

April 2023

# RENTAL ALLIANCE UPDATE

A monthly newsletter published by the Rental Housing Alliance Oregon



[www.rhaoregon.org](http://www.rhaoregon.org)

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**FAIR HOUSING AND REASONABLE ACCOMODATIONS/ SEE PAGE 6**

**ACCESSIBLE**

**RAMP**

**Braille**

# RENTAL HOUSING ALLIANCE EVENTS & CLASSES

RHA Oregon Happy Hour

Brought to you by The Garcia Group, Ron Garcia

Come enjoy a couple of drinks some appetizers, and network with other landlords and vendors.  
 For landlords come mingle with other landlords with different experience and see what you might learn.  
 Also get to know some vendors and see what they have to offer you and your business.  
 For Vendors come spread the word of what your company has to offer, and get to know some RHA members.

Wednesday April 19, 2023 from 4:30pm- 6:30pm

At the Old Spaghetti Factory (Upstairs Cocktail Lounge)  
 0715 SW Bancroft  
 Portland OR 97239

Two complimentary drink tickets per attendee, and an assortment of horderves.

Lovely Willamette River views  
 Meet our Team of Professionals

Visit <https://rhaoregon.org/event/rha-happy-hour/> to register or

Call 503/254-4723 ext 3 to register, please leave detailed information such as first and last name, number of attendees, membership status. An RHA representative will confirm the receipt of your rsvp.

DATE	EVENT	LOCATION	TIME	INFORMATION
04/12	Board of Directors Meeting	Hybrid	4:00pm	
04/19	Happy Hour	Old Spaghetti Factory	4:30pm	RSVP at <a href="https://rhaoregon.org">rhaoregon.org</a>
04/27	Mentor Roundtable	Zoom Meeting	6:00pm	
05/10	Board of Directors Meeting	Hybrid	4:00pm	
05/17	General Membership Meeting	Via Zoom Meeting	6:00pm	
05/20	Mentor Roundtable	Zoom Meeting	11:0am	

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
04/04	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
04/06	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
04/13	Tenant Relocation and No Cause Terminations in Oregon – Avoiding Liability	In Person/Zoom	6:30pm	Amber Clark w/The Garcia Group
04/18	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
04/20	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
04/27	Landlording 102	In Person/Zoom	6:30pm	Christopher Tackett-Nelson w/ Warren Allen LLP
05/09	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
05/11	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
05/18	Fair Housing	In Person	6:30pm	Shyle Ruder w/ Fair Housing Council or Oregon
05/11	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
05/25	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network

Keep an eye on the [rhaoregon.org](https://rhaoregon.org) Calendar as it is being updated daily with new classes and events.

Please visit [rhaoregon.org](https://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



Growing up in the '60's I remember hearing The Rolling Stones turn one of my mom's most disappointing phrases into a rock classic. "You can't always get what you want."

I work with a lot of smaller-scale Rental Property Owners. They provide housing for a lot of Renters. A lot of my job is addressing the many frustrations of being a smaller-scale landlord. I use this phrase often in my conversations with them. Especially when I hear questions like:

- Can I get that much for my vacant unit?
- Can I refuse to rent to them?
- Can I add this clause into the lease?
- Can I make sure that there are no dogs or cats allowed?
- Can I raise the rent by that much?
- Can I tell them they can't "do that" on my property?
- Can I charge the tenants for that?
- Can I tell them "I don't care"?
- Can I give them a termination notice?
- Can they be evicted for that?
- Or, Can I be sued for that?

It reminds me of a lesson I learned in my college Psychology 1 class, back in the '70's. "Wherever there is dependency there is hostility." Rental Property Providers need Tenants. Tenants need Rental Property Providers.

So, as I also work with all of those Tenants, I also hear about many issues which they have, with words they use, that are meant to bring awareness to their challenges:

## Many tenants are

Protected classes, Rent-burdened, Disproportionately impacted,

## Facing

Rent spikes, Housing discrimination, Houselessness.

## Asking for

Individualized Assessments, Reasonable Accommodations,

## And concerned with

Habitability, Retaliation,

## Needing

Rental Assistance, Eviction protection, Relocation

compensation.

What I find in my job is that both groups seem to want the same thing: Safe, Affordable, Fair Housing.

It seems like there should be a massive effort for both parties to work together to bring about the desired results. Maybe that's idealistic. Here is the whole verse to the Rolling Stones song:

"No, you can't always get what you want.  
You can't always get what you want.  
You can't always get what you want.  
But if you try sometime... you'll find,  
You get what you need! (oh baby)"

My goal is to keep trying.

Ron Garcia  
Executive Director of Public Policy  
Rental Housing Alliance Oregon  
ron@rhaoregon.org



**Jeffrey S. Bennett**

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# 6 Trigger Words and Questions Every Landlord Should Listen For

by Phil Schaller w/ RentalRiff

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.

## 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.

(continued on page 7)





# Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

**Dear Maintenance Men:**

**I am trying to be on top of my preventive maintenance this year. It is spring, so what do you suggest I look at first?**

**Mike**

Dear Mike:

Summer is just around the corner, and it may be a hot one. Prior to summer, 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 non-existent 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 have been replacing rusted and dented HVAC vents and electrical wall receptacles in a rental unit. However, they don't look right. There are a lot of gaps between the vents and plates and the wall. Some of the walls are not perfectly flat or the texture is bumpy. How do I make these installs more professional looking?**

**Julien**

Dear Julien:

Caulk is your friend and caulk will hide a multitude of sins! On a job like this we recommend getting a squeeze tube of painter's caulk. Squeezable caulk tubes are readily available at any hardware or home center. Cut a small angled cut off the tip of the tube. Best to make the cut about 45 degrees. You want to open the tube just enough to get about an eighth inch thick line of caulk out of the tube. Run this caulk line all

around the vents and wall plates edges. Gently run your finger along the caulk line pressing it into place. Any excess caulk can be removed with a damp paper towel. Once done, your vents and plates will look like they are part of the wall and will look very professional.

**Dear Maintenance Men:**

**What is one thing I can do to make an older rental unit appear more modern.? I don't want to do a complete rehab, just a few touches to appear more up to date.**

**Randy**

Dear Randy:

We have recently discovered an easy way to make many people very happy with this simple update to a unit. Purchase and install wall outlets with USB ports. Today everybody has a phone and or a tablet with them. However, getting that phone or tablet charged is always a challenge. Install a USB enabled receptacle in the kitchen, in each bedroom and along any suitable flat surface. All a resident need to have is a USB wire to change their devices and they will think this is a very clever idea! Another idea is to replace boring kitchen cabinet knobs with nice modern updated knobs. This will lift the look of your kitchen and bathrooms without breaking the bank.

*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.*



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# Reasonable Accommodation Request Forms: How Can They Be Helpful?

by the Fair Housing Institute

Reasonable accommodation requests can be completely obvious and straightforward. Still, more often than not, they require a little bit more due diligence or investigation to verify the need for what is being requested.

Along with that is the range of requests a leasing office can come across: accessible unit, live-in aide, and parking-spot requests, just to name a few. Forms are a practical way to help a leasing office gather the information needed to make a determination. But it raises the questions: What kind of forms should a leasing office use and what should you do if a resident refused to fill one out?

## Best Practices for Reasonable Accommodation Forms

Many offices have a pretty basic or boilerplate type of form that they use. This is fine but can result in missing information that can be helpful when making a determination. Having forms specific to each type of request can help you avoid this. Also, pre-made forms can ensure that every resident is asked the same questions to avoid any appearance of discrimination.

For example, a resident is requesting that they need to change units because they have allergies and their next door neighbors own a bird. Having a reasonable accommodation form that asks specific questions regarding allergies will help determine if the tenant has an allergy that meets the definition of a disability, therefore having an identified need which should be accommodated. But what should you do if a request is being made and the resident refuses to fill out your form, perhaps insisting that the doctor's note they gave you is enough?

## I Don't Need to Fill Out Your Form!

We have all been there. A resident is requesting an accommodation but doesn't want to do the paperwork. First off, you can try to defuse the situation by stating that the easiest way to get the ball rolling is to complete the forms and that you would be happy to help them fill it out. Just be sure that the information contained and the signature authorizing the verifier to provide the information must be from the resident.

Another common hurdle we see is that a resident has brought in a note from their physician insisting that it is all they need to do. While its true- we technically can't require a resident to use or fill out a form- if the doctor's note is missing critical information, then the verification process can't move forward. Only then can you ask

that a verification form be completed if there is needed information missing, with the form outlining the specific information required.

## Reasonable Accommodation Forms- Final Takeaway

Having carefully created forms for specific reasonable accommodation requests helps to create a streamlined process and reduces the chances of miscommunication that can lead to a charge of discrimination. Having forms ready for your staff, along with proper training on how to execute them, will help your leasing office manage these requests and keep everything fair-housing focused.

*[Editor's Note: RHA Oregon members may download the Request for Reasonable Accommodations form at [rhaoregon.org](http://rhaoregon.org)]*

*In 2005, the Fair Housing institute was founded as a company with one goal: to provide educational and entertaining fair-housing compliance training at an affordable price at the click of a button. For more information visit <http://fairhousinginstitute.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



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.*

**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-BUSINESS-DAY from 9:00am – 4:00pm. All forms sales are FINAL. For immediate forms needs visit rhaoregon.org to download forms.

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



# How Property Managers Are Adapting to Changing Resident Expectations

by Kerstin Young

The COVID-19 pandemic changed how property managers and renters alike defined home. At some point, properties became more than just places to live. They became safe havens in great times of uncertainty. They became connectivity hubs: home offices for hybrid or remote work and the backdrop from countless Zoom or Face time calls with family and friends.

As renters spend extraordinary amounts of time in their dwellings, property managers are working overtime to provide them with premium resident experiences, property upgrades, and amenities that align with their lifestyles. Let's take a closer look at some of the industry trends property managers are following.

## AFFORDABLY MEETING RESIDENTS' DEMANDS

With more of Americans' paychecks going to rent—36 percent of their gross income to be exact—renters are looking to get more for what they're paying, especially if they're staying home more. Keyless entry, free WiFi, and smart lockers that store their packages are hot on their list of digital amenities. Interior features like walk-in closets and soundproofed living environments that quite everyday noise distraction are another must.

Amenities may be nice, but residents also want property managers to listen to them. They expect prompt responses when they reach out with questions, concerns, or maintenance requests. According to a property management report, 55 percent of residents expect to hear back from a property manager within two hours of contacting them. Additionally, 22.8 percent of almost 65,971 online mentions about poor communication were related specifically to a lack of email response from property managers. One suggestion for property managers in order to mitigate this situation is to include an automated email response with an expected response time in order to manage communication efficiently. Property managers should also not underestimate the power of using surveys and reviews to elicit/collect existing resident feedback. They'll also notice a different level of candidness in what residents are willing to say in surveys versus reviews versus social media. The same report reveals that 88 percent of prospective residents read reviews before touring a property and 55 percent won't even consider doing that if a property has less than four stars. Virtual-tour mentions online have increased by 49 percent from last year, with the sentiment increasing by 14.1 points.

## BE AWARE OF THE COMPETITION

Aside from taking care of their residents, property managers also need to stay on top of their competition. Well-funded start-ups are the new kids on the block, using fancy amenities at premium costs to attract new residents. Therefore, it's in property managers' best interests to closely monitor the competition by reading reviews and gathering competitive intelligence; investing in tools that mine external feedback on social media is critical to gaining an advantage in the current market. An increased use of automation— including automated resident screening and onboarding, rent collection and maintenance requests—allow property managers to stay above the rest in terms of competition.

## BE PREPARED FOR RENT NEGOTIATIONS

Over the past two years, amenities have become a deal-breaker for residents. So much so, that they use it as a bargaining chip when it comes to rent negotiations.

For example, choosing to not offer free Wi-Fi gives residents even more reason to live at a competing property instead. Property managers know residents have high expectations when it comes to amenities but are also struggling with controlling costs at a time when inflation is prevalent at every juncture of everyday life. This is especially true for members of Gen Z, who prefer working from home since the pandemic, and expect apartment rentals to offer amenities such as outdoor living and working spaces.

## RENEWED EMPHASIS ON A RENTER'S CUSTOMER JOURNEY

*(continued on page 9)*





In today's renter's landscape, property managers are also stewards of the resident journey. According to Gartner, just 11 percent of resolution is completely resolved by self-service. This means that residents need help resolving their problems, and rarely can customers navigate the entire journey on their own. The best communities are going to have both options, thus the need for property managers to provide residents with an omnichannel experience that prioritizes self-service over a multistep process for tenants to find, rent and manage properties.

Let's not forget that listening to employees is also a critical part of providing renters with the best living experience possible. They're responsible for maintaining the top two drivers of positive sentiment, customer service and speed, and are property managers' eyes and ears in identifying service issues that are negatively affecting resident sentiment. After all, employee experience and customer experience are symbiotic, Date from each cohort directly affects the other.

## PROVIDING RENTERS WITH THE BEST EXPERIENCE POSSIBLE

By and large, renters' demands will remain unchanged between 2022 and 2023. Property managers are still contending with setting affordable rent rates, lingering labor issues, and industry regulations from COVID-19, on top of finding new ways to drive more efficiency without sacrificing performance.

The ultimate measure of property managers' success will be how they strategically prioritize their efforts to improve the resident experience. At the end of the day, property managers and renters both want the same thing: to love where they live. Let's make that happen in 2023.

Kerstin Young is a senior CX strategist at Reputation. Where she supports organizations with strategic initiatives to help improve the customer experience, from acquisition to loyalty. She has 10+ year of CX management program and provides guidance across various phases of the consumer journey. Connect with her on LinkedIn.



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## RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
1031	1031 Capital Solutions	Richard Gann	<a href="mailto:rick@1031capitalsolutions.com">rick@1031capitalsolutions.com</a>	(503)858-7729
1031	First American Exchange Company	Mark Adams	<a href="mailto:mark@beutlerexchange.com">mark@beutlerexchange.com</a>	(503)748-1031
1031	Peregrine Private Capital Corp.	Robert Smith	<a href="mailto:rs@peregrineprivatecapital.com">rs@peregrineprivatecapital.com</a>	(503)241-4949
1031	Real Estate Transition Solutions	Austin Bowlin	<a href="mailto:aabowlin@re-transition.com">aabowlin@re-transition.com</a>	(206)909-0037
Accounting	Balancing Point, Inc.	Sandra Landis	<a href="mailto:s.landis@balancingpt.com">s.landis@balancingpt.com</a>	(503) 659-8803
Accounting	Cobalt P.C.	Adam Abplanalp	<a href="mailto:adam@thecobaltgrp.com">adam@thecobaltgrp.com</a>	(503)239-8432
Attorney	Bonnie Marino Blair Attorney	Bonnie Marino Blair	<a href="mailto:bmarinoblair@gmail.com">bmarinoblair@gmail.com</a>	(503)771-0801
Attorney	Broer & Passannante, P.S	Mark Passannante	<a href="mailto:markgpassannante@gmail.com">markgpassannante@gmail.com</a>	(503) 294-0910
Attorney	Charles A kovas Law Firm	Charles Kovas	<a href="mailto:Charleskovaslaw@gmail.com">Charleskovaslaw@gmail.com</a>	(503) 504-0639
Attorney	Law Office of Joe Kaufman	Joe Kaufman	<a href="mailto:jgkaufmanlaw@gmail.com">jgkaufmanlaw@gmail.com</a>	(503)722-3850
Attorney	Warren Allen, LLP	Jeffrey Bennett	<a href="mailto:bennett@warrenallen.com">bennett@warrenallen.com</a>	(503) 255-8795
Consultant	CLEARResult-Energy Trust Oregon	Eric Falk	<a href="mailto:eric.falk@clearesult.com">eric.falk@clearesult.com</a>	(541) 954-8412
Contractor	Advanced Construction & Repair	Jordan Barkhuff	<a href="mailto:jordan@advancedconstructionpdx.com">jordan@advancedconstructionpdx.com</a>	(503) 841-1323
Contractor	Arthur Donaghey Construction LLC	Arthur Donaghey	<a href="mailto:arthurdonaghey@gmail.com">arthurdonaghey@gmail.com</a>	(541) 870-3540
Contractor	Clear Water Construction Services	Dale Hosley	<a href="mailto:daleh@cwcsnw.com">daleh@cwcsnw.com</a>	(503)974-6654
Contractor	Rental Housing Maintenance Services	Gary Indra	<a href="mailto:garyindra@rentalrepairs.com">garyindra@rentalrepairs.com</a>	(503) 678-2136
Drains	Apollo Drain & Rooter Services	Karen Bailey	<a href="mailto:karen@apolldrains.com">karen@apolldrains.com</a>	(503) 395-0900
Electricians	Squires Electric	Trina Latshaw	<a href="mailto:trina@squireselectric.com">trina@squireselectric.com</a>	(503) 252-1609
Energy	TRC supporting Energy Trust of Oregon	Maren McCabe	<a href="mailto:maren.mccabe@lmco.com">maren.mccabe@lmco.com</a>	(877)510-2130
Evictions	Action Services	Wally Lemke	<a href="mailto:wally@wallylemkellc.com">wally@wallylemkellc.com</a>	(503) 244-1226
Evictions	Landlord Solutions, Inc.	Sam Johnson	<a href="mailto:sam@landlord-solutions.com">sam@landlord-solutions.com</a>	(503) 242-2312
Flooring	Contract Furnishings Mart-Portland	Patrick VonPegert	<a href="mailto:Patrick.Vonpegert@CFMfloors.com">Patrick.Vonpegert@CFMfloors.com</a>	(877) 656-5232
Flooring	Contract Furnishings Mart-Beaverton	Nicole Dehaan	<a href="mailto:Nicole.Dehaan@CFMfloors.com">Nicole.Dehaan@CFMfloors.com</a>	(503) 207-5230
Flooring	Contract Furnishings Mart-Clackamas	Robin Day	<a href="mailto:robin.day@CFMfloors.com">robin.day@CFMfloors.com</a>	(503) 656-5277
Flooring	Contract Furnishings Mart-Gresham	Roger Harms	<a href="mailto:Roger.Harms@CFMfloors.com">Roger.Harms@CFMfloors.com</a>	(503) 328-7260
Flooring	Contract Furnishings Mart-Hillsboro	Rebecca O'Neill	<a href="mailto:Rebecca.Oneill@CFMfloors.com">Rebecca.Oneill@CFMfloors.com</a>	(503) 716-4848
Flooring	Contract Furnishings Mart-Tigard	Jim Path	<a href="mailto:Jim.Path@CFMfloors.com">Jim.Path@CFMfloors.com</a>	(503) 542-8900
Flooring	Contract Furnishings Mart-Tualatin	Brett Tohlen	<a href="mailto:brett.tohlen@cfmfloors.com">brett.tohlen@cfmfloors.com</a>	(503)471-9910
Flooring	J & B Hardwood Floors, Inc.	Darinda Cripps	<a href="mailto:rindycripps@comcast.net">rindycripps@comcast.net</a>	(503) 756-0964
Garage Doors	ProLift Garage Doors of Portland	James Ball	<a href="mailto:jball@proliftdoors.com">jball@proliftdoors.com</a>	(503) 308-6096
House Mover	Emmert Development Company	Terry Emmert	<a href="mailto:twemmert@emmertintl.com">twemmert@emmertintl.com</a>	(503) 655-9933
HVAC	Mt. Hood Ductless	Aaron McNally	<a href="mailto:mthoodductless@gmail.com">mthoodductless@gmail.com</a>	(503) 858-9804
HVAC	Pyramid Heating & Cooling	David Salholm	<a href="mailto:Dsalholm@pyramidheating.com">Dsalholm@pyramidheating.com</a>	(503) 786-9522
Inspections	Soil Solutions Environmental	Ray Berardinelli	<a href="mailto:bizdev@soilsolutionsenvironmental.com">bizdev@soilsolutionsenvironmental.com</a>	(503) 234-2118
Insurance	MyLighthouse	Taylor Malkus	<a href="mailto:taylor@MyLighthouse.co">taylor@MyLighthouse.co</a>	(617)517-4966
Insurance	State Farm Insurance	Paul Toole	<a href="mailto:paul.toole.byec@statefarm.com">paul.toole.byec@statefarm.com</a>	(503) 655-2206
Insurance	Stegmann Agency	John Sage	<a href="mailto:john.lstegmann@farmersagency.com">john.lstegmann@farmersagency.com</a>	(503)667-7971
Landscaping	Oregon Tree Care	Damien Carre	<a href="mailto:info@oregontreecare.com">info@oregontreecare.com</a>	(503)929-9437
Landscaping	Bernhard Landscape Maintenance	Phil & Kayla Bernhard	<a href="mailto:philbernhard@gmail.com">philbernhard@gmail.com</a>	(503)515-9803
Laundry	Wash Multifamily Laundry Systems	Edward Coon	<a href="mailto:ecoon@washlaundry.com">ecoon@washlaundry.com</a>	(971)808-7828
Locksmith	DBA Pacific North West Locksmith	David Bevans		(206)859-7073
Lighting	Kay L Newell LLC	Kay Newell	<a href="mailto:kay@sunlanlighting.com">kay@sunlanlighting.com</a>	(503) 281-0453

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## RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST CONT'D

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
Maintenance	Actspeak	Eric Shumway	actspeak2all@gmail.com	(503)969-6143
Maintenance	Just Maintenance	Jeronimo Carrillo Torres	Just.Maintenance2@gmail.com	(971)222-7787
Maintenance	RentalRiff	Phil Schaller	phil@rentalriff.com	(503)442-3944
Media	Insight Reporting	Eric Kilgore	<a href="mailto:ekilgore@insightreportingllc.com">ekilgore@insightreportingllc.com</a>	(503) 662-6265
Media	Rental Housing Journal, LLC		<a href="mailto:terry@rentalhousingjournal.com">terry@rentalhousingjournal.com</a>	(480) 454-2728
Mold	Real Estate Mold Solutions	Lynne Whitney	<a href="mailto:lynne@realestateroofing.com">lynne@realestateroofing.com</a>	(503) 284-5522
Pest Control	Frost Integrated Pest Management	David Frost	<a href="mailto:thefrosty12@yahoo.com">thefrosty12@yahoo.com</a>	(503)863-0973
Pest Control	Northwest Pest Control	Bruce Beswick	<a href="mailto:nwpestcontrol@aol.com">nwpestcontrol@aol.com</a>	(503) 253-5325
Property Manager	24/7 Properties	Doug Moe	<a href="mailto:doug@247Prop.com">doug@247Prop.com</a>	(503) 482-0500
Property Manager	Acorn Property Management, LLC			(971)352-6760
Property Manager	Action Management, Inc.	Wendy Samperi	<a href="mailto:actmgtinc@gmail.com">actmgtinc@gmail.com</a>	(503) 760-4026
Property Manager	Evergreen Property Mgmt	Cyndi Strandberg	<a href="mailto:cyndi@evergreenpropertymgmt.nc">cyndi@evergreenpropertymgmt.nc</a>	(503)658-7843
Property Manager	Gateway Property Management	Jerad Goughnour	<a href="mailto:jerad@gatewaypdx.com">jerad@gatewaypdx.com</a>	(503) 789-3212
Property Manager	Kay Properties & Investments	Dwight Kay	<a href="mailto:dwight@kpi1031.com">dwight@kpi1031.com</a>	(855) 466-5927
Property Manager	Legacy Property Management	Abraham Walsh	<a href="mailto:awalsh@legacynw.com">awalsh@legacynw.com</a>	(503)765-9479
Property Manager	Mainlander Property Management Inc.	Chris Hermanski	<a href="mailto:chris@mainlander.com">chris@mainlander.com</a>	(503) 635-4477
Property Manager	Micro Property Management	Jeannie Davis	<a href="mailto:jeannie@micropropertymgmt.com">jeannie@micropropertymgmt.com</a>	(503)688-8298
Property Manager	PropM, Inc.	Michelle Wrege	<a href="mailto:michelle@propmhomes.com">michelle@propmhomes.com</a>	(888) 780-2938
Property Manager	Real Property Management Solutions	Dan Hayes	<a href="mailto:danhayes@realpmsolutions.com">danhayes@realpmsolutions.com</a>	(971) 703-7115
Property Manager	Sunset Valley Property Management	Veronica Wilson	<a href="mailto:sunvall.p.m@gmail.com">sunvall.p.m@gmail.com</a>	(503)856-4197
Property Manager	Tangent Property Management, Inc.	Ann-Marie Lundberg	<a href="mailto:lundbertg@tangentpm.com">lundbertg@tangentpm.com</a>	(503) 594-2010
Property Manager	The Alpine Group	Tiffany Laviolette	<a href="mailto:tiffany@alpinepdx.com">tiffany@alpinepdx.com</a>	(503) 816-5862
Property Manager	The Garcia Group	Ron Garcia	<a href="mailto:ron@garciagr.com">ron@garciagr.com</a>	(503) 595-4747
Property Manager	Tri County Management LLC	Jennifer Endres	<a href="mailto:tricitymanagementllc@gmail.com">tricitymanagementllc@gmail.com</a>	(503)929-3799
Property Manager	V2 Properties	Melissa Jamieson	<a href="mailto:melissa@v2properties.com">melissa@v2properties.com</a>	(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	<a href="mailto:greg@hfore.com">greg@hfore.com</a>	(503) 241-5541
Real Estate	Kay Properties & Investments	Dwight Kay	dwight@kpi1031.com	(855)466-5927
Real Estate	Premiere Property Group LLC	Denise Goding	<a href="mailto:denisegoding@gmail.com">denisegoding@gmail.com</a>	(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	<a href="mailto:jake@waterbearinc.com">jake@waterbearinc.com</a>	(503) 554-0417
Roofing	Real Estate Roofing & Mold Solutions	Lynne Whitney	lynne@realestateroofing.com	(503) 284-5522
Tenant Screening	National Tenant Network	Marcia Gohman	<a href="mailto:mgohman@ntnonline.com">mgohman@ntnonline.com</a>	(503) 635-1118
Utilities	City of Gresham	Eric Schmidt	<a href="mailto:rentalinspection@ci.gresham.or.us">rentalinspection@ci.gresham.or.us</a>	(503)618-2252
Utilities	Livable	Daniel Sharabi	<a href="mailto:daniel@livable.com">daniel@livable.com</a>	(650)720-5466
Windows	Goose Hollow Window Company, Inc.	Mary Mann	<a href="mailto:marymann@goosehwc.com">marymann@goosehwc.com</a>	(503) 620-8608

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# Monthly Safety Tip For Multi-Family Housing

Tualatin Valley  
Fire & Rescue

503.649.8577

## Escape Planning & Safe Exiting



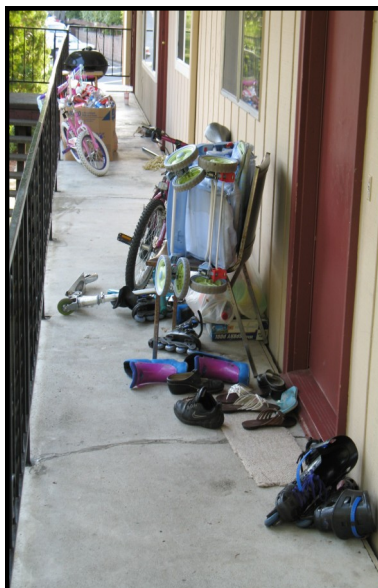
**Would you know what to do if your smoke alarm went off at 2 am in the morning?**

Creating and practicing a escape plan can increase your chances of exiting quickly in the event of a fire or emergency.

It is important to include your entire family in the planning process and to then practice your plan.

### Tips to Remember for Your Escape Plan:

- ◆ Ensure your smoke alarm(s) are working.
- ◆ Plan at least two ways out of each room.
- ◆ If you are on second story, consider purchasing an escape ladder. If you do not have one, stay at the window and yell for help.
- ◆ Designate a meeting place for you and your family.
- ◆ Call 9-1-1 from a neighbor's home.
- ◆ Teach children to never hide during a fire– they need to get out and stay out.
- ◆ Plan, practice and double check your escape plan.



### Considerations for Safe Exiting:

- ◆ Evacuating quickly and efficiently is key in the event of a fire or emergency at your complex.
- ◆ Keep hallways and traffic paths free and clear so firefighters can reach your unit quickly and not be blocked by items.

For more fire safety tips,  
visit [www.tvfr.com](http://www.tvfr.com)

