



May 2016

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### NEW FEATURES

**Do You Know?** We'll be combing the world of rental housing to find interesting tidbits and information to surprise you.

**News Around Oregon** – We're gathering news from around Oregon. What's happening in LaGrande is just as important as what's happening in Portland, or Medford.

**National Housing Headlines** – We'll report on rental housing trends across the nation.

**Housing Links** – Want more information? Need contact numbers? Who, what, where and when? Check out these helpful links to sites that can help you.



## PRESIDENT'S MESSAGE

By **Terry Turner**, ORHA President

I was reminded today that the most important thing that ORHA provides its members is our Legislative Director and our Lobbyist. We depend on both of them to keep us informed and to fight for fair and equitable Landlord/Tenant Laws. We often hear from new rental owners that the law isn't fair and that it is slanted towards tenants' rights. Our answer has always been that Oregon's laws are some of the best and they are very equal. The Landlord/Tenant Coalition has for more than 25 years, guaranteed that both sides can voice their issues and work together to make sure that the law remains fair.

The Short Legislative Session revealed to us that there are big changes coming if we don't stay active and mobilized. We have to be ready to voice our needs and opinions to our representative and senators, or we will end up with oppressive laws that will negatively impact our industry.

Rent control is going to be a big issue again this Session. Many items that were introduced by the Tenant Advocate groups last session are once again coming to the table; prohibition of no-cause notices, fines for "perceived" retaliation – because a tenant requested a repair and later you asked them to move (even if you took care of the repair and it's been months ago), payment to tenants for relocation costs when you ask them to move and many more items that you are not going to like.

It's more important than ever before to get involved and stay informed. You can't afford to ignore what is happening in Salem. We'll keep you updated, so read the newsletters from your local association, attend meetings and be ready to take action. Your opinion matters, your voice counts, and your action will make the difference.

OREGON RENTAL HOUSING ASSOCIATION  
**Board Meeting Schedule**  
May 21, 2016 - Klamath Falls  
July 16, 2016 - Springfield  
September 17, 2016 - Bend

# STANDING IN YOUR TENANT'S SHOES

By *Arleigh Santoro*

I've been a landlord for almost 18 years and in years past I was a tenant, but never at the same time, let alone my own tenant, until now. Looking from outside in or inside out is much different than looking both directions at the same time. With a recent change in personal status I found myself in the unique position of becoming a lessee from one of my clients. Wanting to do everything by the book, I signed a lengthy rental agreement, purchased renter's insurance, paid a pet deposit, transferred utilities and began to confirm the condition report I had on file for the property.

It didn't take much time to begin to see both sides of the equation. I quickly realized why tenants often begin reporting problems right off the bat. We as landlords think we have a good turnover of our property; we do the inspection, write the work orders, clean the unit and yard area and feel proud when we hand over keys. Then the reality hits....and the tenant calls a day or so later with their first set of issues.

For me the realization came in waves, first I was so pleased by how well the carpet repair and cleaning had been and the housekeeping, with everything shiny and smelling fresh. Oh sure I saw a few minor items to note; a scratch on the stair railing, a small burn in the kitchen vinyl, nothing too much, nothing too concerning, really just expected conditions. Then after settling in, day 2 comes along and I begin to see that sometimes the lock on my garage door is easy to open, but most of the time it is not. It's not broken, but it's beginning to aggravate me while I try different maneuverings of slightly releasing pressure by pulling up, or adding

pressure while pushing down, neither of which seems to matter. Suddenly it just turns and opens. Why now, why not the first time?

I ask my maintenance staff if they had any issues with the garage door and the answer is "no, we didn't have any trouble, are you sure you are doing it right?" Now I'm thinking how hard is a key to turn and who wouldn't know how to do it right? I go back home at the end of the day and fight my garage door. I know it's just finicky but it begins to grate on me.

So off to the kitchen I go to begin cooking dinner. My first use of the very shiny and clean white stove is quickly diminished when I see 3 small burners and only 1 large burner, something I did not notice when I looked at the unit with thoughts of renting. Okay, no problem, that is until I see that the one large burner doesn't seat level and tilts towards the front of the range. You begin to caution yourself to be careful with any hot liquids should it tip. However that concern quickly vanishes with the realization the burner only heats up on half the coils. Obviously this burner is about to go out. So I make another note.

Two days pass and it's time for me to do my first load of laundry. I place my clothing into the nice large washer that was provided and start it up. It's not long before I realize it sounds like it has rocks in it and makes large thumping sounds when it changes to the different cycles. When done I toss everything into the dryer and set the timer but a thought runs through my head as to what should I expect? Fortunately the dryer works like a charm, but a possible negative expectation had already begun in my head.



Next I turn on the sink in a bathroom which is the guest bath and I quickly find out there is a clog and the drain stem is disconnected. I raise my shoulders, shrug and sigh, and look at my cat who cocks her head sideways in indifference.

Suddenly I begin to see things from both the tenant and the landlord's point of view. I know I have an outstanding maintenance staff that conduct very good detailed inspections and follow up. I also know the pressure on them to get the inspection done and move onto the next assigned task. So I contemplate the results and the what if's. I take a long measure of our procedures and the challenges. Trying to move my staff along in a timely manner may result in the overall appearance of a clean and properly outfitted unit, but it may not give them time enough to check all system operationally.

Had I assured they had been given the proper time and procedure to turn on all burner units, run the water in sinks and tubs, run the dishwasher and washing machine, these small annoyances might not have been realized? So now I begin to see why tenants might not report minor issues and why they might assume large repairs will not be handled correctly, if at all.

*continued on page 5*

## AROUND

# Here

Do You Want to Travel to One of Our Chapters for a Seminar? Here is the Class Schedule for May and June.

### Central OR ROA - Bend

COROA@541MediaLLC.com

**June 25, 2016 – 7 credit hours**  
Property Management Boot Camp

### Lane Co. ROA – Eugene

info@laneroa.com

**May 25, 2016 – 2 credit hours**  
The Move-Out Process

### Linn Benton RHA – Albany

lbrhaoregon@gmail.com

**June 16, 2016 – 1 credit hour**  
Landlord Tenant Law Update

### Portland Area ROA – Portland

www.portlanarearoa.com

**May 25, 2016 – 4 credit hours**  
Masters in Landlording (1st of 3)

### Salem RHA – Salem

Contact@salemrha.com

**May 26, 2016 – 3 credit hours**  
Move Outs to Collections

### SW OR ROA – North Bend

coltercindy@gmail.com

**May 26, 2016 – 2 credit hours**  
Judge Bechtold

### ORHA – St. Helens

maren@oregonrentalhousing.com

**June 2, 2016 – 4 credit hours**  
2016 Landlord Tenant Law Update

### ORHA – Newport

maren@oregonrentalhousing.com

**June 9, 2016 – 4 credit hours**  
2016 Landlord Tenant Law Update

## DO YOU KNOW

# 16 FOODS YOU NEVER WANT TO PUT DOWN YOUR GARBAGE DISPOSAL

Source [www.clarkhoward.com](http://www.clarkhoward.com)

The garbage disposal is a hard-working yet often overlooked component of many kitchens. This device handles just about everything we toss its way -- until you put the wrong thing down the drain!

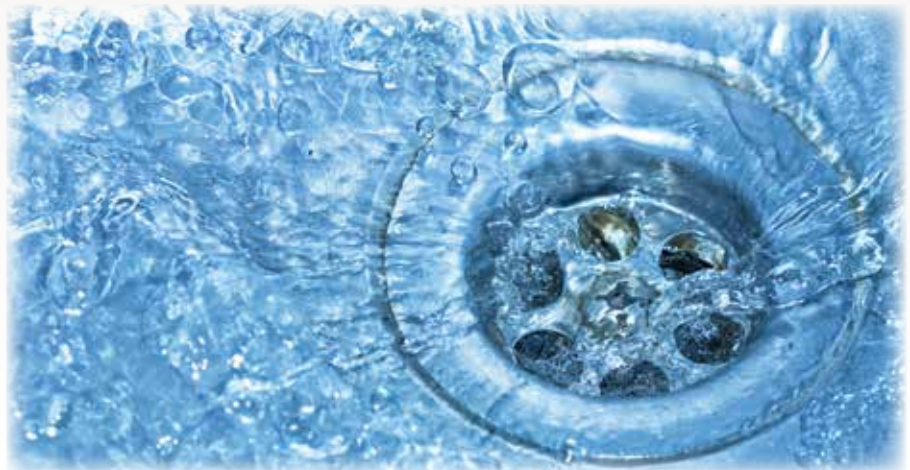
You might be tempted to call your home warranty company when your garbage disposal fails. But home warranties aren't always as good as they seem when the chips are down.

So maybe the best solution is to treat your garbage disposal right so it won't break down in the first place!

You'll get the most life out of yours if you avoid putting the following foods down the drain, according to Delish and Angie's List. They all have a bad reputation for contributing to the kind of clogs that can mean an expensive call to the plumber.

### 16 Foods That Don't Mix With a Garbage Disposal!

- 1** ARTICHOKES
- 2** ASPARAGUS
- 3** AVOCADO PITS
- 4** BONES
- 5** CARROTS
- 6** CELERY
- 7** COFFEE GROUNDS
- 8** CORN HUSKS
- 9** EGG SHELLS
- 10** GREASE
- 11** LETTUCE
- 12** ONION SKINS
- 13** PASTA
- 14** PEACH PITS
- 15** POTATO PEELS
- 16** RAW MEAT WITH BONES





# National Housing Headlines

## National Housing Trust Fund to Award \$174 Million

**HUD expects to make individual allocations to states later this spring.**

By Donna Kimura

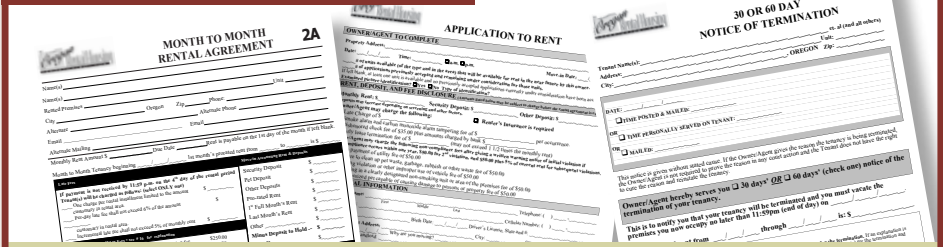
Nearly \$174 million will soon be made available through the first allocations of the National Housing Trust Fund, announced the Department of Housing and Urban Development (HUD).

HUD Secretary Julián Castro made the announcement at the National Low Income Housing Coalition’s 2016 Policy Forum in Washington, D.C. The Coalition was a key advocate for the Trust Fund, a new affordable housing production program that is capitalized through contributions by government-sponsored enterprises Fannie Mae and Freddie Mac and is administered by HUD.

HUD expects to make individual allocations to states later this spring and anticipates these funds can be drawn upon as early as this summer.

“This is an exciting new tool to help states across the country to produce more critically needed affordable housing,” said Castro. “The National Housing Trust Fund will play an important role in creating new opportunities for those who are most in need to secure a safe, decent, and affordable home they can call their own.”

### FORMS HIGHLIGHT:



### ORHA Forms are Available Online!

Oregon Rental Housing Forms are just a click away!

- 1 [www.oregonrentalhousing.com](http://www.oregonrentalhousing.com)
- 2 Click (top right): “Click to Get ORHA Forms Online”
- 3 Input your local association code in the field labeled “Enter Your Member ID” to receive ORHA forms 1/2 PRICE
- 4 Choose a form
- 5 Click on the form
- 6 Input your information
- 7 Click “Generate PDF”
- 8 Click “Check Out” – This will direct you to PayPal
- 9 Follow payment directions. Once complete, PayPal will return to the ORHA Forms page to “Print Link.” This link will also be sent to your email address.

### Need Tenant Screening or Legal Services?

**NORTH WEST TENANT SCREENING, LLC**

Fast - Easy - Affordable

Credit, Background, Employment, Landlord

**Cascade Process Services, LLC**

When You Call, We Answer

Landlord Legal Services - Beginning to End

541-548-7368

Sharrol Lyons

can assist you with all your needs

[www.NWTenantScreening.com](http://www.NWTenantScreening.com)

[www.CascadeProcessServices.com](http://www.CascadeProcessServices.com)

# oregonrentalhousing.com

## Officers 2015-2016

- Terry Turner, *President*
- Erika Morris, *Vice President*
- Christian Bryant, *Secretary*
- Dennis Chappa, *Treasurer*
- Michael Steffen, *Past President*



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- Jim Straub, Legislative Director | [legislativedirector@oregonrentalhousing.com](mailto:legislativedirector@oregonrentalhousing.com)

## Links

<https://www.landlordology.com/rules-of-property-management/>

<http://www.prorestoration.com/as-a-landlord-how-can-i-protect-myself-from-tenants-growing-marijuana/>

<http://www.oregonlive.com/marijuana/index.ssf/2016/03/two-marijuana-bills-signed-by.html#incart-most-commented-pacific-northwest-news-article>

<http://www.rentprep.com/property-management/9-tips-to-boost-landlord-productivity/>

<http://www.rentprep.com/evictions/5-smart-things-landlords-eviction-process/>

## STANDING IN YOUR TENANT'S SHOES

*Continued from page 2*

As with all relationships, fractures begin when one lets down the other and as landlords we think we are providing the best services, being attentive to their needs and yes often times think tenants are being too picky. Tenants are thinking landlords are just trying to band-aid and don't really intend to make things better and if they do, well up goes the rent.

The moral of this story is seeing the same view point is eye opening and will make

us all better landlords. Don't forget the little items. Even if your tenant moves out and leaves the unit looking clean and in good condition, check out the functionality of all the useable components. Run the water, clear the drains, test your appliances and note the small details. It will make a difference in the next tenant's perception of you. The relationship will last longer and in the end, maybe, just maybe, they will thank you.



# We've got you covered.



Because Acorn is recognized as experts in our field, we are an industry leader with 4 generations of property management experience.

Our work with Oregon housing associations has given us first hand knowledge of the legislative process.

We also provide:

- Advertising
- Damage repairs
- The preparation and service of notices.

So, no matter what it is,  
***We've got you covered.***

***No tenant placement fee!***

Jim Straub  
Owner



Katie Poole-Hussa  
Property Manager

**971-352-6760**

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