

February 2023

RENTAL ALLIANCE UPDATE

A monthly newsletter published by the Rental Housing Alliance Oregon



www.rhaoregon.org

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GOOD TIME TO
SELL?
See page 3



RENTAL HOUSING ALLIANCE EVENTS & CLASSES

RHA Oregon general membership meeting
 Wednesday February 15, 2023 at 6:00pm
 VIA Zoom Meeting
 Members \$20.00

This month we're excited to hear from Charles Kovas from Charles A. Kovas Law speak on the City of Portland's Fair Access In Renting (F.A.I.R.) Ordinance. Join in to find out what has changed and what penalties may exist if this ordinance is not followed correctly. Keep yourself on the right track and update on the rules you must follow as a rental property provider in the City of Portland. Whether you have heard of the F.A.I.R. Ordinance, or attended a previous session on the City of Portland's Fair Access in Renting there is always something more to take from the information received. Come hear Charles perspective and educate yourself!

Vendor Spotlight-
 James Ball presents ProLift Garage Doors of Portland
 James and Prolift have been an RHA member since 2020.

Also receive a legislative update from RHA Oregon's own Executive Director of Public Policy. See what is happening in Salem and find out how you can assist in supporting RHA at the legislative level.

Feeling LUCKY, come join us for a chance to win some great raffle give aways.

DATE	EVENT	LOCATION	TIME	INFORMATION
02/08	Board of Directors Meeting	Hybrid	4:00pm	
02/23	Mentor Roundtable	Zoom Meeting	6:00pm	
03/08	Board of Directors Meeting	Hybrid	4:00pm	
03/18	Mentor Roundtable	Zoom Meeting	11:00am	

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
02/07	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
02/09	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
02/21	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
02/23	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
03/07	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
03/09	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
03/16	Winning with Investment Real Estate in 2023 How to Set Your Portfolio Up for Success in the "New Normal"	In Person/Zoom	4:30pm	Cyndi Strandberg w/ Evergreen Property mgmt.
03/21	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
03/23	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network

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



One of the most common questions I get these days from long term, small rental property owners is: "Do you think this is a good time for me to sell my rental?"

I'd like to believe it's merely anecdotal. But I work with a few hundred of these folks in my property management business, and a couple thousand of them are members of the Rental Housing Alliance Oregon, and this has become a regular conversation for me and for my professional peers.

It's no surprise really. The rental property market in Oregon has been impacted by a perfect storm and the forecast shows no immediate signs of change. The perception is:

- In the City of Portland, the "Fair Access in Rentals" ordinance, (aka the "UN-FAIR to Landlord law") has made it much more litigious to provide housing to tenants.
- In Multnomah County, out-of-control homeless camps have made it not only difficult to rent nearby units, but they also make it hard to keep existing tenants, who feel unsafe in their homes.
- In the Greater Metro area, new taxes have been levied making it more difficult to run any small business (including rental property), and there's little accountability on how that money is used.
- The state of Oregon's response to the Covid pandemic was among the toughest in the country on landlords, who had to wait up to nearly 2 years to get paid for the housing they were required to maintain. And just as they are clearing up their arrears and responsibilities, the Legislature is now seeking to codify those temporary standards into permanent law that will continue to burden landlords and make it more difficult to terminate delinquent tenants who cannot afford their rent.
- Inflation is now at its highest level in 25 years, raising costs on everything for everybody, as the Federal Reserve continues to increase its rates, making homeownership less affordable than ever.

A recent article in Willamette Week revealed a growing trend among Portland homeowners now seeking to leave the state at record levels. The 2 reasons cited for the exodus are the increased threat to safety and the rise in taxes. Many of these soon-to-be expats may decide to enter the rental housing arena if they cannot sell their home in a slowed down market. This would sound like good news, that could ballast the supply of units as existing landlords bail out of the business. But the truth is that these same owners who have turned into "unintentional property providers" will become the new frustrated and angry generation of small landlords who have lost control of their property and will decide quickly that this business is not worth the risk.

Traditionally, small "mom and pop" landlords have made up a huge section of the affordable housing supply in our state. These investors bought their rental properties with hard-earned savings, and the vast majority of them have spent countless hours fixing, painting and caring for those units to get them rent ready. The goal has always been to have great relations with long term renters and pass on those investments to their heirs.

Today, government seeks solutions to ease the housing crisis and end homelessness. Although these issues were never created by small landlords they are being required to help fund the problem through rent control, lower-barrier screening guidelines, capped abilities to seek repayment for damages, and the inability to terminate problem tenancies unless they use court proceedings.

The unintentional consequences of many tenant protection regulations have become a lower supply of housing, at higher costs, with less safe neighborhoods, while more people are having harder times staying current on rent and seeking an ever-growing need for government assistance. So, is it time to sell your rental? My answer is the same as it has been for 30 years: Only if you want to.

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

7 Ways to Deal with Uncooperative Tenants

by Justin Becker

When you're a landlord or property manager, there are a lot of problems to deal with on a daily basis. There are regular things like maintenance issues, of course. But the most challenging problems of all are related to difficult or uncooperative tenants.

What Kinds of Problems Can Uncooperative Tenants Give to Property Managers or Landlords?

Dealing with people is a notoriously difficult business in itself. In other sectors, people working as cashiers or wait staff frequently complain about having to deal with uncooperative customers. They get blamed for the smallest things, even when a solution isn't in their hands. Other folks might swear that they will never work retail again, just to avoid the constant mental struggle of handling dissatisfied, troublesome people.

Ask the other landlords in your social circle, and you may realize that property management is somewhat similar. However, the upside here is that you might actually be on the side with more power! Tenants are in a rental property, which you either own or manage. While it's important to stick to the rental agreement, when possible, also remember that no tenant really wants an eviction notice.

When to Take Action Against a Bad Tenant

If you're fairly new to the landlord or property management game, you may not recognize the signs of an uncooperative tenant right away. While it's fine to give some leeway if a trusted tenant is having cash flow problems, you have to draw the line somewhere.

For starters, be on the lookout for the following red flags (especially if they're consistent and frequent):

- Unnecessary maintenance requests that are not mentioned in the lease agreement
- Lease violations such as keeping pets, smoking indoors, etc.
- Late payments
- Late fees (for services or pets)
- Signs of illegal activities
- Unpaid rent or only partial payments
- Property damage outside normal wear and tear
- Disrespect or damage to another tenant's belongings

- Refusal to move out in case of a foreclosure

Granted, not all of the above issues mean that you have to send a vacate notice to the uncooperative tenants. An uncooperative tenant might only be having a rough time or not know enough about sticking to a strict payment plan. As a landlord or manager, you need to decide between going to small claims court, retaining the security deposit, or starting the eviction process.

If the trouble is more related to a complaint from one occupant toward another, there's one more decision to make. You may let the tenants resolve disputes on their own if they're not too serious, or get involved in the tenants' problems yourself.

Whether you've taken over the property from previous landlords or are interviewing prospective tenants at present, it's essential to do your homework beforehand. Without further ado, let's have a look at the most common problem and the best possible solutions to problem tenants:

What to Do Beforehand

The best way to handle bad tenants is to stay prepared at all times. Once a problem arises, you need to have a clear plan of action already in place. A late or missed rent payment is among the most common issues; you don't want to lose out on your income while the tenant remains in a rental property they haven't paid for. Even if you have a brand-new tenant for that 950 sq. ft. two-bedroom apartment, your research on dealing with problem tenants starts now (if not sooner).

1. DO YOUR RESEARCH

Bad tenants can come in all shapes and forms. Perhaps they missed out on the rent for a few months. They might have shady visitors coming in at all hours of the day and night. Other tenants may frequently complain of their neighbors playing loud music or letting things rot and stink in their apartment.

Act quickly and effectively- When you are informed about the situation, try to manage the issues as effectively and quickly as possible. It's not enough to simply clear away the trash that a tenant has left out for a day; you have to go

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in and confront them about it. Start off with being polite; offer flexible payment plans if viable, and see if that will do the trick. Take legal counsel if you have to and see what the safest plan should be before sending a rent notice or jump-starting the eviction process.

Understand your rights- Every state and country may have different rights and roles for the landlord. Make sure you understand these, along with the rights of your tenants, steps for legal eviction, etc.

2. STAY WITHIN THE LEGAL LIMITS

Signing a lease agreement means that the tenant legally has to abide by the rules, policies, and regulations of the rental unit. Ensure that all of these are stated within the documents. Get a copy (electronic or physical, whatever suits them) for the tenants as well.

3. DOUBLE-CHECK THE LEASE AGREEMENT BEFORE SIGNING

Ensure that the agreement's details include what you allow and don't allow tenants to do on the property. The amount of rent, when you will collect rent, security deposit, pets, maintenance, guests, additional occupants, and other items should also get a mention. The landlord and tenant responsibilities should be clear-cut and easy to understand.

4. KEEP RECORDS

As a property owner or manager; you need to protect yourself at all costs. Documents and keeping a record of the important things can really help you out in a tight spot:

Document interactions- Even if the rent payments are regular and there's nothing to hold against a tenant yet, you should have documentation of all your interactions with them.

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Keep Us Informed



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

Call the office with all changes:
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WHY BEING ACTIVELY INVOLVED WITH YOUR REAL ESTATE INVESTMENT IS SO IMPORTANT!

by Clifford Hockley, Senior Advisor & Principal Broker SVN Bluestone

Active Management

George owned a three-plex in a quiet neighborhood. He had no trouble getting tenants to apply when there was a vacancy because he made a point of keeping his units clean and up to date. In his 30's and 40's he had worked on the properties making repairs, so he was at his property on a regular basis. At this point in his life (his 60's) his knees hurt and his right shoulder needs surgery. So, he decided to hire a property manager.

That does not mean that he has taken his eye off the ball and he is still actively involved. He meets with his property manager for a phone conference every month, usually a 15-minute call to confirm income and expenses as well as any maintenance issues that have not already been improved. Once a year they review budgets and plan out the annual capital expenses. Usually, they meet in person at the property for a unit-by-unit walk-through.

Unit-by-Unit Walk-Through

It's the unit-by-unit walk-through and the exterior inspections by the property manager, that are so very critical to the active management and long-term health of a building. For example, recently one of my property managers reported to me the condition of a couple of the units I own. He pointed out that a few of the residential tenants were "hoarders".

He was paying close attention to them. This, as well as the cleanliness of units, drives the long-term "healthy" condition of an apartment.

Unfortunately, many apartments built in the last 40 years don't have room for storage. As a result, there is no place to put tenant holiday decorations, their 5th-grade scrapbook, or their winter clothes. This means many units have a cluttered feel which makes them very hard to clean. Additionally, many apartments don't have a space to keep cleaning supplies. There is no room for a vacuum cleaner, a bucket, or cleaning supplies.

As important as cleanliness is the maintenance condition of a commercial or residential property

There are four major reasons to make sure a property is maintained.

1. Reduction of operating costs: If plumbing is broken, you have water leaks and increased water and sewer costs for example. Inspections can identify leaks and help reduce the ever-increasing utility costs.
2. Long-term tenant longevity and happiness: At a recent property inspection I attended we noticed a back door that was delaminating and needed to be replaced, the tenant pointed out that a sink in their bathroom did not have a much-needed metal pedestal used to hold up the sink. We completed those repairs, made the tenant happy, and upon renewal were able to extend the lease term and increase the rent for that tenant, rather than have them move out.
3. Improve cash flow position: Most importantly we can make repairs while a tenant is still living in the unit, in other words, we make most of our repairs while we have rental income, rather than waiting for the tenant to move out and having to make the repairs when there is no income.
4. Keeping an eye on the condition of the Property: Even the watchers bear watching. Not every property manager has time to inspect your investment on a regular basis. Properties need to be seen.

Humans respond better to visual stimuli. If you can't get to a property to visit it, and your property manager is overwhelmed, hire a drone operator to do a fly-by for you. The better a property and its landscaping look, the more likely you will be able to attract new tenants and keep your existing tenants. That way you can at least see the:

- Condition of the neighborhood;
- Condition of the landscaping;
- Condition of the siding;
- Condition of the roof and gutters;
- The parking lot even if you cannot get into the individual spaces.

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Active Involvement Includes Budgeting and Financial Reviews

Unfortunately, most investors are not fans for financial review of their properties. George had asked his wife Hannah to help out. Hannah agreed to review the monthly financials, condense the information, and bring financial inconsistencies to his attention. For example, when rent was not paid, or a move out occurred or when an expense seemed extraordinarily high. She also double-checked the budget prepared by the property manager and reviewed it with George. Hannah also kept an eye on annual insurance premiums and coverage as well as property tax and utility bills. Finally, she was responsible for organizing all the information they needed for their annual tax returns as well.

Vendor and Tenant Selection

George left the vendor and tenant selection up to his property manager but did reserve the right to have input on the scope of projects and decision-making on major projects. He asked the property manager to get two bids for maintenance projects over \$5,000, so he could choose the vendor and review and understand the scope of work. Each property has a different threshold of supervision, depending on the size of the property and the income generated.

Goal Number One is Active Management

Even if you cannot get into the properties as you drive by them, having your property manager take pictures of vacant units before they are leased can give you an idea regarding their condition. You want to encourage them to take the time to inspect the units and get pictures before and after tenant move in.

Unfortunately, properties deteriorate over time unless you take care of them.

Weather, use and abuse, and neighborhood influences all have an impact on your property. Active management on your part to maintain and improve your investments will increase property value and make the property more attractive to tenants (leading to higher rents), future investors (when you chose to sell) and help keep the overall neighborhood successful.

They say a rising tide lifts all boats, and as you actively manage your property improvements, its looks and operations, so may the neighbors, thereby increasing the value of your property. In that way, active management really pays off.

Clifford A. Hockley, CPM, CCIM, MBA
Cliff is a Certified Property Manager® (CPM) and a Certified Commercial Investment Member (CCIM). Cliff joined Bluestone and Hockley Real Estate Services 1986 and successfully merged that company with Criteria Properties in 2021.

He has extensive experience representing property owners in the sale and purchase of warehouse, office, and retail properties, as well as mobile home parks and residential properties. Cliff's clients include financial institutions, government agencies, private investors and nonprofit organizations. He is a Senior Advisor for SVN| Bluestone.

Cliff holds an MBA from Willamette University and a BS in Political Science from Claremont McKenna College. He is a frequent contributor to industry newsletters and served as adjunct professor at Portland State University, where he taught real estate related topics. Cliff is the author of two books 21 Fables and Successful Real Estate Investing; Invest Wisely Avoid Costly Mistakes and Make Money, books that helps investors navigate the rough shoals of real estate ownership. He recently formed a real estate consulting practice, Cliff Hockley Consulting, LLC. to help investors successfully navigate their investments. He can be reached at 503-267-1909 or Cliff.Hockley@SVN.com.



Jeffrey S. Bennett

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Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

Dear Maintenance Men:

I have a parking area at my building with concrete bumper stoppers. The problem is that when the cars touch the stopper, they move. How do I attach them to the parking lot?

Bill

Dear Bill:

If you have an asphalt parking lot, it is quite easy. Most concrete bumper stoppers have two holes that go through from top to bottom. These holes are just the right size to fit a piece of half inch rebar rods. Pick up two 12-to-18-inch pieces of rebar for each stopper. Place the rebar through the holes in the stopper and then use a sledgehammer and pound the rebar into the asphalt.

If your parking area is concrete, use a hammer drill with a ½ inch concrete bit to drill a hole in the concrete. Use your existing parking bumper as a guide. Either drill down through the holes in the bumper stop to the concrete below or use powdered chalk poured down through the bumper stop's holes to mark the concrete. Then drill all the way through the concrete until you hit dirt. Hammer your rebar into the bumper and concrete. If the fit is loose, pour some concrete into the parking lot holes and then insert the rods.

Dear Maintenance Men:

One of my residents is requesting a grab bar for the shower/tub. What do I need to get and how do I install it safely?

Bob

Dear Bob:

This is a subject that is surfacing more and more as our residents are getting older. The use of handrails and safety bars help provide stability and extra support required by the elderly and people with limited mobility. Shower and bathroom safety grab bars are available in a wide variety of configurations, colors and finishes. The most common is the stainless steel or chrome finish.

Installation of grab bars must be done securely. The bars must be able to support a dead weight pull of 250 pounds. The preferred method is to bolt directly into the wall studs. This is not always practical, as the stud might not line up where they are needed. Grab bars can be mounted vertically or at an angle to match wall stud spacing. Horizontal installation can be difficult because stud spacing, and bar size do not always match. If finding studs becomes a problem, alternate installation methods are available. If your walls are in good condition and have not been compromised by water intrusion, you may use large toggle bolts or if you have access to the back

side of the shower or bath walls, insert a backer plate or add a new stud for an anchor point. Safety grab bars can be found at any local hardware store.

Dear Maintenance Men:

I'm about to start a rehab project in one of my units. Can you give me some tips on drywall repairs? The previous residents were very hard on the walls, and I want to learn how to do the repairs.

Thanks, Benjamin

Dear Benjamin:

If there are holes in the drywall, you can use mesh drywall patches (Available at any hardware store.) and drywall mud to do the rough repair. If the holes are larger than six inches in diameter, cut the damaged area out. Cut out enough material to reach a stud on either side of the repair. (Typically, a square hole is best.) Cut a new piece of drywall and nail or screw it into place using the exposed stud on either side. After completing the rough drywall repairs, comes the finish work. Use wallboard joint compound and joint tape on all seams, nail or screw holes and corners. Joint compound can be found at any hardware store and comes in quart, gallon and five-gallon buckets ready mixed. Plan on applying three coats of compound material letting it dry between coats. When doing repairs to joints or cracks, be sure to use wallboard tape to reinforce the joint. The tape comes in paper or fiberglass and will ensure the joint will not crack in the future. Using a ten-inch taping knife, apply a thin layer of joint compound. Then immediately press the joint tape into the compound and use a four-inch taping knife to smooth out the tape and let dry. Again, using your 10" knife apply another layer of joint compound over the tape and let dry. Finally, apply the finish layer of compound and let dry. Use sandpaper or a wet sanding sponge and sand the joint until it is smooth. After all is dry; texture to match surrounding walls.

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.



IMPORTANT INFORMATION FROM THE DIRECTOR OF OPERATIONS FOR RENTAL HOUSING ALLIANCE OREGON

So many things have changed in our world over the last several years, some of those changes affect us in our personal lives and other of those changes affect us in our business lives. Unfortunately RHA Oregon has had to adjust to these changing times and make some adjustments for the safety of the office.

Due to safety concerns at our NE Portland office effective immediately RHA Oregon will no longer be accepting cash for purchases.

RHA Oregon office doors will remain locked during business hours. If you have an appointment or have a forms order placed for next day pick up, then please feel free to ring the office door bell upon your arrival or call 503/254-4723 extension -0- to let us know you are here. Please NO WALK-INS. If you are in immediate need of forms visit rhaoregon.org for downloadable forms.

RHA Oregon office is closed daily Monday-Friday from 1:00pm-2:00pm for employees breaks.

Beginning February 1, 2023, the RHA Oregon office will be closed every Friday for in-service work days for the employees. Plan your hardcopy forms orders accordingly in order to pick up Monday through Thursday.

As a reminder RHA Oregon's phone tree is as follows;

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-BUSINES-DAY from 9:00am – 4:00pm. All forms sales are FINAL

Ext. 2 – MENTOR HOTLINE:

OR EMAIL YOUR QUESTION TO: hotline@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- BOOKKEEPER, Available Monday, Wednesday and Friday

Thank you for your understanding, Cari Pierce, Director of Operations
for Rental Housing Alliance Oregon

RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
1031	Beutler Exchange Group LLC	Mark Adams	mark@beutlerexchangegroup.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	CLEARResult-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
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	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	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 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
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 Lavolette	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 Properties	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	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

Fire Alarm Systems

Fire Alarm Systems are critical when living in apartment communities and chances are, you have a Fire Alarm System and don't even know it!

Here are some tips to help you notice the differences between smoke alarms and two common types of Fire Alarm Systems...

Smoke Alarms are mounted on the ceiling or wall in your home, and are designed to sound in the presence of smoke. This is especially critical when you and your family are asleep. When your smoke alarm 'smells' or detects smoke, it will activate and sound inside your living space only, not the entire building.



Smoke Alarm

Fire Alarm Systems (as opposed to smoke alarms) are made up of multiple components and are designed to notify all the residents throughout the entire building. There are different types of Fire Alarm Systems in apartment communities, local and monitored. Local systems sound an alarm on-site only, while monitored systems automatically call 911.

Regardless of the type of system, **always call to 911 in the event of a fire or emergency.** It is important to treat **every** alarm sound as a real emergency regardless of the time of day.

If you would like more information about the Fire Alarm System in your complex, please contact your apartment manager or visit our website.



Fire Alarm Horn/Strobe



Fire Alarm Pull Station



Fire Alarm Bells

Tualatin Valley
Fire & Rescue

503.649.8577

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

