

January 2023

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



DATE	EVENT	LOCATION	TIME	INFORMATION
01/02	<i>New Years</i>	<i>RHA Office</i>	<i>CLOSED</i>	<i>In Observance of New Years Holiday</i>
01/21	<i>Mentor Roundtable</i>	<i>Zoom Meeting</i>	<i>11:00am</i>	
02/08	<i>Board of Directors Meeting</i>	<i>Hybrid</i>	<i>4:00pm</i>	
02/23	<i>Mentor Roundtable</i>	<i>Zoom Meeting</i>	<i>6:00pm</i>	

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
01/24	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
01/26	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>
02/07	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>
02/09	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
02/21	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
02/23	<i>Online Tenant Screening Class</i>	<i>Zoom Meeting</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>

Rental Housing Alliance Oregon's Volunteer Members are currently working on the 2023 Events/General Membership/
Education calendar.

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

From the desk of the Executive Director

Ron Garcia, RHA Oregon Executive Director of Public Policy



I am a small Residential Rental Property Provider: an RRPP, aka “a landlord”. I have several mortgages totaling over 2.5 million dollars and I pay over \$50,000 per year on property taxes. I have a bunch of water, sewer and garbage bills, a few HOA bills, and a load of landscaping bills. Every month there seems to be an unexpected expense – last night a kitchen drain backed-up; a heater died last month; a main water line erupted the month before that. I’ve bought a couple of stoves and a new washer/dryer and few garbage disposals in the last year. I pay for both the electrical and heat at one of my buildings and those costs continue to increase.

When my units are fully rented, I get a positive cash flow. Vacancies chew into that profit real fast, not only for the lack of income they generate, but for the costs of cleaning as well as fixing the units up (in order to get them ready to re-rent). What looks like damages to me (broken doors and blinds, stained carpet, scratched counters and water-stained bathroom floors) are all absorbed at my cost due to “normal wear and tear”.

Believe me, I am not appealing for sympathy here. I am merely sharing a glimpse of the day-to-day pressures of my business. I started doing this over 40 years ago and during that time I have made a lot of money. But I’ve also lost a lot of money as the economy, tax laws, inflation rate, recessions, interest rates, legal regulations, etc. have rocked and tumbled, risen and fallen and swirled and gyrated around over time.

It’s always been a bumpy ride as things change. It’s not that “there’s always something”, rather it’s that there is “never nothing”. And listening to what our state lawmakers are saying, it seems that 2023 will shape up to be a new roller coaster ride.

In 2019 Oregon passed an historic rent control bill and eliminated all No Cause rental terminations after 1 year of residency. In 2021 Oregon passed a law that requires RRPP’s (aka landlords) to conduct an Individualized Assessment for any criminal conduct that might otherwise disqualify an applicant from renting and give them reasonable accommodation to grant an acceptance instead of a denial. Oregon passed several tenant protection bills during the pandemic that, while temporary, were

devastating to many small RRPP’s (aka landlords). They prevented evictions and required RRPP’s (aka landlords) to go for over a year without any rent payments while waiting for rent assistance. They required RRPP’s (aka landlords) to allow non-financially responsible guests to be able to permanently move into the units without being on a rental contract (up to the maximum space limit of legal habitability). And during the pandemic, Oregon changed the structure of the court proceedings for evictions that extended the timelines while also funding lawyers to defend tenants against landlords and seek penalties against RRPP’s (aka landlords).

Now in 2023 lawmakers want to raise the rent control cap and further limit the screening requirements for prospective tenants. They also want to make all those temporary laws negotiated during the pandemic permanent (and retroactive).

I am aware of the critical housing issues we are currently faced with. I understand the debilitating affect that rising costs due to inflation can have. I don’t want to evict tenants and I am happy to work out payment arrangements. I want to keep my properties in good condition, and I believe in providing safe and affordable housing. I want to have great relations with my tenants and keep them long-term. As a responsible landlord (aka an RRPP), I want to remain in the rental housing business and participate as part of the solution to the extent I can. However, I must admit that current trends are making this more difficult, and it is why many of my peers are opting out of this business or moving it out of state.

Here is a fact: No business survives by looking to the past. Adaption to trends and understanding economic and social forces that impact and disrupt traditional standards of practice are the key to success for the future. What’s more, forming policies for the public good requires tough choices, prioritization and most often, compromise. In this spirit, as a Residential Rental Property Provider and Long-term Landlord, who could not be in business without Tenants, and who is not averse to Protections and Fairness and Safety, I would like to offer a sincere solution that I believe would help us all get to the goal of more stable and

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Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

Dear Maintenance Men:

I am about to refinish hardwood floors at my unit, however, also want to install new floor tile in the kitchen. I don't want to end up with floor thinset and grout all over my newly refinished wood floors. Which do I do first?

Ingrid

Dear Ingrid,

The hard and fast rule for all remodeling work is, do the dirty work first.

Your instinct is absolutely correct. The second rule in remodeling is work from the ceiling down to the floor which means, flooring of any kind should be the last phase or trade to be performed. This is just something to remember if you are considering doing more than flooring.

Demo your existing flooring at the areas you will be installing tile, remember to remove the existing baseboard (do not try and save it) and make sure your contractor terminates your new tile evenly to "butt up" to your future wood floor at all open doorways or transitions.

We hope this helps answer your question and reinforces your instinct.

Dear Maintenance Men:

Can you tell me what would cause rusty colored stains down the inside of a toilet bowl? The rust stains are in all the places where the water rinses down. This toilet is over 20 years old but is otherwise in excellent working condition. The water in the tank and in the bowl is clear water. The toilet in the other bathroom does not have this problem.

Tom

Dear Tom:

20 Years!! This toilet is crying to be replaced! Chances are a new toilet will also save you money with less wasted water. But, getting to your question; since you are not having this problem in the other toilet, this will rule out a high iron content in the water supply. The most likely culprit is bits of old chain at the bottom of the tank leaching rust into the tank water. Since this is an old toilet, the flush valve assemble may leak into the bowl. Combined with bits of rusty metal in the tank, the water will leave a residue of rust on the porcelain. This would be a good time to remove the toilet tank and replace the flush valve at the bottom of the tank. While the tank is off, look for anything that would cause rust such as metal bits, old chain, etc. and thoroughly clean the tank. Reassemble the tank to the toilet using new bolts and rubber washers and a new spud gasket between

the tank and bowl. To clean the rust stains from the bowl, you can use a pumice stone and bowl cleaner. If that does not work, soak the deposits with some clear vinegar and then use the pumice stone or green scrub pad.

Dear Maintenance Men:

I have an exterior door that has become hard to close. I don't know if the door is expanding due to humidity or moisture. Do I need to plane down the edge or are there other alternatives?

Michael

Dear Michael:

There are natural reasons why wood expands and contracts depending on climate. Many door problems are result of the following:

When your door was newly installed it should have had an approx. one-eighth to one-quarter inch reveal around the entire jam. This allows for expansions/contractions (in some cases weather stripping) Over the many years of service, your door probably has been painted more than a few times! Layer after layer of paint has closed the gap between door and jam. You now must plane or sand the sides and top of your door to approx. 1/8" reveal; this is easiest done by removing the door from its hinges (don't forget to remove your hardware). Do not try to plane or sand a hanging door, the result will not be attractive.

The second reason why your door is expanding and contracting or suffering the effects of moisture is the top and bottom of your door is not painted or sealed allowing moisture to swell or warp your door. Unsealed edges allow moisture to access your door. While the door is off its hinges, paint the top and bottom.

Exterior doors by nature are very heavy. Chances are the hinges may be loose in addition to a buildup of paint and dirt. Tighten each hinge screw; check that the hinge is not bent. Clean out dirt buildup around the doorframe. If you find some of the hinge screws are not tightening properly; remove the screw and tap in a glue covered wood dowel into the hole. Reinstall the screw and tighten. If the above does not solve the sticky door issue, check to see if the door is warped. You can plane down a slightly warped door, if the door is badly warped, it may need to be replaced. Another possibility is the settling of the building putting pressure and deforming the doorframe. Using a plane to reshape the door to match the frame is a solution.

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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:

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.

Rental Housing Alliance Oregon Phone Tree



Call us at (503) 254- 4723:

Ext. 1 – FORMS PURCHASES:

**PLEASE NOTE: FORMS are available for
NEXT-BUSINESS-DAY pick-up ONLY.**

**Please order by 4:00 pm for curbside pick-up
NEXT-BUSINESS-DAY from 9:00am –
4:00pm. All forms sales are FINAL**

Ext. 2 – MENTOR HELPLINE:

**OR EMAIL YOUR QUESTION TO: hot-
line@rhaoregon.org –**

**A Volunteer Mentor will personally reply
to your questions within 24 hours Monday
thru Friday.**

**Ext. 3 – MEMBERSHIP, CLASS & EVENT
REGISTRATIONS.**

**Ext. 105 - To reach the bookkeeper, PAY A
BILL, Monday, Wednesday & Friday**

The Value in Creating a Great Tenant Experience

by Phil Schaller CEO Rental Riff, RHA Oregon Vendor Member

We believe in providing a great experience for tenants. Rental properties are not a commodity, they are someone's home.

There are many benefits to creating a fantastic tenant experience. Aside from the human elements (and we think these are the most important), there is tremendous value to be captured as a landlord and rental property owner.

As we've discussed in other articles, there are certain things you can control as a rental housing provider and certain things you can't. Tenants' moving to a new city is out of your control, as is a tenant purchasing a home of their own. Tenants' moving out because of poor maintenance support or a general lack of communication is definitely in your control. If you can optimize the elements of your rental business that are within your control, you will be better off for it.

Here are some of the main benefits to creating a great customer experience:

Higher Tenant Retention Rates

This one's a bit of a no-brainer. If your tenants like renting from you and feel supported they are more likely to renew their lease, plain and simple. J Turner did a large study on residents recently and found that 35% of tenants that felt unsupported and under-served moved out. With vacancy rate in Washington state currently sitting around 3.6% (Oregon around 3%), this can mean thousands of dollars lost.

Better Treatment of Your Property

Not only are unsupported tenants more likely to move out, but they're also more likely to treat the property poorly. Security deposits exist for a reason but tenants will treat the property better if they don't feel neglected by their housing provider. Obviously, this means less wear and tear on the property and fewer large, avoidable repairs needed down the road.

Tenants are More Accepting of Higher Rents

Increasing rents at a steady clip is an important part of running a successful rental property business. Another important element is retaining good tenants. When you've created a strong support system for the tenants you can

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6 Trigger Words and Questions Every Landlord Should Listen For

by the Editors of the Rental Housing Journal

You can hardly turn on a television or read a newsfeed where you don't encounter the term "trigger words." While there are some universally accepted trigger words, like racial or ethnic slurs, most people or groups have their own unique lexicon of words that send them immediately into orbit. Our industry is no different, and over the years the way we identify the players in our game have even fallen victim. In many circles, "landlords" are now more generically referred to as "housing providers," while tenants are now more often called "residents."

As a landlord (I can call myself that because I am one) for more than 20 years, I have encountered thousands of applicants who are looking to rent my property. In looking at them as a potential "business partner," I engage several of my senses to get a read on what kind of potential partner they might be. More important than anything, I listen closely to the questions they ask as we tour the property. The following is a list of the top trigger words or phrases that every landlord, old and new, should intently listen for to ensure they are getting the best possible read on a person for their property and partnership.

Disclaimer: Being presented these questions doesn't always mean the applicant is a definite no-go, but it should put you on notice. Always make decisions from the detailed [written] criteria.

1. Are you going to perform a background check on me?

Has an innocent person with nothing to hide every asked this question? The likely answer is no. why would they? If they have no criminal background history, then I have nothing to fear; run all the background checks you want. As an applicant, if I have something in my past that I am trying to keep from you as my potential landlord, I'd rather know up front, so I don't waste time or money on trying to qualify for your property. If this question every comes up, now is the perfect time to introduce your rental criteria. Let the applicant know that you have a standard criteria and that these rules are applied evenly and fairly to all applicants. It's easier to let the criteria work for you in showing exactly where the standard is for qualifying for your property. Make sure the criteria are clear in defining exactly what you are looking for when it comes to disqualifying criminal history. And if you don't have a criteria, consult with your attorney or local experts to ensure that what you are doing in regard to background checks is legal.

2. Do you require a deposit up front?

I can't tell you how many times I've heard this question, or one similar to it.

I've been asked to spread out a deposit over a few months, or even the entire term of the lease. Whatever form it comes in, it puts me on alert. Why? Because it usually indicates that money is tight and that I may not be a priority when finances are stretched thin. When a medical bill or car-repair charge hits a tenant hard, you may be the last person to get paid, if you get paid at all. Now is the time when you really have to stick to your guns and require that deposit, as it may be the only protection you have moving forward.

3. Can I move in immediately?

I've shown properties where the individuals have arrived at the showing with the moving van packed and ready to unload.

This concerns me, as I have to ask them why they are needing to move so quickly. Did they just get evicted? Did they leave their last residence in the middle of the night to avoid being seen by their landlord? Granted, there are times when an applicant just suffered a devastating loss by flood or fire and needs immediate housing. Asking follow-up questions on why they need to move so quickly will help you analyze the situation and make the best decision for you and your property.

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both increase rents and retain good tenants. Again, this goes back to controlling what you can control but if the tenants feel taken care of they are more likely to accept the higher rent and stick with your property.

Higher Likelihood of Collecting Rent on Time

There are many property management tools out there that automate the rent collection process (we definitely recommend using these tools) but, again, happy tenants are more inclined to make their rent on time. Tenants will want to stay and be more proactive in keeping up their side of the bargain.

There are many important components that go into running a successful rental property, and maintenance and tenant support are just one of those. It can be major pain point for landlords and it's easy for the property-level needs of your tenants to slip through the cracks. If you can optimize your processes and create a positive environment for your tenants, in the long run, you'll have more success as a rental owner.



SEEKING ANSWERS TO YOUR QUESTIONS?

RHA Oregon has made it easy for members to find answers to their most pressing property management questions.

Stop by rhaoregon.org/oregon-landlord-tenant-forms/forms-video-resource-landlording-101/ to access our growing library of video tutorials on how to fill out our rental forms.

Still need additional assistance? Don't worry you can submit your questions to our landlord helpline by dialing 503/254-4723 ext. 2 or email: hotline@rhaoregon.org. Leave a detailed message and a mentor will call you back to have a discussion.

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affordable housing. I offer this suggestion because I believe that our state leaders will in fact continue to pass the type of regulations they are once again proposing, and I believe without this small solution many more RRPP's will be forced out of business, thus making it even more difficult to reach the goal of greater supply and lower housing costs.

Here it is: The state of Oregon needs to repeal a single portion of SB 608 - the elimination of No Cause terminations. Period. This one alteration would allow all of the other protections to take root and flourish without compromising the safety of neighboring tenants or permitting rents to unabatedly skyrocket.

A No Cause termination prevents disruptive tenants from adversely impacting non disruptive tenants. It allows a solution that leaves no derogatory marks on the tenants' record. It prevents evictions. It allows Residential Rental Property Providers the opportunity to welcome tenants that may not otherwise qualify to rent, without pause. There are many reasons to allow this basic practice to continue including simple, legal contract rights.

I know I do not speak for all Landlords. I know that the problems are complex and there is no panacea. But I also know that when there is no way to end a bilateral contract in any venture, the arrangement devolves into forced coercion, which is not a safe or fair or healthy practice for any relationship.

Let's work together and help solve our housing crisis. I know that I am doing what I can.

Ron Garcia is the Executive Director of Public Policy for the Rental Housing Alliance, Oregon representing nearly 2,000 Residential Rental Property Providers statewide. He can be reached at ron@rhaoregon.org.

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4. How many people can stay here?

While it might seem harmless, this question could lead to more people living in your property than it can accommodate. When an applicant sees your listing as a 3-bedroom, 2-bath, it's pretty safe to expect it can accommodate up to six people. Establishing the maximum occupancy in an applicant's mind lets them know what you expect and consider as "too many" people in the home. This question is often accompanied by "how long can someone stay and still be considered a guest?" Both of these together or individually are cause for you to ask a lot of follow-up questions to determine exactly how your property will be used. Again, clear criteria can protect you in this area.

5. How many pets can I have in the property?

Pets are just part of the business and having a firm policy regarding number or type is a great way of protecting your investment. While you don't want a zoo moving in, having a no-pet or one-pet policy is pretty standard. Make sure to require an [allowed] (Editors Note*In the City of Portland check your FAIR Ordinance rules as it may not be allowed) additional deposit and collect all of it before move-in. It's beneficial to define what is considered a pet and to clearly communicate what animals are and are not allowed in or on the property. I've seen tenants who tried raising chickens in the back yard use the excuse that, a) they aren't pets and b) they never go inside the residence. Along with violating our lease, they also violated the CCR's of the Homeowners Association and made me subject to a pretty hefty fine with the city. Clarity, especially when it comes to pets, will save you a lot of headaches.

6. My current landlord is a jerk.

This trigger word lets me know that I just might be the next "jerk".

Most landlords I meet just want to maintain their property value and make money, and keep tenants happy are an integral part of that game. No one wants to discourage a good, paying tenant who is taking care of the property; ask your applicant why they feel that way. Often, I hear the current landlord will not return their calls. I see a frustrated landlord when this action starts and, in my mind, it always takes two to tango.

Summary

There are countless other things to listen for as you meet with a rental applicant; you likely have stories to tell that top my experiences. Listen intently, ask as many follow-up questions as you need, and communicate your criteria and policies clearly. After all, when you are getting ready to turn your keys over to a sizable asset, knowing who you are renting to is critical to your success in this business.

Authored by David Pickron. The RentalHousingJournal.com is an interactive community of multifamily investors, independent rental home owners, residential property management professionals and other rental housing and real estate professionals. It is the most comprehensive source for news and information for the rental housing industry. Their website features exclusive articles and blogs on real estate investing, apartment market trends, property management best practices, landlord tenant laws, apartment marketing, maintenance and more.



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The Perks and Pitfalls of Prepaid Rent

By SCOT AUBREY

The Saturday mornings of my youth were spent eating pancakes and watching cartoons on TV. One in particular, Popeye, had a character named Wimpy who was a well-known cheapskate. The line that defined his character most was, “I’d gladly pay you Tuesday for a hamburger today.”

Of course, he rarely showed up on Tuesday to pay his debt; as a landlord, you may be all too familiar with this type of scenario. On the other side of this is something that we are seeing more and more of industry wide, and that is prepaid rent, where a prospective tenant might say, “I’ll gladly pay you today for a roof over my head for the next six months.” For applicants who do not qualify for your property in a traditional way due to financial or other issues, prepaid rent may be an option that helps fill a vacancy and assists someone with housing.

As with anything outside the normal transaction, there are some rules to be aware of that vary from state to state, so we always advise consulting your local landlord attorney on what works best for you. With evictions on the rise, please review the following guidelines of which to be aware if presented with this unique way of collecting rent.

WHAT PREPAID RENT IS NOT

Sometimes the best way to understand what something is, is to understand what it isn’t. In this case, prepaid rent is not:

- A substitute for criminal and credit background screening checks: Always adhere to your criteria in every situation and do not be tempted to change a “denied” applicant with disqualifying criminal or credit history into an “approved” as a response to their offer to prepay rent.
- A security deposit: Most states limit the security deposit to 1.5 times to 2 times the monthly rent. However, there is normally not a cap on prepaid rent amounts.
- A holding account for your tenant to use when they need funds: The tenant must understand that they forfeit rights to this money until it has all been agreed-to rental term.
- A source of funds for tenant late fees, court fees, or attorney fees.

As an example, if you collect \$6,000 in prepaid rent and the rent is \$1,000 per month, you have six months’ rent. Nothing more, nothing less.

LOOKING FOR VOLUNTEERS

Don’t go running out and start shouting from the rooftops that you are now accepting prepaid rent for your property. In every state this will immediately get you in trouble. The key word to understand when discussing prepaid rent is voluntary. I can’t stress this enough; the tenant must initiate any and all conversations regarding prepaid rent. Any mention of it by you as the landlord could be considered coercion, and that will get you an automatic loss in court.

GET IT IN WRITING

If your tenant initiates a conversation about prepaid rent, make sure before collecting any monies that you have the agreement in writing. Ideally you would have this included and agreed to in your lease. If that’s not possible, we recommend creating an addendum that should be signed by both parties.

MONEY MANAGEMENT

As recommended earlier, it is a best practice to create a separate account for each property where you can hold any prepaid rent. Two important things if you accept prepaid rent are:

1. If--- and only if---a tenant is evicted from the property, you can use any remaining prepaid rent to pay for expenses related to the property that exceed the security deposit, and (consult your landlord attorney to make sure this is legal in your state/city)
2. No refunds of excess funds are considered returnable until the lease/contract has been completed and all accounting is completed.

Let me reemphasize that the security deposit and any prepaid rent are completely separate and should be managed in a way that you can verify their independence.

Ideally, every one of your tenants would come to you financially qualified with a crime-free history and no record of evictions. In reality, we know that many of your applicants may present issues that disqualify them from being the ideal tenant. If they offer to prepay their rent, use this as a reference point and counsel with your landlord attorney to ensure you are following your local and state laws.

Scot Aubrey is vice president of Rent Perfect, a private investigator, and a fellow landlord who manages short-term rentals. Subscribe to the weekly Rent Perfect podcast (available on YouTube, Spotify, and Apple) to stay up to date on the latest industry news and for expert tips on how to manage your properties.

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	markgpasannante@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	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
Consultant	CLEAResult-Energy Trust Oregon	Eric Falk	eric.falk@clearresult.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 Bailey	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	jbball@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	MyLighthouse	Taylor Malkus	taylor@MyLighthouse.co	(617)517-4966
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 Bevans		(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
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
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			(971)352-6760
Property Manager	Action Management, Inc.	Wendy Samperi	actmgtinc@gmail.com	(503) 760-4026
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 Valley Property Management	Veronica Wilson	sunvall.p.m@gmail.com	(503)856-4197
Property Manager	Tangent Property Management, Inc.	Ann-Marie Lundberg	lundberg@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@garciagrp.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@hfore.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	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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Monthly Safety Tip For Multi-Family Housing

January

Tualatin Valley
Fire & Rescue

503.649.8577

Electrical Safety

Check your electrical appliances and wiring before using.

Never overload an outlet by plugging too many items into it.

If needed, use surge protectors to add outlets. They will provide additional protection.

Avoid chaining multiple extension cords and surge protectors together.

Keep wires out in the open, don't cover them up. Make sure extension cords are not running across doorways or under carpets. Extension cords are intended for temporary use.

Heat-producing appliances such as a coffee maker, toaster, and space heater should be monitored when used and plugged directly into an outlet.

Frayed wires can cause fires! Immediately replace all worn, old, or damaged appliance cords.

Never leave bathroom fans on for an extended period of time □ turn them off when not in use and replace them when they start making noise.

Keep electrical appliances away from wet floors and counters. Pay special care to electrical appliances in the bathroom and kitchen.

When buying electrical appliances, look for products that meet the (UL) standard for safety.

Keep clothes, curtains, and other items that can burn at least three feet from all heaters.

Immediately unplug, then professionally replace, wall outlets that are warm to the touch, discolored, or starting to melt.

Use safety closures to "child-proof" electrical outlets.

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

