (property, phase, building, floorplan, unit)
- MITS should enable all receiving systems to consistently calculate the exact same charge amounts based only on the transmitted XML data – consistency is transparency

RETTC Conceptual approach

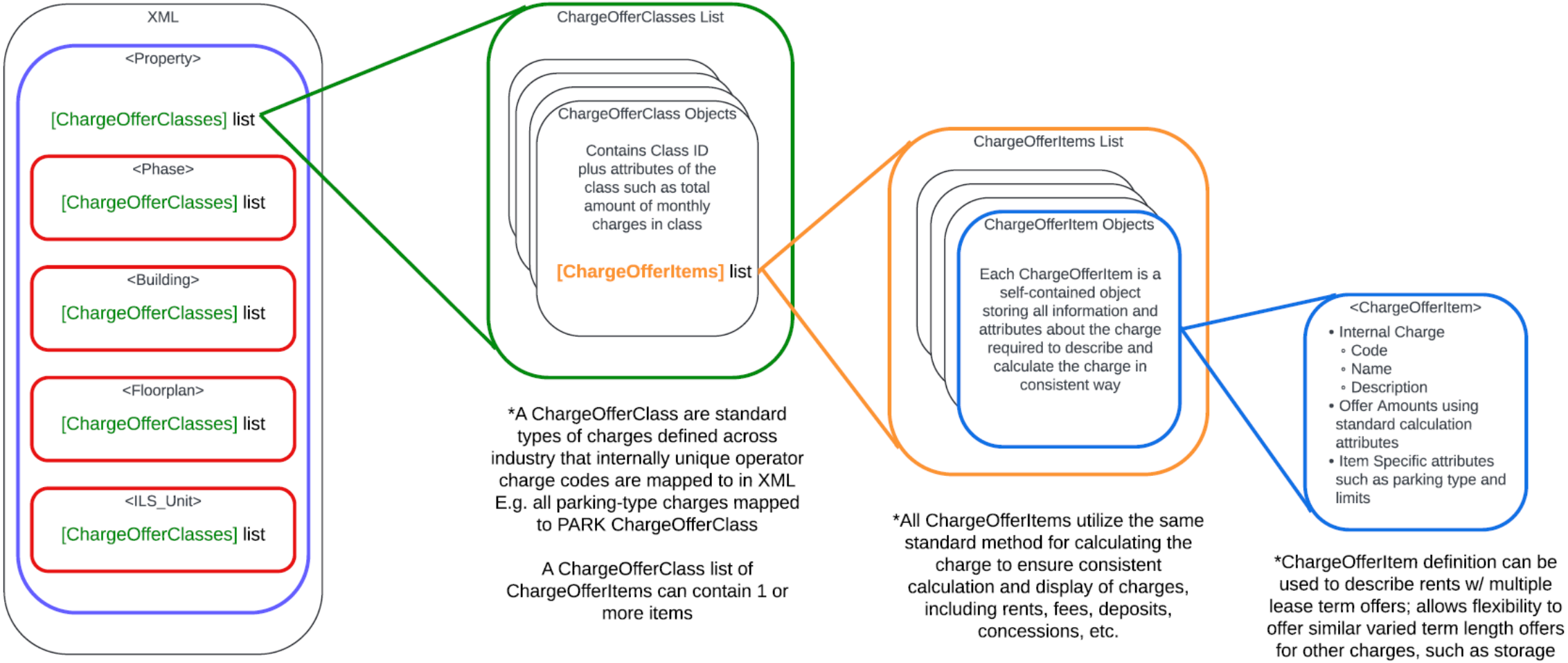
In order to achieve our goal, we are replacing all of the existing mechanisms for specifying fees, charges, deposits, concessions, and costs (here-in after referred to as charges) with a single, consistent, and comprehensive approach. This will mean removing the existing ‘fee’ and ‘pricing’ elements within property, floorplan, unit, and policy.

The new approach will include:

- A top-level **charge classification** that will:
  - Classify what each charge relates to in one, common, industry-wide class list, whilst allowing stakeholders to retain their (more detailed) charge coding structures.
  - Provide one way (but not the only way) that charges can be grouped for presentation to customers.
  - Allow for maximums and limits to be expressed at a class level (e.g. maximum monthly charge for all pets).

- A new model for **charge offers** that will:
  - Provide other charge characteristics that allow alternative groupings for display, if and when required (e.g. show all deposits)
  - Enough information to calculate price

RETTC Concept – Charge Offer Structure



*Each hierarchy level contains its own ChargeOfferClasses list of charges

*A ChargeOfferClass are standard types of charges defined across industry that internally unique operator charge codes are mapped to in XML
E.g. all parking-type charges mapped to PARK ChargeOfferClass

A ChargeOfferClass list of ChargeOfferItems can contain 1 or more items

*All ChargeOfferItems utilize the same standard method for calculating the charge to ensure consistent calculation and display of charges, including rents, fees, deposits, concessions, etc.

*ChargeOfferItem definition can be used to describe rents w/ multiple lease term offers; allows flexibility to offer similar varied term length offers for other charges, such as storage units

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Proposed charge offer classification

The proposed classification specifies a high-level list of what charge offers relate to. Each item in the classification describes a subject that has one or more associated charges.

Not all charge offer classifications will apply to all units – for example, some units may not offer separate storage, or allow pets. However, when a classification does apply, all of the charges related to it – including any deposits, monthly rents, optional, or situational charges – will be classified together. Classifications will have additional information about limits and maximums that apply to the charges within the class (e.g. a maximum monthly rent for all pets).

Individual charge offers will have further information to allow charges within the same classification to be further distinguished. For example, based on whether they are mandatory, situational or optional, whether they may be refundable under some circumstances, payment frequency, what stage of the lifecycle they apply in, and individual offer limits (e.g. maximum number of pets).

The classification does not include the following (that were in the draft list) because these have been accommodated as other characteristics within each individual charge offer: deposit, tax, concession, fine, late, premium.

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Proposed charge offer classification

Code	Description
ADMIN	Administrative fees generally cover the costs associated with preparing the lease, setting up the resident in the property management system, and other logistical aspects of finalizing the lease process. These fees can sometimes include move-in preparation, such as unit inspections.
AMENITY	Charges for using shared building amenities, such as fitness centers, swimming pools, clubhouses, rooftop decks, or lounges. These fees help maintain and manage these facilities.
APPLICATION	Application fees cover the cost of processing the application, including background checks, credit checks, and verification of income and rental history.
CLEAN	Fees for cleaning services after a resident moves out, ensuring the apartment is ready for the next resident. Some leases also have cleaning charges during tenancy if certain services are requested.
DAMAGE	Costs to repair any damages to the apartment caused by the resident that go beyond normal wear and tear. These may cover repairs to walls, floors, appliances, or fixtures.
HOLD	A fee to reserve the unit for the applicant, temporarily holding it off the market until the lease begins.
INSURANCE	Some properties may require residents to carry renter's insurance, and the landlord might charge a fee for providing an insurance policy if the resident does not obtain their own. This insurance typically covers resident liability and personal property protection.
KEY	Fees and deposits for keys, fobs, access cards, or lock changes. Lost keys may incur additional charges, and some properties have fees for electronic access systems.
LEASE	Monthly scheduled rent charges, including any concessions, late rent charges, early payment discounts etc.
LEGAL	Charges to cover the landlord's legal expenses if they need to pursue eviction or other legal actions due to non-compliance with the lease terms.

Code	Description
OTHER	Other/miscellaneous fees and charges
PARKING	Fees for designated parking spaces, covered parking, garages, or visitor parking permits. Prices vary based on the type of parking offered.
PET	These include monthly pet rent, pet deposits, or cleaning fees for residents with pets. Additional charges may apply for damages caused by pets.
SERVICE	Broadly cover services like trash collection, pest control, common area maintenance, landscaping, or snow removal.
STORAGE	Fees for storage units, bike storage spaces, or other designated storage areas on the property.
TECH	Charges for optional internet, cable, or other connectivity services provided by the building. Some apartments bundle these into a technology fee or provide a third-party package option.
TERM	Fees for breaking a lease before its expiration date. These may cover lost rent, re-leasing expenses, and sometimes a specific penalty amount.
TRANSFER	Fees for residents who wish to transfer to a different unit within the same property. These cover administrative and preparation costs for the new unit.
UTILITY	Charges for utilities like electricity, water, gas, and sewer (but not trash – see SERVICE). Some leases include utilities, while others bill usage based on direct consumption.

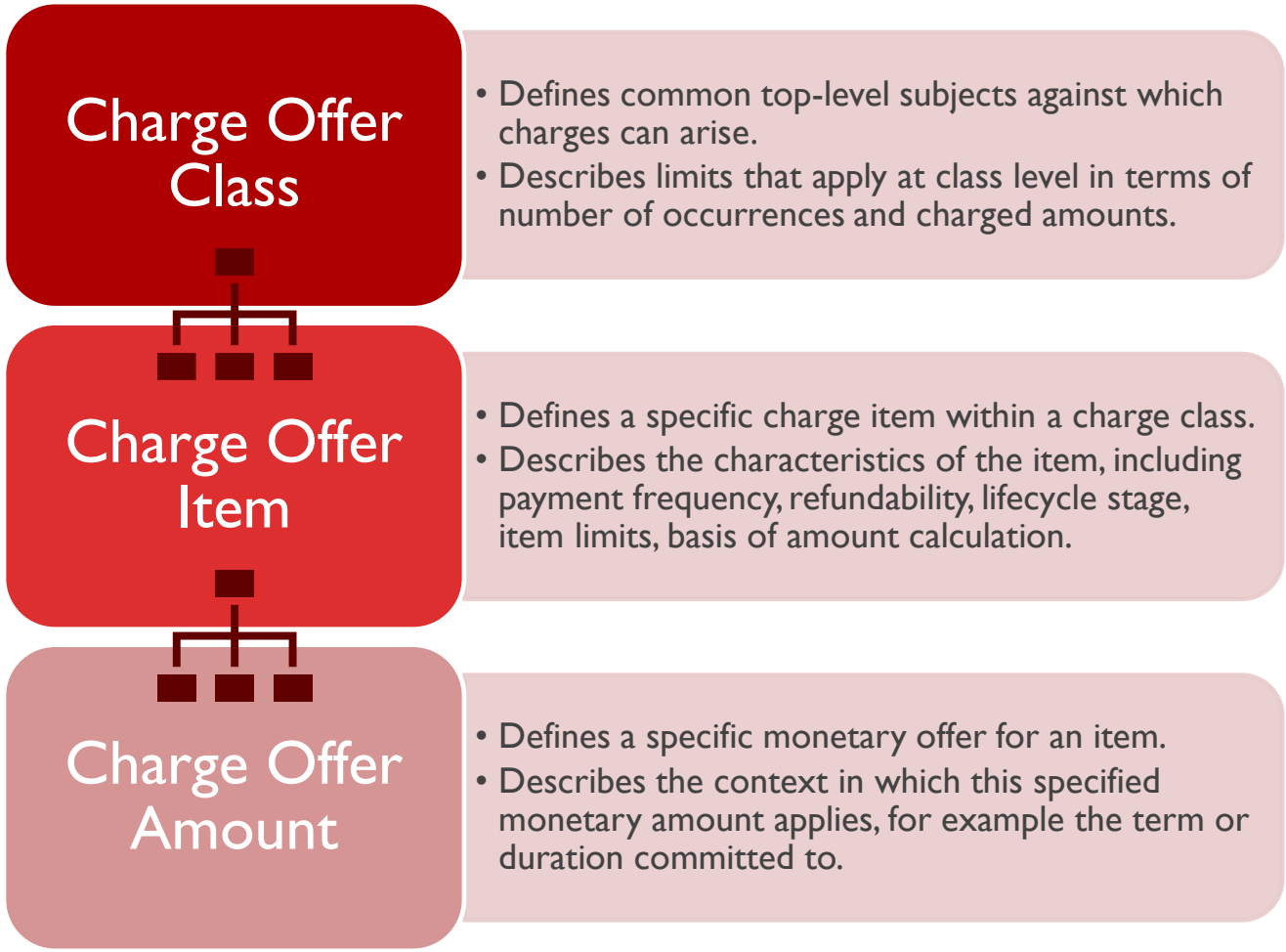
RETTC Proposed data model

The data model allows charges to be specified at property, floorplan and unit level.

For each, the list of charges will be grouped into classifications first, and then within each classification there will be a list of charge offer items.

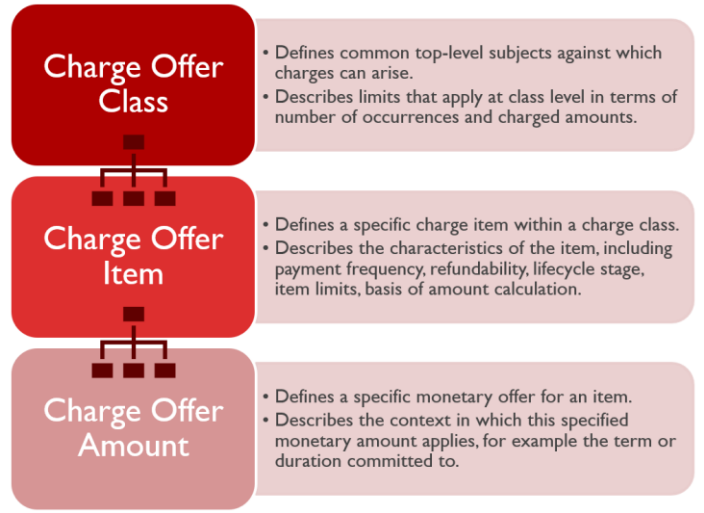
Each charge offer item then has one or more specific offers (which may vary, for example, based on the term).

This three core level hierarchy is illustrated opposite.



RETTC Charge Offer Class data model

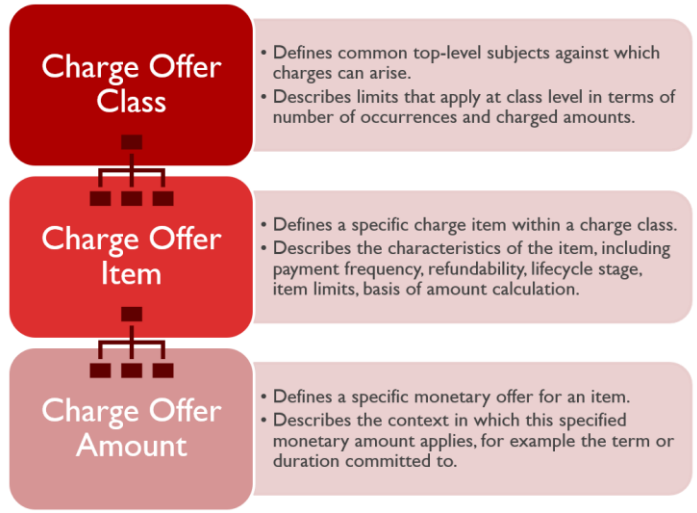
Attribute	Data Type	Description
* Code	Charge Class Code	See Proposed charge classification
Limits	List	Restrict the maximum number or the maximum amount of items that appear in the charge class, for example to restrict the total number of storage spaces, or the maximum monthly pet rent.
Maximum Occurrences	Number	The maximum number of items in the class, or – if **Applies To** or **Characteristics** are specified – the maximum number of items of the specified item types.
Maximum Amount	Monetary Amount	The maximum total amount of items in the class, or – if **Applies To** or **Characteristics** are specified – the maximum number of items of the specified item types.
Applies To	List	The specific item types (by **Internal Code**) that this maximum applies to. If omitted, it applies to all internal codes in the class meeting any **Characteristic** constraints.
Internal Code	String	The internal code of the specific items that are included in this limit, e.g. PETDOG, PETCAT
Characteristic	Element	The specific characteristics of items that are included in this limit. Any characteristics that are not specified are assumed to be allowed any value. If omitted, the limit applies to all characteristics in the class meeting any **Applies To** constraint. For example, this could be used to place a maximum monetary amount on non-refundable monthly pet charges, without including deposit items. **Attributes as defined for Charge Offer Item on next page.**



Key	
*	Required – otherwise optional
≣	Enumeration – follow link to see list of options

RETTC Charge Offer Item data model

Attribute	Data Type	Description
Internal Code	String	The Internal Code, specific to each data publisher.
Name	String	Short name indicating what the charge is for.
Description	String	Description of the charge explaining what the charge is for, including what the resident gets for the charge, or why they are being charged.
Characteristics	Element	A set of additional characteristics (or metadata) about the charge that can be used to make it easier for the resident to see specific charges and to allow pricing calculators to treat each charge appropriately.
Requirement	Charge Requirement	Included, Mandatory, Situational, or Optional
Conditional Upon Code	List	If the Charge Requirement is Conditional, this specifies the internal code(s) of the Charge Offer Item(s) the presence of (or any one of) will trigger the automatic inclusion of this Charge Offer Item
Internal Code	String	Charge Offer Item internal code
Requirement Description	String	Description of the conditions under which situational or optional charges will be applied.
Refundability	Refundability	Determines whether this item is never refunded, expected to be refunded (e.g. a deposit), or possibly refunded (e.g. a hold fee).
Refundability Max Type	Refundability Maximum Type	Determines whether the maximum amount refundable is specified as an explicit amount or as a percentage of the amount paid.
Refundability Max	Number	The maximum monetary amount (if Refundability Max Type is amount) or percentage (if Refundability Max Type is percentage) of this fee that could be refunded. For percentages, '1' = 100%.
Refundability Max Per	Boolean	Where a refundability maximum is specified, and this item Amount Per Type is either Applicant or Person, this attribute specifies whether the refundability max applies to each per-entity (i.e. per applicant/per person) or whether the max applies to the aggregate of all applicants/people.
Refundability Description	String	Description of the terms that apply to return of deposits or refunds.
Lifecycle	Lifecycle	The stage in the lifecycle of the resident's lease that this item relates to.
Payment Frequency	Payment Frequency	The frequency on which the amounts specified in this item will be payable.
Item Maximum Occurrences	Number	If this item is subject to a maximum, it should be specified here. This can be used to limit items to one, or a specific number (e.g. pet dogs might be limited to a maximum of 2). If omitted, it is assumed that there is no limit on the number of individual items of this type that can be added. If class level limits are also specified, then the lowed of the two maximums is used.
Amount Basis	Amount Basis	Fixed Amount, Percentage Of, Stepped, or Within Range
Percentage Of Code	String	If Amount Basis is Percentage Of, the Internal Code that this Item is calculated as a percentage of.
Amount Per Type	Amount Per Type	Specifies what triggers a repeat of this charge. For example, per Unit would mean the charge is only incurred once per unit (for example, 'monthly rent'), whereas per Person would indicate the charge is repeated for each Person using an item or taking part in an event (for example 'overnight stay in guest suite').



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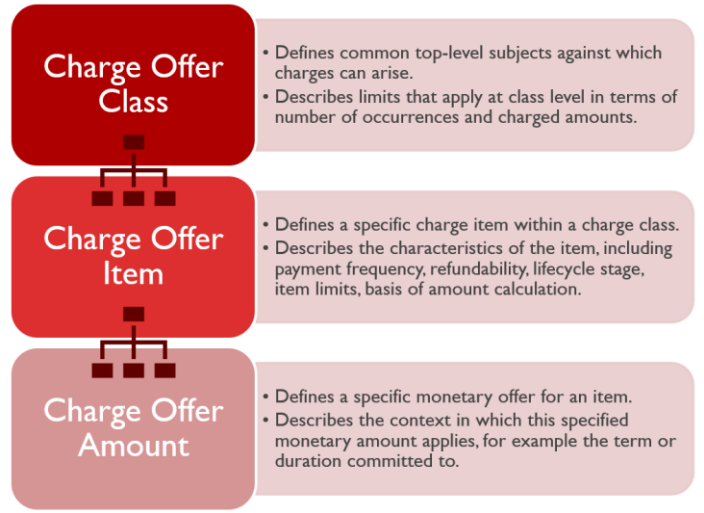
RETTC Charge Offer Amount data model

Attribute	Data Type	Description
Amounts	List of Monetary Amount	If the Amount Basis is Fixed Amount, the list contains one specific amount. If the Amount Basis is Within Range, the list contains two amounts, the first being the lowest amount in the range and the second being the highest amount in the range. If the Amount Basis is Stepped, the list contains the amount for each subsequent item – i.e. the first amount is the price for the first occurrence, the second amount is for the second occurrence and so on. If there is no maximum number of occurrences, or if the maximum is greater than the number of amounts in the list, the last amount will be used for subsequent occurrences. Negative amounts indicate credits to the customer account (e.g. concessions). Positive amounts indicate debits (i.e. charges).
Percentage	Number	If the Amount Basis is Percentage Of, the percentage. Negative percentages indicate credits to the customer account (e.g. concessions). Positive percentages indicate debits (i.e. charges).
Term Basis	Term Basis	Whole Lease or Specific Term.
Start Term Earliest	Date	If Term Basis is Specific Term, the start date of the specific term, or the earliest date in a range that the Specific Term start date lies. If omitted, any Specific Term start date preceding the Start Term Latest qualifies for this offer.
Start Term Latest	Date	If Term Basis is Specific Term, the latest date in a range that the Specific Term start date lies. If omitted, the Specific Term can start any time after the given Start Term Earliest. If the same as the Start Term Earliest date, then that is the only Specific Term start date on which this Charge Offer Amount applies.
Duration	Number	The number of periods committed to, where the duration of each period is specified in the corresponding Charge Offer Item's Payment Frequency.



Key	
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RETTC Supporting enumerations

Charge Requirement	
Included	This item is included – there is no additional charge. Typically used for items that are usually chargeable, rather than general amenities.
Mandatory	This item will be charged in all circumstances.
Situational	This item will be charged in certain situations – for example when damage is caused by pets, early termination, or late fees.
Optional	This item is used at the discretion of the resident, for example renting a party room, or guest suite.
Conditional	This Charge depends on the presence of another (optional) internal code. If the other code is present, then this conditional Charge is automatically included.

Term Basis	
Whole Lease	The period for which the offer applies is the same as the term of the lease.
Specific Term	The period for which the offer applies is expressed as a duration (in months) and a start offset (in months) from the start of the lease.

Amount Per Type	
Item	The charge applies once in each item or occurrence.
Applicant	The charge will apply for each person applying.
Person	The charge will apply for each person, for example for each guest in the guest suite, or for

Refundability	
Non-refundable	This item is not refundable under any circumstances.
Deposit	This item is expected to be refunded providing the terms are not broken, for example a rent security deposit or pet damage deposit.
Refundable	This item is not expected to be refunded, but may be (either fully or partially) in some circumstances.

Payment Frequency	
One-time	Paid only once.
Per-occurrence	Paid each time an item is used or an event takes place.
Hourly	Paid per hour.
Daily	Paid every day.
Weekly	Paid every week.
Bi-weekly	Paid every two weeks.
Monthly	Paid every month.
Bi-monthly	Paid every two months.
Quarterly	Paid every quarter.
Triannually	Paid three times per year.
Semi-annually	Paid twice per year.
Annually	Paid once per year.
Other	Some other payment frequency – see description.

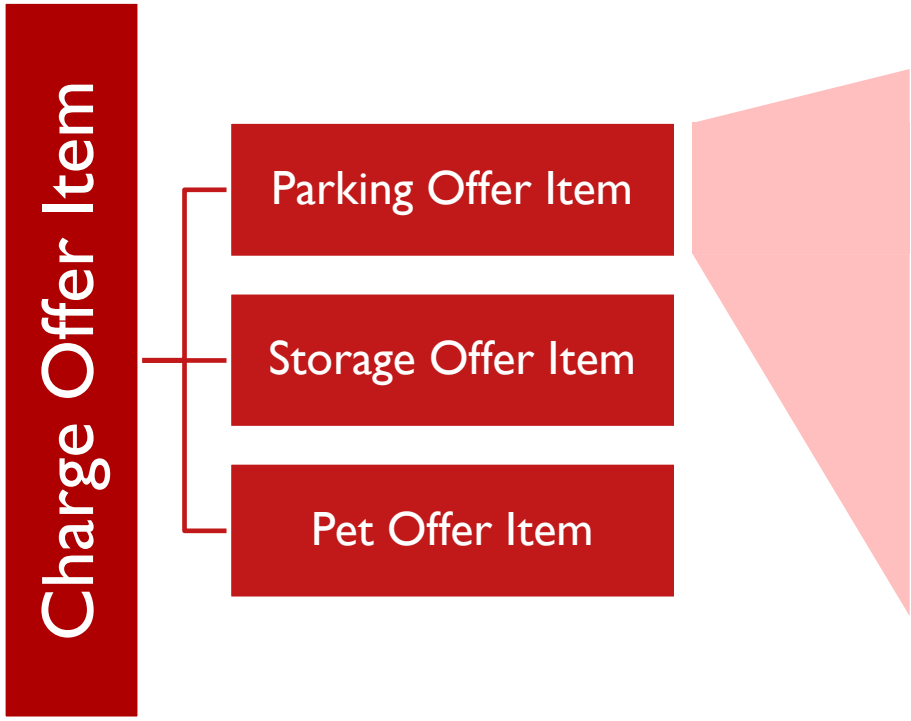
Lifecycle	
Prospect	Anything prior to application.
Applicant	Application submitted but not yet approved.
Approved Future Resident	Application approved, but not yet moving-in.
Move-in	Associated specifically with the move-in.
Current Resident	Within the term-of the lease.
Renewal	Associated specifically with a renewal.
Move-out	Associated specifically with the move-out.
Past Resident	Lease now expired and move-out completed.
Guest	Associated with a non-leaseholder visiting the property.
Other	Other not in any of the above.

Amount Basis	
Fixed	The amount is specified as a fixed monetary amount.
Percentage Of	The amount is calculated as a specified percentage of another Charge Offer amount.
Within Range	The amount will lie within a specified range of monetary amounts.
Stepped	The amount has specific stepped pricing for the first occurrence of the item and each subsequent occurrence.

Refundability Max Type	
Amount	The maximum refund of a fee is specified by an explicit monetary amount.
Percentage	The maximum refund of a fee is specified as a percentage of the fee paid.

RETTC Charge Offer Item data model specializations

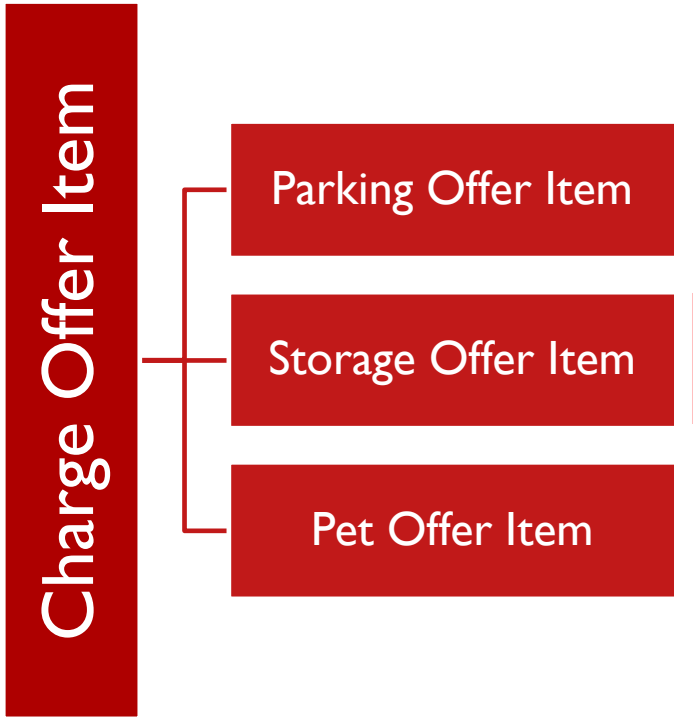
Certain offer items require additional information. This is accomplished by have specialized types that are based on the generic Charge Offer Item but that have additional attributes to fully describe them, as illustrated below and on the following slides. When included, these specializations **must** belong to the corresponding Charge Offer Class.



Attribute	Data Type	Description
Structure Type	Parking Type	Information about the structure that contains the parking.
Size Type	Size Type	Describes the general size of each parking space by reference to the kind of vehicle it is designed to accommodate.
Regular Space	Available Reservable	Specifies whether regular parking (i.e. not enhanced with EV or handicapped access) is available, and – if so – whether it is also reservable.
Handicapped	Available Reservable	Specifies whether handicapped parking is available, and – if so – whether it is also reservable.
Electric	Available Reservable	Specifies whether parking space with electric vehicle charging points are available, and – if so – whether they are also reservable.
Description	String	A narrative description of the space, include information about the mix of different types (e.g. "50 spaces in the surface lot, including 5 designated handicapped spaces, and 10 EV charging spaces"

Key	
*	Required – otherwise optional
▤	Enumeration – follow link to see list of options

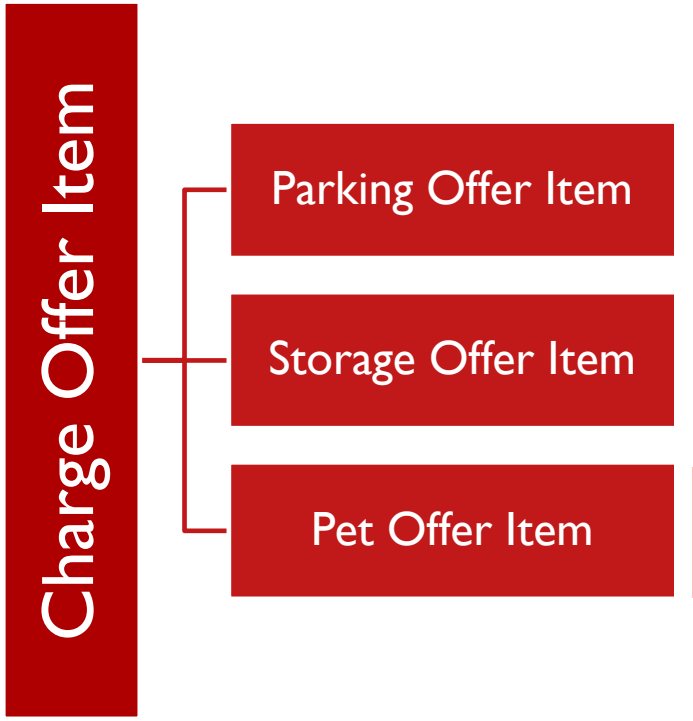
RETTC Charge Offer Item data model specializations



Attribute	Data Type	Description
Storage Type	Storage Type	
Storage UoM	Unit of Measurement	The units of measurement used for the dimensions that follow
Height	Decimal	The internal height of the storage space.
Width	Decimal	The internal width of the storage space.
Length	Decimal	The internal length of the storage space.

Key	
*	Required – otherwise optional
≣	Enumeration – follow link to see list of options

RETTC Charge Offer Item data model specializations



Attribute	Data Type	Description
Allowed	Yes / No	Indicates whether the specified type of pet (or all pets if no type is specified) are allowed.
Pet Breed or Type	String	The breed (e.g. Airedale Terrier) or type of pet (e.g. Snake) that this item applies to.
Maximum Size	String	Describes the maximum size of the pet.
Maximum Weight	String	Describes the maximum weight of the pet.
Pet Care	Yes / No	Indicates whether pet care is available at the property.

Key	
*	Required – otherwise optional
▤	Enumeration – follow link to see list of options

RETTC Specialization enumerations

Structure Type	
Surface Lot	Uncovered parking, typically at ground level.
Garage Lot	Parking within a parking structure, usually comprising multiple levels with most or all covered.
Covered Lot	Parking that is open-sided but that has cover above.
Street	Parking is on the street.
Other	
~~Motorcycle~~	~~Parking is for motorcycles.~~
Garage (attached)	Parking is in a private garage attached to the unit.
Garage (detached)	Parking is in a private garage that is separated from the unit.
None	No parking is available.

Storage Type	
Bike	Storage for one bike.
Closet	A tall cupboard or wardrobe with a door.
Locker	A small lockable cupboard or compartment attached to the wall or floor.
Other	

Units of Measurement	
Inch	Measurement specified in inches.
Foot	Measurement specified in feet.
Yard	Measurement specified in yards.
Meter	Measurement specified in meters.

Size Type	
Motorcycle	Suitably sized for a motorcycle.
Compact	Suitably sized for a compact car.
Car	Suitably sized for a car.
Extended (RV/Boat)	Suitably sized for an RV, boat or similar
Other	

Available Reservable	
None	This item type is not available.
Available	This item type is available, but not reservable.
Reservable	This item type is available and reservable. This indicates that you are entitled to use any items of the specified type, and this is guaranteed.