

October 2022



RENTAL
ALLIANCE
UPDATE

A monthly newsletter published by the Rental Housing Alliance Oregon



www.rhaoregon.org

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RENTAL HOUSING ALLIANCE EVENTS & CLASSES

RHA Calendar of Events Monthly Dinner Meeting Tuesday October 18, 2022

This is a FREE Dinner Meeting hosted by Contract Furnishings Mart for RHA Oregon

German Sausage
German Potato Salad
All the Oktoberfest Fixings
Beer, wine and other beverages

Door Prizes and give aways!!!

When:
Tuesday October 18 2022 at 6:00pm

Location:
Contract Furnishings Mart Tualatin
10189 SW Avery St.
Tualatin, OR 97062

Price: FREE

Agenda: RHA Board of Directors Nominations for 2023



DATE	EVENT	LOCATION	TIME	INFORMATION
10/12	Board Meeting	RHA Annex & Zoom	4:00pm	
10/18	Dinner Meeting	CFM-Tualitan	6:00pm	See above for more information
10/27	Mentor Round Table	Zoom	6:00pm	
11/05	Board of Directors Retreat	TBD	TBD	
11/19	Mentor Roundtable	Zoom Meeting	11:00am	
11/24	RHA Office Closed	RHA Office	CLOSED	In Observance of Thanksgiving Holiday
11/25	RHA Office Closed	RHA Office	CLOSED	In Observance of Thanksgiving Holiday

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
10/04	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
10/06	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
10/13	Top 10 Screening Tips Class	Zoom	6:30pm	Marcia Gohman w/ National Tenant Network
10/20	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/ National Tenant Network
10/25	How to Hold a Rental Property within a Self Directed Retirement Account	RHA Conference Annex	6:30pm	Dan Hayes w/Real Property Mgmt.
10/25	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/ National Tenant Network
11/08	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/ National Tenant Network
11/10	Is this a Good Investment? How to Analyze the Financial Performance of a Rental Property	Zoom	6:30pm	Dan Hayes w/Real Property Mgmt.
11/17	Invasion of the Body Snackers Class	RHA Conference Annex & Zoom	11:30am	Cathy Morris w/NW Pest Control
11/29	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network

Please visit rhaoregon.org for more information on classes: <https://rhaoregon.org/calendar/month/2022-09/>



From the desk of the Executive Director

Ron Garcia, RHA Oregon Executive Director of Public Policy



I was once told that there are two forms of motivation in life: positive and negative. So, if you only operate on positive energy, you are missing out on 50% of your available resources.

“FOMO” is the new acronym for this phenomenon; Fear Of Missing Out. I remember when COVID first hit, I stood in a Safeway parking lot at 5:00 am waiting for it to open, so I could get my allotment of toilet paper. Fear can not only drive us crazy, but it can also drive us into action.

Yet acting on fear shouldn't mean falling into reactive spasms of despair. Taking action against threats (or challenges) can be specific and planned; it should be both preventive, as well as prescriptive. While it may be a “negative motivator”, it need not be “positively debilitating”.

I think it's time for Rental Property Owners in Oregon, particularly self-managing landlords, to take action. Our industry has seen a dynamic shift in the last 3 years, and the forecast on the horizon only shows more change is headed our way.

Regulations that strengthen tenant protections along with legislation that stiffen penalties and increase liabilities are the new norm. And it's not just proposed rent relief or houselessness solutions that are being levied on rental property owners, it's also habitability and environmental issues with increasingly higher standards – from mold to cooling units to safety violations – all posing new challenges.

We should also take into consideration social issues of fairness to rent-burdened groups who have been disproportionately impacted from obtaining and keeping housing through systemic prejudices claimed to be built into the system (like application fees or criminal backgrounds or mobility hardships).

And what about security deposits? Or the perceived retaliation against tenants who insist on repairs? These are among a few reasons that lawmakers are now funding free legal aid to tenants who face evictions, even though there are no equivalent social services offered to the housing providers who face the financial realities of damages and lost revenues.

These changes are real, but the landlords should not view them hysterically as the end-times for our industry. Blaming tenants or politicians or lawyers won't make housing any safer, nor make our business more sustainable. As the climate changes, so too must we adapt.

So, what action do I recommend? I found a few wise quotes that help me answer this:

“Fear is the main source of superstition,” said Bertrand Russell. And “superstition is, always has been and forever will be, the foe of progress and the enemy of education.” said Robert Ingersoll. “Education” adds Nelson Mandela, “is the most powerful weapon which you can use to change the world.”

I will continue to be a Rental Housing Provider regardless of the changing tides. It is my business. To stay in business, I cannot submit to fear, prejudice, or superstition. On the contrary, I must double-down on my commitment to stay ahead of the changes so I can maintain a clear perspective and make informed decisions and strategic plans which will help me not to just cope, but to thrive! How do I do this?

The answer is easy EDUCATION. Go to every class you can find and sign up for it! Check the website at rhaoregon.org for schedules and invest in your future. It's the best thing you can do for yourself, your tenants and your bottom line.

Ron Garcia is Executive Director of Public Policy for Rental Housing Alliance, Oregon. He can be reached at ron@rhaoregon.org



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BOARD OF DIRECTORS

NOMINATIONS October 18, 2022

VOTING November 16, 2022

INSTALLATION of Directors &

Officers December 21, 2022

OFFICERS

Jerad Goughnour-President

Charles Kovas-President Elect

John Sage-Vice President

Lynne Whitney-Secretary

Elaine Elsea-Treasurer

NOMINATION FOR DIRECTORS

Two Year Term

Jim Herman

Katie O'Neal

Doug Moe

Jake Ramirez

Violet Anderson

DIRECTORS CONTINUING TO SERVE

One Year Term Remaining

Diana Lindemann

Rod Akroush

Sebastian Sanchez

Phil Owen

Mark Passannante-Executive Member at Large

Why You Need to Talk to Your Tenants about Renter's Insurance

by Bill Biko, The Educated Landlord

Ironically, it's not just tenants that don't understand renter's insurance but it's also landlords as well. Here's why it's important and here's also what you need to know as a landlord.

Your Insurance Covers Your Property

Or at least it should if you're properly insured! Depending on the type or amount of insurance, this covers damage to the property through issues such as fire, flooding, sewer backups, rental income loss and more. It also helps you repair or rebuild your property if one of these issues does occur or provides you potential settlements if you prefer not to move forward with the work or if you wish to do it yourself.

Again, the important point of this is that it depends on the type of coverage you have. If you aren't specifically covered for flooding, for instance, the insurance companies won't cover you if there is flood damage.

If you don't have coverage for loss of rental income, you won't be covered for those losses, so it's very important to ensure you're properly insured to protect YOURSELF! And that's the important point; your insurance covers you; it doesn't cover the tenant's property and it also doesn't cover the tenant if they are negligent and were the ones that potentially started a fire.

That is why it's important the tenant themselves have renter's insurance so they can cover the potential loss of their personal possessions.

Addressing Renter's Insurance with Tenants

Now, many landlords ask me "When or how do I talk to tenants about their insurance?"

Ideally, this is done when you're going through your lease with the tenant, but it can also be done as a courtesy during showings.

Many landlords make having renter's insurance a term of the lease. This can be a great way to ensure they are adequately protected (as well as yourself), in case they do cause a problem such as a fire or significant damage due to negligence.

(continued on page 7)



Combating Common Tenant Complaints

By Jen Baker, permission to reprint by Rental Housing Journal

Being a landlord is hard work, especially if you want to be a great one who keeps your tenants happy and your units occupied. The best landlords are masters of business and people skills, able to manage their books and their properties while also handling tenant issues and managing employees. But even they get complaints from their tenants from time to time. Here are some ways to manage the most common tenant complaints.

1. INSUFFICIENT NATURAL LIGHT

As people continue to spend more time in their homes due to remote working during the pandemic, natural light can have a considerable influence on how a tenant feels in a space. Adding windows is a costly renovation, but you can make a rental that's low on natural light look more inviting with a few simple changes:

- Furnish the apartment with lamps where overhead lighting isn't sufficient, especially in corners.
- Repaint using light glossy paint to reflect light around the room.

2. BUGS

Wherever people gather, there are bound to also be ants, spiders, and other unwanted pests. As a landlord, you should do your part in the fight against bugs with pest control routine to keep them from entering the rental. However, pests can often invade a rental if the tenant doesn't keep it clean enough. In that case, you can suggest the following solutions or do the treatments yourself:

- Sprinkle diatomaceous earth (DE) near baseboards and window sills to kill bed bugs. If the rental is furnished, consider sprinkling it in drawers as well.
- Spray peppermint oil, water, and witch hazel near doors and windows.
- Spray a solution of water and dish soap on cock roaches.

3. TEMPERATURE ISSUES

Whether your unit is old or new, drafts have a way of making their presence known. Unfortunately, in extreme climates, drafts have the potential to make your tenant uncomfortable.

If the temperature issues are extreme, it may be time to explore some renovations to upgrade windows or add more insulation, but in most cases, a few simple DIY solutions can help:

- Place a door snake on the bottom of the door or

window to prevent drafts from sneaking in.

- Add weather stripping to doors and windows.
- Replace door sweeps.

4. LACK OF SUFFICIENT STORAGE

Whether your rental is furnished or not, your tenant may complain about not having enough space for all their belongings. In that case, consider the following options:

- Hang floating shelves on the wall to free up floor space, which will make the room feel less cluttered.
- Provide furniture that does double-duty: storage ottomans or bookcase headboards can make a difference!
- Decorate with storage baskets that fit under beds, benches, or table to tuck things out of sight in un used space.

5. TIGHT SPACES

Unfortunately, you can't manufacture space where there isn't any. You can, however, make sure your rental in painted in light and cohesive colors to make the rental feel bigger.

If the rental is furnished, hang mirrors on the wall and invest in dual-purpose décor.

6. UNPLEASANT ODORS

Some odors can't be helped, like when a neighbor decides to cook spicy food. But if your tenant is complaining of a musty or stale smell in their rental, there are a few deodorant tricks to try:

- Clean the washing machine with white vinegar, baking soda, and essential oil. Run it on the hot test cycle.
- Deodorize the fridge with essential oils and a box of baking soda.
- Sprinkle baking soda on the carpet, let it sit, and vacuum after an hour.

7. PRIVACY CONCERNS

Everyone wants to feel safe in their home, so it's understandable why some tenants complain about privacy. To help your tenant feel safer, it's best to invest in the following:

- Privacy screens in a studio apartment
- Window shades or blinds to keep people from looking in
- New locks for every new tenant

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8. UNSIGHTLY FLUORESCENT LIGHTING

Tenants want their homes to be cozy, but fluorescent lighting often screams industrial or commercial spaces. Replace fluorescent fixtures with traditional ones and put in warm LED light bulbs. For lights with shades, don't replace the entire fixture; instead, swap out the shade for a more modern look.

9. NOISY NEIGHBORS

Some problems are beyond your control, like a neighbor who has people over and cheers a little too enthusiastically during the big game. If it's in the afternoon, there's no recourse other than politely asking the sports fan to tone it down a little bit.

But an excellent landlord can also suggest a few DIY solutions for their tenants:

- Move big items of furniture like bookcases against a shared wall.
- Hang fabric panels on the wall.

As the landlord, you can also make sure all cracks in the drywall are sealed to minimize sound.

10. OUTDATED FINISHES

Long-term tenants may complain that their rental is starting to look a little outdated. While a full-scale renovation may be out of the budget, there are a few relatively low-cost changes you can make:

- Replace old hardware on bathroom and kitchen cabinets with updated models.
- Repaint the walls and cabinets

When you're a landlord, complaints from tenants are a fact of life, but it doesn't have to be the end of the world. Stay calm, communicate, and be proactive, and your tenants will stick around for the long haul.

After teaching English for 13 years, Jen Baker pivoted to content marketing as a way to indulge her passion for writing. She enjoys developing content for her clients and learning everything she can about real estate. When not writing, she's hard at work on her novel or avoiding the real world with an epic fantasy novel.

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• ATTENTION MEMBERS!!!!

• The following are changes to the By-Laws voted on and passed by the Rental Housing Alliance Oregon Board of Directors

• Under ARTICLE V – OFFICERS AND BOARD OF DIRECTORS

• Section 12. There shall be at least ~~15~~ 13 and not more than ~~20~~ 19 members of the Board of Directors which shall include all of the elected officers, the Immediate Past President, and at least one Vendor Member and no more than six Vendor members.

• This change to the Rental Housing Alliance Oregon By-Laws will be voted on at the Holiday Party Wednesday December 21, 2022. Effective January 1, 2023 if passed by vote

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FROM THE DESK OF RHA OREGON DIRECTOR OF OPERATIONS

This is just a reminder that if you are a RHA Member and are unsure as to whether you are set up with National Tenant Network for tenant screening please call RHA at 503/254-4723 before going to National Tenant Network and signing up.

If as a RHA Member you are already set up with National Tenant Network then you may fax your requests for tenant screening to National Tenant Network at 503/635-9392.

Call in your request at 503/635-1118. You may also inquire as how to get set up to do your tenant screening online by calling 503/635-1118.

If you are a RHA Member and want to receive discounted tenant screening reports and are not yet set up for tenant screening through National Tenant Network then go to www.ntnonline.com, click join our network, enter your zip code, and apply now. If you have questions about the sign up process please call 503/635-1118



Why You Need to Talk to Your Tenants about Renter's Insurance

Cont....

CONTINUED FROM PAGE 4

The challenge is, depending on your local laws, you may not be able to enforce this, so as always learn your local laws and regulations!

I typically walk tenants through renter's insurance during the lease signing by explaining to them how insurance works and the conversation typically goes like this: "I just want to talk about insurance with you before we go any further. I have insurance on my property, but my insurance only covers my property. That includes the building itself, the appliances and everything attached or part of the property like doors, cupboards, sheds and garages. "It doesn't cover your belongings, your expensive stereo or TV, your computer, your clothes or any of your other possessions. That's why you need your own renter's insurance!"

"It will cover any losses you might incur and it could cover any costs you might run into if you have to stay somewhere else if there was a fire or flooding and often, it will even replace any goods or clothing you've lost."

"And most important, it's usually quite inexpensive for tenant as it doesn't cover the building! Because of this, I'd recommend acquiring your own insurance a priority right away"

By this point, the tenants usually understand how important is, but it may still require following up once they have settled in. Just to make sure they actually do follow up!

What Tenants May Need from You to Get Renter's Insurance

Depending on who the insurer is, often your tenant will now need you to answer some additional questions as well.

This can include the size of the space they are renting, the type of construction of the property, the type of heating, whether there are other attached units (i.e., up/down suites, or whether it's a condo/duplex) and possibly additional details.

To make providing this easier, you may want to include this information with any tenant packages you provide, and/or you may want to keep the information handy in your property files just for this type of occasion. You've

likely already been required to provide this to your own insurance company so it shouldn't be hard to pull together.

Having an insurance conversation with your tenants can go a long way towards avoiding a particularly unpleasant conversation if you ever do have major issue as well as pointing tenants towards a bit more peace of mind in their lives.

Bill Biko has become "the educated landlord" through both training and the school of life. With almost a decade's experience of landlording Bill's been mentoring and assisting landlords for the last five years and you can find more of his tips and articles to make your life as a landlord easier, more profitable and less stressful at www.TheEducatedLandlord.com

Keep Us Informed



Moved?
Hired or fired a manager?
New email address or phone number?

Keep RHA Oregon office up to date with your current information.

Call the office with all changes:
503-254-4723

Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

Dear Maintenance Men:

Can I get some pointers with preventive maintenance when it comes to heating and air conditioning?

Mike

Dear Mike:

Heating and air condition or HVAC should be inspected at least twice a year or at the change of the major seasons such as summer and winter. Prior to summer or winter seasons, it is essential to properly inspect and troubleshoot your HVAC (a/c) units whether they are window, wall or central. Most A/C units fail or work improperly due to nonexistent or improper maintenance and not age.

Cleaning is your A/C is the most inexpensive and critical maintenance procedure you can perform.

Here is our 4-point check list:

- 1: Turn on the A/C and listen for unusual noises.
- 2: Inspect/clean or replace filters. Filters should be cleaned or replaced at the beginning of each major season, such as before summer and before winter.
- 3: Clean & repair damaged or bent fins. (They can constrict proper air flow and decrease the cooling capacity of the A/C unit.
- 4: Clean out all dust and debris inside of the A/C pan or coils.

On a central HVAC unit: cleaning or replacing the main and return filters, may be the limit on a DIY cleaning. A qualified technician should do any other work on a central heating and air unit.

Dear Maintenance Men:

I'm getting my work check off list started before winter comes. Do you have recommendations of what should be on the check list?

Lisa

Dear Lisa:

After checking and repairing any roof damage, we recommend looking at the outside walls of the property. Stucco, wood siding or other vertical surfaces, is the building's skin. Cracks, breaks and other damage to the siding invite "infection" to your building. This "infection" can take the form of wood rot,

mold, siding delaminating or separation from the subsurface, material breakdown of the stucco will cause discoloration and crumbling. Common siding material found in most buildings is stucco, wood, brick, vinyl or concrete panels etc. Water intrusion of the siding can find its way through the smallest cracks by capillary action or more directly from misaligned sprinklers or other water sources. A little known and often forgotten solution to leaky windows is the clogged weep holes along the bottom of the window frame and track. These weep holes clog with dust and debris and very easily can cause water to enter the building through the window frame or even through small cracks in the stucco or siding at the edges of the window frame.

Dear Maintenance Men:

I have a unit that has pocket doors between the kitchen and living room and also between the hallway and the living room. The door has fallen off its track and no matter what I do; I can't get it to work properly. How do I fix this problem?

Jack

Dear Jack:

Pocket doors ... a love/hate relationship. We love them because they are an efficient use of space, but when they go bad, we hate them. Pocket doors by their nature are very secretive and getting to their internal working parts is almost impossible. Pocket doors operate very similarly to sliding closet doors. The door has a set of rollers that attach to a track above the door. Typically, what goes wrong is that either a roller bracket has come loose or one of the rollers has broken. Unlike a sliding closet door, the pocket door cannot easily be angled away from the track and removed. The only way to extract the pocket door is to remove the casing around the door opening and the vertical jamb on the side where the door that goes into the wall. The door can then be tipped out and removed. This is not easy, as sometimes the top jamb must be removed first depending on original installation. A second method is to make a four-inch hole in the wall in line with the track. This will allow access for your hand and a tool for repairs. Every door is different; a close inspection of the hardware should help determine which side of the wall to open. The most common problem with pocket doors is the screws holding the roller brackets becoming loose and getting out of adjustment. Replace the screws with a larger more aggressive thread pattern and try to use new holes if possible. Lastly, check that there are no nails or screws protruding through the drywall into the pocket door; check for hanging picture frames or other decorations. An alternative if the pocket door is not a critical use door. Using jamb or casing material, seal in the pocket door in the wall. In other words, abandon the pocket door, seal and paint the repair, call it a day!

WE NEED Maintenance Questions!!! If you would like to see your maintenance question in the "Dear Maintenance Men:" column, please send in your questions to: DearMaintenanceMen@gmail.com

Bio:

(continued on page 9)



Dear Maintenance Man Cont.... CONTINUED FROM PAGE 8

If you need maintenance work or consultation for your building or project, please feel free to contact us. We are available throughout Southern California. For an appointment, please call Buffalo Maintenance, Inc. at 714 956-8371

Frank Alvarez is licensed contractor and the Operations Director and co-owner of Buffalo Maintenance, Inc. He has been involved with apartment maintenance & construction for over 30 years. Frankie is President of the Apartment Association of Orange County and a lecturer, educational instructor and Chair of the Education Committee of the AAOC. He is also Chairman of the Product Service Counsel. Frank can be reached at (714) 956-8371 Frankie@BuffaloMaintenance.com For more info please go to: www.BuffaloMaintenance.com

Jerry L'Ecuyer is a real estate broker. He is currently a Director Emeritus and Past President of the Apartment Association of Orange County and past Chairman of the association's Education Committee. Jerry has been involved with apartments as a professional since 1988.



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Fall Maintenance Checklist

In fall, prepare your rental property and yard for cooler temperatures, falling leaves and more hours spent indoors.

Outdoor Tasks:

- Clean gutters and downspouts.
- Have a fireplace professional clean & inspect the fireplace, roof and chimney for cracks or damage.
- Close or install covers on foundation vents.
- Rake leaves and shred to use as mulch or dispose of them based on local guidelines.
- Close or install storm windows.
- Remove hoses from spigots. Install spigot covers.
- Prune trees and shrubs.
- Have heat pump professionally inspected and serviced.

Indoor Tasks:

- Test all smoke and carbon monoxide detectors.
- Check windows and doors for weather-tightness and install weather stripping where it's needed.
- Have furnace professionally inspected and serviced.
- Maintain clean drains by adding one-half-cup baking soda followed by one-half-cup white vinegar. After 10 minutes, flush with boiling water.
- If needed, set traps for rodents and/or insects. Use a professional service if necessary.

Katie O'Neal is a Licensed Property Manager, Continuing Education Provider, Chair of the Education Committee for the RHA Oregon, and General Manager of the Portland Oregon branch of Acorn Property Management, LLC. She can be reached with questions or comments at 971-352-6760 or Katie@AcornPM.net.

RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
1031	Beutler Exchange Group LLC	Mark Adams	mark@beutlerexchange.com	(503)748-1031
1031	1031 Capital Solutions	Richard Gann	rick@1031capitalsolutions.com	(503)858-7729
1031	Peregrine Private Capital Corp.	Robert Smith	rs@peregrineprivatecapital.com	(503)241-4949
1031	Real Estate Transition Solutions	Austin Bowlin	aabowlin@re-transition.com	(206)909-0037
Accounting	Balancing Point, Inc.	Sandra Landis	s.landis@balancingpt.com	(503) 659-8803
Accounting	Cobalt P.C.	Adam Abplanalp	adam@thecobaltgrp.com	(503)239-8432
Attorney	Bonnie Marino Blair Attorney	Bonnie Marino Blair	bmarinoblair@gmail.com	(503)771-0801
Attorney	Broer & Passannante, P.S	Mark Passannante	markgpassannante@gmail.com	(503) 294-0910
Attorney	Charles A kovas Law Firm	Charles Kovas	Charleskovaslaw@gmail.com	(503) 504-0639
Attorney	Law Office of Joe Kaufman	Joe Kaufman	jgkaufmanlaw@gmail.com	(503)722-3850
Attorney	Scott A McKeown, PC	Scott A McKeown	scottmckeown@comcast.net	(503)224-1937
Attorney	Timothy Murphy, Attorney at Law	Timothy Murphy	tim@oregonlandlord.net	(503) 550-4894
Attorney	Warren Allen, LLP	Jeffrey Bennett	bennett@warrenallen.com	(503) 255-8795
Cleaners	Americlean, Inc.	David Porter	americleaninc@gmail.com	(503) 939-6077
Cleaners	Fresh Aire Office Deodorize	Ed Winkler	corporate@freshaire.com	(503) 624-7807
Consultant	CLEARResult-Energy Trust Oregon	Eric Falk	eric.falk@clearesult.com	(541) 954-8412
Contractor	Advanced Construction & Repair	Jordan Barkhuff	jordan@advancedconstructionpdx.com	(503) 841-1323
Contractor	Arthur Donaghey Construction LLC	Arthur Donaghey	arthurdonaghey@gmail.com	(541) 870-3540
Contractor	Clear Water Construction Services	Dale Hosley	daleh@cwcsnw.com	(503)974-6654
Contractor	ReNew-it LLC	Emanuel Hurtado	renewitrefinishing@gmail.com	(503) 320-2225
Contractor	Rental Housing Maintenance Services	Gary Indra	garyindra@rentalrepairs.com	(503) 678-2136
Contractor	TRC supporting Energy Trust of Oregon	Maren McCabe	maren.mccabe@lmco.com	(877)510-2130
Drains	Apollo Drain & Rooter Services	Karen Johnson	karen@apollodrain.com	(503) 395-0900
Electricians	Squires Electric	Trina Latshaw	trina@squireselectric.com	(503) 252-1609
Energy	TRC supporting Energy Trust of Oregon	Maren McCabe	maren.mccabe@lmco.com	(877)510-2130
Evictions	Action Services	Wally Lemke	wally@wallylemkellc.com	(503) 244-1226
Evictions	Landlord Solutions, Inc.	Sam Johnson	sam@landlord-solutions.com	(503) 242-2312
Flooring	Contract Furnishings Mart-Portland	Patrick VonPegert	Patrick.Vonpegert@CFMfloors.com	(877) 656-5232
Flooring	Contract Furnishings Mart-Beaverton	Nicole Dehaan	Nicole.Dehaan@CFMfloors.com	(503) 207-5230
Flooring	Contract Furnishings Mart-Clackamas	Robin Day	robin.day@CFMfloors.com	(503) 656-5277
Flooring	Contract Furnishings Mart-Gresham	Roger Harms	Roger.Harms@CFMfloors.com	(503) 328-7260
Flooring	Contract Furnishings Mart-Hillsboro	Rebecca O'Neill	Rebecca.Oneill@CFMfloors.com	(503) 716-4848
Flooring	Contract Furnishings Mart-Tigard	Jim Path	Jim.Path@CFMfloors.com	(503) 542-8900
Flooring	Contract Furnishings Mart-Tualatin	Brett Tohlen	brett.tohlen@cfmfloors.com	(503)471-9910
Flooring	J & B Hardwood Floors, Inc.	Darinda Cripps	rindycripps@comcast.net	(503) 756-0964
Garage Doors	ProLift Garage Doors of Portland	James Ball	jball@proliftdoors.com	(503) 308-6096
House Mover	Emmert Development Company	Terry Emmert	twemmert@emmertintl.com	(503) 655-9933
HVAC	Mt. Hood Ductless	Aaron McNally	mthoodductless@gmail.com	(503) 858-9804
HVAC	Pacific Ductless	Sara Bainard	sbainard@pacificductless.com	(503) 233-5360
HVAC	Pyramid Heating & Cooling	David Salholm	Dsalholm@pyramidheating.com	(503) 786-9522
Inspections	Soil Solutions Environmental	Ray Berardinelli	bizdev@soilsolutionsenvironmental.com	(503) 234-2118
Insurance	Larry Thompson Agency, Inc.	Larry Thompson	THOMPS4@amfam.com	(503) 924-2200
Insurance	State Farm Insurance	Paul Toole	paul.toole.byec@statefarm.com	(503) 655-2206
Insurance	Stegmann Agency	John Sage	john.lstegmann@farmersagency.com	(503)667-7971
Landscaping	Oregon Tree Care	Damien Carre	info@oregontreecare.com	(503)929-9437
Landscaping	Bernhard Landscape Maintenance	Phil & Kayla Bernhard	philbernhard@gmail.com	(503)515-9803
Laundry	Wash Multifamily Laundry Systems	Edward Coon	ecoon@washlaundry.com	(971)808-7828
Locksmith	DBA Pacific North West Locksmith	David Bevens		(206)859-7073
Lighting	Kay L Newell LLC	Kay Newell	kay@sunlanlighting.com	(503) 281-0453

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RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST CONT'D

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
Maintenance	RentalRiff	Phil Schaller	phil@rentalriff.com	(503)442-3944
Marketing	Showdigs	Daniel Yahav	daniel@showdigs.com	(503) 462-4334
Media	Insight Reporting	Eric Kilgore	ekilgore@insightreportingllc.com	(503) 662-6265
Media	Rental Housing Journal, LLC		terry@rentalhousingjournal.com	(480) 454-2728
Mold	Real Estate Mold Solutions	Lynne Whitney	lynne@realestateroofing.com	(503) 284-5522
Mortgage	Arrow Home Loans	Stuart Gaston	stuart@arrowhomeloans.com	(503)913-3285
Mortgage	Northwest Bank	Angela DeVita	angela.devita@northwestbank.com	(503)905-3210
Pest Control	Frost Integrated Pest Management	David Frost	thefrosty12@yahoo.com	(503)863-0973
Pest Control	Northwest Pest Control	Bruce Beswick	nwpestcontrol@aol.com	(503) 253-5325
Property Manager	24/7 Properties	Doug Moe	doug@247Prop.com	(503) 482-0500
Property Manager	Acorn Property Management, LLC	Katie O'Neal	katie@acornpm.net	(971)352-6760
Property Manager	Action Management, Inc.	Wendy Samperi	actmgtinc@gmail.com	(503) 760-4026
Property Manager	Bluestone & Hockley Realty, Inc.	Cliff Hockley	chockley@bluestonehockley.com	(503) 222-3800
Property Manager	Evergreen Property Mgmt	Cyndi Strandberg	cyndi@evergreenpropertymgmt.net	(503)658-7843
Property Manager	Fox Management, Inc.	Tressa Rossi	tressa@foxmanagementinc.com	(503) 280-0241
Property Manager	Gateway Property Management	Jerad Goughnour	jerad@gatewaypdx.com	(503) 789-3212
Property Manager	Kay Properties & Investments	Dwight Kay	dwight@kpi1031.com	(855) 466-5927
Property Manager	Legacy Property Management	Abraham Walsh	awalsh@legacynw.com	(503)765-9479
Property Manager	Mainlander Property Management Inc.	Chris Hermanski	chris@mainlander.com	(503) 635-4477
Property Manager	Micro Property Management	Jeannie Davis	jeannie@micropropertymgmt.com	(503)688-8298
Property Manager	PropM, Inc.	Michelle Wrege	michelle@propmhomes.com	(888) 780-2938
Property Manager	Real Property Management Solutions	Dan Hayes	danhayes@realpmsolutions.com	(971) 703-7115
Property Manager	Sunset Property Management LLC	Veronica Wilson	sunvall.p.m@gmail.com	(503)856-4197
Property Manager	Tangent Property Management, Inc.	Ann-Marie Lundberg	lundbertg@tangentpm.com	(503) 594-2010
Property Manager	The Alpine Group	Tiffany Laviolette	tiffany@alpinepdx.com	(503) 816-5862
Property Manager	The Garcia Group	Ron Garcia	ron@garciagr.com	(503) 595-4747
Property Manager	Tri County Management LLC	Jennifer Endres	tricitymanagementllc@gmail.com	(503)929-3799
Property Manager	Uptown Properties	AJ Shepard	aj@uptownpm.com	(360)772-6355
Property Manager	Voss Property Management	Richard Voss	realtvrv@aol.com	(503)286-5826
Property Manager	V2 Properies	Melissa Jamieson	melissa@v2properties.com	(503)665-1565
Real Estate	Dolphin Real Estate LLC	Loren Joling	loren@drellc.us	(541) 272-1967
Real Estate	HFO Investment Real Estate	Greg Frick	greg@hfcore.com	(503) 241-5541
Real Estate	Kay Properties & Investments	Dwight Kay	dwight@kpi1031.com	(855)466-5927
Real Estate	Liz C Real Estate Investments LLC	Liz Carpenter	liz@lizcrei.com	(503) 698-6566
Real Estate	Premiere Property Group LLC	Denise Goding	denisegoding@gmail.com	(503) 336-6378
Real Estate	Realty Solutions, LLC	Gabby Tyer	gabby@realtysolutionspdx.com	(503)702-0393
Restoration	D & R Masonry Restoration, Inc.	Ray Elkins	ray@drmasonry.com	(503)353-1650
Restoration	Water Bear Restoration	Jake Ramirez	jake@waterbearinc.com	(503) 554-0417
Roofing	Real Estate Roofing & Mold Solutions	Lynne Whitney	lynne@realestateroofing.com	(503) 284-5522
Tenant Screening	Landlord-Reference.com	Robert Collier	rcollier@landlord-reference.com	(818) 415-7643
Tenant Screening	National Tenant Network	Marcia Gohman	mgohman@ntnonline.com	(503) 635-1118
Utilities	City of Gresham	Eric Schmidt	rentalinspection@ci.gresham.or.us	(503)618-2252
Windows	Goose Hollow Window Company, Inc.	Mary Mann	marymann@goosehwc.com	(503) 620-8608

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Fire Lanes

When you dial 9-1-1 to report a fire or medical emergency, knowing help is on the way is a relief. But imagine if the fire engine or the ambulance couldn't reach you!

Fire crews can be blocked from entering and assisting at an apartment complex if you or your neighbors block emergency fire lanes.



What does a fire lane look like:

Fire lanes are driving surface areas that are a minimum of 20 feet wide. They are required to be marked with a "No Parking" Fire Lane sign posted no lower than four feet, and no higher than seven feet. In addition, fire lanes have painted curbs, either red with white letters, or yellow with black letters, every 25 feet stating "No Parking" Fire Lane.

What can happen if you block a properly marked fire lane?

Law enforcement or privately contracted tow companies can have your vehicle removed and impounded for parking in properly marked fire lanes. The delay as crews scurry to find another way to reach the emergency could cost someone's life. If you are responsible for the delay, you risk additional legal exposure.

Why is a fire lane important?



Our largest piece of firefighting equipment is Truck 51. This truck is 13 feet wide, but when operating the 100 foot aerial ladder it's required to use outriggers (stabilizers) extending its width to 20 feet!

For more fire safety tips, visit www.tvfr.com



Monthly Safety Tip
For Multi-Family Housing

Tualatin Valley
Fire & Rescue

503.649.8577