

March 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

RHA Oregon general membership meeting
Wednesday March 15, 2023 at 6:00pm

Members \$25.00 per person

At Lucky Labrador
7675 SW Capital Highway
Portland, OR 97219

An assortment of different kinds of Pizza will be available along with dinner salad. No Host bar will also be available.

Toija Beutler with First American Exchange Company
Presenting “What Investors Need to Know”

Vendor Spotlight- Roger Harms & Patrick Von Pegert presents Contract Furnishings Mart. Contract Furnishings Mart have been an RHA member since 2004.

Toija Beutler, Sr Advisor & Counsel, First American Exchange, will share what she has learned working with Investors over 30+ years. The presentation is what Investors need to know. Not what their tax pro, attorney and real estate broker need to know. Just what the Investor needs to know about 1031 tax deferred exchanges. Be prepared for a lively discussion.

Feeling LUCKY, come join us for a chance to win some great raffle give aways and try your luck at the 50/50 cash drawing!!!

DATE	EVENT	LOCATION	TIME	INFORMATION
03/08	<i>Board of Directors Meeting</i>	<i>Hybrid</i>	<i>4:00pm</i>	
03/18	<i>Mentor Roundtable</i>	<i>Zoom Meeting</i>	<i>11:00am</i>	
04/12	<i>Board of Directors Meeting</i>	<i>Hybrid</i>	<i>4:00pm</i>	
04/19	<i>Happy Hour</i>	<i>TBD</i>	<i>TBD</i>	
04/27	<i>Mentor Roundtable</i>	<i>Zoom Meeting</i>	<i>6:00pm</i>	

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
03/07	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>
03/09	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
03/16	<i>Winning with Investment Real Estate in 2023 How to Set Your Portfolio Up for Success in the “New Normal”</i>	<i>In Person/Zoom</i>	<i>4:30pm</i>	<i>Cyndi Strandberg w/ Evergreen Property mgmt.</i>
03/21	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>
03/23	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
04/04	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>11:00am</i>	<i>Marcia Gohman w/National Tenant Network</i>
04/06	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
04/18	<i>Online Tenant Screening Class</i>	<i>WebEx</i>	<i>7:00pm</i>	<i>Marcia Gohman w/National Tenant Network</i>
04/20	<i>Online Tenant Screening Class</i>	<i>WebEx</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 wonder: Can Landlords and Tenants enjoy harmonious relationships anymore?

If the answer is YES, then I wonder: How is it accomplished?

If the answer is NO, then I wonder: What is it called when two things cannot exist together?

I decided to google this question and I found this answer: “Mutually Exclusive”.

“Britannica Dictionary definition of MUTUALLY EXCLUSIVE.: related in such a way that each thing makes the other thing impossible: not able to be true at the same time or to exist together. War and peace are mutually exclusive. [war and peace cannot exist at the same time].”

Let’s rule this out. I do not think the payment-of-rent as compensation-for-housing constitutes a Mutually Exclusive sense of purpose. In fact, it seems it is the opposite quite compatible, and should therefore keep the two parties in harmony, right? So, what is the opposite of harmony, I wondered? I googled it and found this answer: “CLASH”.

“When two things CLASH, they run violently into each other, often with an accompanying loud noise. The percussionist in an orchestra has the enviable job of making two cymbals clash together.”

I do acknowledge that quite often Tenants and Landlords clash. So, I wonder again: Is there anything that can be done to bring them into harmony? And the answer that comes crashing down is: “YES!”

(How? Just listen to the chime of the cymbal – it’s the sound of an idea that makes music out of noise.)

Okay, enough poetics. Let me offer an example of how we, as housing providers, can actually provide housing to residents and make it a more meaningful and special arrangement. It’s a suggestion called adding a “Resident Benefits Package”.

A growing trend nationwide, for Professional Property Providers and Managers, is the creation of a suite of services offered to their Residents to enhance their experience throughout their tenancy from beginning to end. For a nominal cost Resident Benefit Packages (RBO’s), are essentially

“upgrades” offered to a standard rental agreement and intended to facilitate a better relationship between the Tenant and the Landlord. They include a wide range of services not normally provided or required in rental agreements. Here are a few examples:

Starting the Lease: After-hours or weekend appointments to gain possession, free utilities set-up, Automatic coverage for renter’s insurance, a Security Deposit bond replacing the need to pay that large sum at move-in

During the Lease: 1 late fee waived, free on-call pest control service, air-filters delivered quarterly, free smoke and CO detector battery replacements, 24/7 on-call maintenance hotline, free on-line rent payment option, Independent Review Panel to assist with conflict mediation, a “Property Upgrade” allowance (of, say \$500) upon a successful lease renewal.

Ending the Lease: Weekend appointments for final walk-throughs, Express final accounting (1 week vs 1 month) + \$50 credit towards cleaning, free light bulb replacement, Provide written Rental Review to the exiting Tenants for their use in future Landlord Verifications .

These are examples and there may be many variations that Landlords could use to offer RBP’s. But... I can already hear the sound of cymbals clashing from here! Landlords may scream – “Are you suggesting we bribe tenants, who already have all the laws on their side anyway, to pay the rent that they already owe??” And Tenants may yell – “You want me to pay extra for a customer service that should be a standard courtesy, and are probably already required by Fair Housing and habitability laws anyway??”

Or maybe not. Maybe we are all looking for ways we can elevate our industry out of the cacophony of dissent that some people seem determined to dredge it through. Maybe there is a positive crescendo that Tenants and Landlords can sing together, like a choir. “The hills are alive with the sounds of music....”

Tenant Relations 101

by Phil Schaller w/ RentalRiff

Developing trust with your tenants is critical - here are a few things to consider

As a landlord, your relationship with a tenant is an important one. Especially if you have good tenants in your rental (no late rent payments, keep the property clean and in good shape, aren't a nuisance to neighbors, etc.) it's important to make sure they are supported.

One of the main reasons tenants leave a rental property is lack of support - most requests from tenants are property or maintenance specific. Obviously, tenants move out for a variety of reasons but it's important to control the things you can control. If it takes you three weeks to fix a broken window, they're not going to feel prioritized.

On top of this, one of the biggest headaches landlords face is facilitating maintenance requests. Of course, RentalRiff has solved this headache but this blog post isn't meant to be a sales pitch - just know that we've got you covered!

Effective and thoughtful communication with your tenants goes a really long way. Here are a few rules of thumb when interacting with your tenants:

Be respectful

Your relationship with your tenants is a business relationship but we're also talking about their home - it's a very important part of their lives. Being respectful at all times will keep things even keel. Not being respectful is a great reason for tenants to move out and trash your property.

Be transparent

Transparency goes a long way towards building trust. Why are we conducting a mid-lease walkthrough? Why are we replacing the garage door? Why are we only offering a 9-month lease? Transparency will be a benefit to your tenants and they will feel comfortable renting from you.

Be punctual

Aside from landlord/tenant laws that require communication within certain timeframes, being punctual with your tenants will make them feel prioritized and supported.

Don't be confrontational

Along the same lines as being respectful, it's never a good idea to blow a head gasket around your tenants. If you have concerns about how your tenants are behaving or treating your property, make sure you document and communicate this concern in writing. Renters don't want a loose cannon for a landlord.

Another easy yet often overlooked element of tenant relations is simply keeping up your end of the bargain. If you say that a landscaping service will come through once a month, they need to actually come through. If you tell your tenants that you're going to put in a new washer and dryer, put in that new washer and dryer. If a pattern develops and the tenants start to not believe the words coming out of your mouth, the relationship will sour quickly. This is management 101 - it is imperative to develop trust.

Finally, go above and beyond when necessary. If there's a legitimate reason that the broken window took three weeks to fix and your tenants are understanding, maybe think about a small rebate on their rent payment. Or even send them a gift card as an apology. It's not mandatory but nurturing that relationship will pay dividends. Your tenants will be more transparent with you, they'll be inclined to take better care of your property and hold up their end of the bargain.

After all, tenants want to keep renting from landlords they like and trust.



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Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

Dear Maintenance Men:

I am a new owner of a 1965 four-plex. I am living in the front owner's unit. It truly is a great place to live. However, I am quite concerned about my privacy and the fact that I can hear my tenant's conversations, their TV or radio through the common wall between the units. I figure if I can hear them, they can hear me. I do know I probably lack insulation but do not want to make the expense of ripping drywall out and so on. Do you have any other suggestions?

Tom

Dear Tom:

We agree, the worst job to do in an occupied unit is significant drywall work. The dust and debris are awful no matter how good your dust control method. Fortunately, in your case you can address this problem by using a product called Acoustic-coat #150 which is basically a lightly textured water based flat latex paint, formulated with hollow ceramic micro spheres and sound absorbing fibers and resins. To spare our readers a crash course in chemistry, we will give you the basic highlights.

Acoustic-coat #150 is a sound reduction paint, which can reduce sound transmission by 30% and will also dramatically reduce sound echo in the room. Acoustic-coat #150 can be used on walls and ceiling and also has excellent insulating properties. This sound reduction paint is most effective for speech range frequencies.

The paint can be bought premixed or as a powdered additive and added to your paint. Please refer to this web site for more detailed info: www.ceramicadditive.com.

Dear Maintenance Men:

Why does the "upside down cup" on the edge of my kitchen sink leak and squirt water every time the dishwasher is used?

George

Dear George:

A quick primer: The "upside down cup" is the dishwasher's air-gap. Its job is to keep the dirty water the dishwasher discharges from returning back into the dishwasher through the siphon process. The way the dishwasher air-gap works is that water is pumped up to the air-gap at the rim of the sink and the water then falls through an open air cavity and drops by gravity into a larger diameter hose. The larger hose is typically connected to the garbage disposal, which will allow the dishwasher to drain into the sewer system. The reason the air-gap squirts or leaks at the sink rim level is because the drain line leading from the air-gap to the disposal is clogged. The hose

may be kinked or food particles from the garbage disposal has blocked off the hose end. The easiest solution is to remove the section of hose from the between the air-gap and the garbage disposal. Clean the hose and remove all debris. Be sure to clean out the connection at the garbage disposal. A small screwdriver is perfect for removing any blockage. Reassemble the hose and test. If the problem persists, the air-gap may need to be replaced.

Dear Maintenance Men:

A building inspector once made me correct a sump pump plumbing line that discharged rainwater into a municipal sewer line. Can you clarify for me the do's and don'ts of patio drains?

Michael

Dear Michael:

Great question and one that many people might not think is important. To many, a drain is a drain is a drain and most individuals don't know where the water drains to and what environmental impact wastewater can cause. In urban areas and most municipalities, waste waters are directed to their proper destinations via a sewer drain or a storm drain. As an example: A sewer drain often carries wastewater from toilets, kitchens & laundry area directly to a wastewater treatment facility. On the other hand, a storm drain will direct rainwater from roof, driveways and streets including patio drains into streams, aquifers or the ocean. The reason for the two different systems is so rain or runoff water does not overwhelm the sewer waste treatment facilities and force the release of untreated raw sewage into the storm systems which of course leads to our streams, aquifers and the ocean. Because the storm & sewer drains eventually empty into the environment, contaminants such as oil, paint and other hazardous material must be disposed of properly and not into the drains. Check with your city or county as some municipalities have very specific rules about run off water.

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.*

HOW TO PROTECT YOUR PROPERTY FROM INCREASINGLY EXTREME WEATHER EVENTS

by Lauren Lieb, reprinted with permission from Apartment Owners Association Trade Magazine

The entirety of the insurance industry is based on identifying, managing, and mitigating one thing: Risk. What poses the greatest risk to any given property? The answer varies between industries, but it is one of the fundamental questions that must be answered by the professionals that assess risk and design policy coverage's. They investigate and identify key trends that are likely to either shape or impact the insurance industry in the future so that insurers can be prepared for the types of claims they are likely to see. Mitigating potential losses is the most crucial component to keeping insurance premiums down and keeping coverage options broad so that affordable insurance policies are accessible to the general population.

This will come as a shock to no one, but the insurance industry is a for-profit industry. Insurers are one of the leading industries that must do a deep dive into what possible risks are likely to impact their bottom line in years to come to financially prepare to pay out such claims, all while keeping themselves afloat to pay out claims from the next disaster.

One of the most prominent emerging risks the insurance industry has studied is the effect that climate change has had on covered causes of loss. Unpredictability of extreme weather events has made it increasingly difficult for insurers to assess and mitigate weather-related risks and has challenged existing methods for regulating insurers' investment practices.

A RECAP OF THE MOST PROMINENT NATURAL DISASTERS THIS YEAR

To understand what type of data the insurance industry uses when making decisions on rates and coverage, here is a recap, as of this writing, of the most prominent weather-related events that the United States has had to deal with during the past year:

This year, 98% of the West Coast has experienced moderate to severe drought - the worst levels in the U.S. Drought Monitor's 21-Year History.

Five out of six of California's largest wildfires on record have happened within the past year, with the current Dixie Fire (the second largest fire in California history) exacerbated by the drought conditions.

Winter storm Uri was the first billion-dollar disaster the world faced in 2021 with Texas sustaining the brunt of the damage. So far, the expected payout by insurers with total approximately \$20B. In 2017, Hurricane Harvey resulted in a payout of approximately \$19B for the state of Texas (\$30B across the U.S.)

On the East Coast, tropical storms and floods are more prominent, in August, Tennessee experienced one of its most severe flash floods in recorded history, with over 17 inches of rain falling in less than 24 hours

Hurricane Ida made landfall as a category⁴ storm. While the damages are yet unknown, one insurance publication estimates Ida would cost at least \$15B. Insurer Liberty Mutual published a study showing that out of all category⁴ hurricanes, only 10% make landfall, but they contribute to 50% of all insurance losses.



Jeffrey S. Bennett

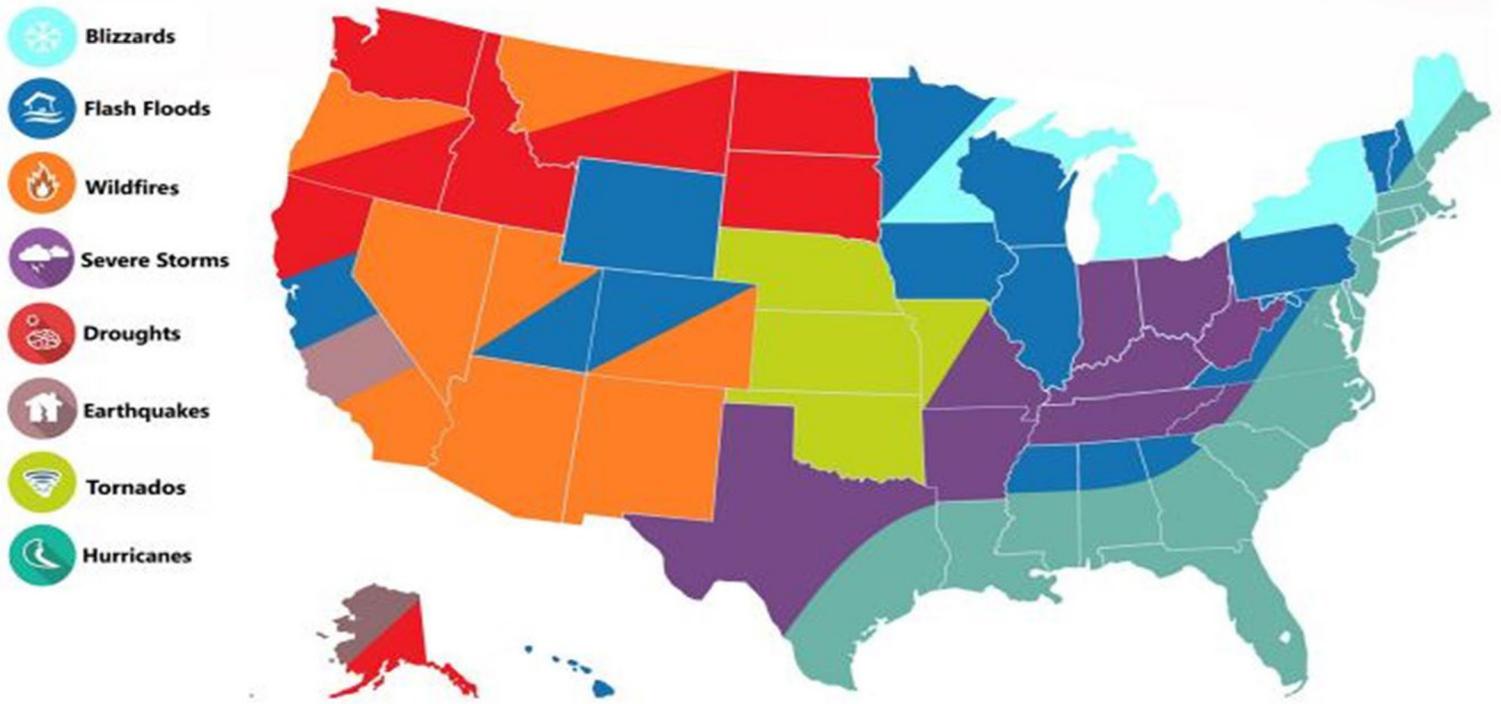
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(continued on page 7)





Remnants of tropical storms cause significant damage inland, and the increase in tropical storm frequency has led to an increase in floods as well. By insurance standards, this is the most frequent and costliest type of natural disaster in the United States. The National Flood Insurance Program (NFIP) has stated that the program's six costliest years in history have all occurred in the past 15 years. Morgan Stanley calculated the cost of climate caused disasters in the past three years at \$650B, \$415B of which occurred in North America.

SO, WHAT DO WE DO WITH THIS DATA, AND HOW DOES THIS AFFECT PROPERTY OWNERS?

Well, you likely have insurance because, outside of pesky lender requirements, you want to protect your investment in case your property sustains some sort of damage. Over the last decade, there has been such an increase in claims due to catastrophes (wildfires, floods, tropical storms, droughts, etc.) that the insurance industry's response has been to increase rates for those living in disaster-prone areas or areas that catastrophe models predict will soon be subjected to catastrophe-related losses. Remember, higher payout of claims = higher premiums. Along with higher rates, many standard insurance carriers are now pulling out of states that have been deemed to be "too risky." While Florida, Louisiana, and Oklahoma have been on that list for years, more states such as Texas, Colorado, and California are now also facing a retreat from standard insurance carriers as well. The Global Risks Report 2021, published by the World Economic Forum and backed by insurance brokerage and risk management company Marsh McLennan, identified the failure to mitigate climate change as the number-one risk in terms of worldwide potential impact. Now, while insurers are connecting the dots between sustainable practices leading to reduced risk, many insurance carriers are starting to provide incentives (read: discounts) for policyholders that are proactive about protecting their investments from catastrophes.

WHAT CAN BE DONE TO MITIGATE THE INCREASED RISK DUE TO CATASTROPHIC EVENTS?

- ✓ **Keep all contact information up to date**
- ✓ **Secure documents, back them up, and store them off-site**
- ✓ **Require your tenants to carry renter's insurance to protect their belongings**
- ✓ **Make sure your insurance policy includes Business Income (or Loss of Rents) coverage, which will pay for loss of rental income when your property has been damaged by a covered cause of loss (such as fire, wind, hail, etc.)**
- ✓ **Get quotes for a flood policy – they may be less expensive than you think!**
- ✓ **Retrofit your properties to coincide with the catastrophes most likely to hit your area:**

(continued on page 8)



Wildfire-prone areas

- Use non-combustible materials or reinforce with flame-resistant fire board or cement
- Fill in driveway with gravel
- Clear all combustible materials away from your building (this includes pine straw)



Flood-prone areas

- Waterproof your foundation
- Seal cracks and gaps
- Raise the structure
- Install foundation vents
- Grade your land away from the structure



Tropical Storm-prone areas⁶

- Install storm shutters or add shatter-resistant film
- Fortify your roof by re-adhering any loose shingles
- Install roof strappings to anchor the roof to the frame of the structure
- Trim back any trees from the building on a regular basis
- Remove any dead or damaged trees
- Secure all outdoor property so it cannot be lifted and used as a storm missile
- Find out if you are in a state that offers hurricane loss mitigation inspections that lead to insurance discounts



Tornado-prone areas⁷

- Install impact-resistant windows
- Install roof strappings to anchor the roof to the frame of the structure
- Secure entry doors
- Secure all outdoor property

INSURANCE CARRIER DISCOUNTS FOR “GREEN” LANDLORDS ARE ROLLING OUT While there has not yet been a wide roll-out of incentives by the entire industry (the wheels of change in insurance can turn quite slowly), many insurance carriers have already started providing discounts for:

INSURANCE CARRIER DISCOUNTS FOR “GREEN” LANDLORDS ARE ROLLING OUT

While there has not yet been a wide roll-out of incentives by the entire industry (the wheels of change in insurance can turn quite slowly), many insurance carriers have already started providing discounts for:

1. Utilizing sustainable or “green” building features (such as solar panels, wind, or other geothermal electrical sources)
2. Having your property LEED (Leadership in Energy and Environmental Design) certified⁸
3. Properties in wildfire-prone areas that participate in the [Firewise Program](#)
4. Properties in flood-prone areas that install flood openings or elevate the property
5. Using hybrid and electric vehicles

WHAT CAN YOU EXPECT TO SEE CHANGE IN YOUR INSURANCE POLICIES?

1. Separate deductibles for wind and hail damage
2. Actual Cash Value on roofs older than 15-20 years
3. Higher property deductibles in general
4. More scrutiny on building system conditions
5. In high-risk areas, reduced carrier choice and seasonal closures to all new insurance policies

Lastly, you should work with an agency that knows your business and the inherent risks that come with being a landlord. Be sure they are also staying up to date with the environmental threats common to your area(s). The most important thing to remember is that no matter what the cause, catastrophic weather events are not going away any time soon, and the consensus by the insurance industry is that these types of climate-caused disasters will be getting worse before they get better. Make sure you are doing what is feasible for you to protect your investment for the worst-case scenarios. Doing so will set you up for success for when the next disaster comes.



LAUREN LIEB
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Lauren has been with InsuranceHub for over 7 years and specializes in advising clients all around the country in regard to their multifamily and other lessor's risks properties. When she is not helping her clients, you can find her fostering dogs for animal rescues (and only occasionally keeping them). She originally hails from Ohio, but now lives in Decatur, Georgia with her husband and menagerie of pets.

FOOTNOTES

1. <https://www.fii.org/foct-statistic/focts-statistics-wildfires>
2. <https://www.propertycasualty360.com/2021/02/19/texas-ice-storm-likely-to-be-even-costlier-than-hurricane-harvey/>
3. <https://floodlist.com/america/usa/tennessee-floods-update-august-2021log>
4. Carolyn Kousky, Howard Kunreuther, Michael LaCour-Little & Susan Wachter (2020) Flood Risk and the U.S. Housing Market, *Journal of Housing Research*, 29:sup1, S3-S24, DOI: 10.1080/10527001.2020.18369151
5. <https://riskandinsurance.com/cost-of-climate-change/>
6. https://www.fema.gov/sites/default/files/2020-11/fema_protect-your-property-severe-wind.pdf
7. <https://www.propertycasualty360.com/2015/07/29/6-ways-to-tornado-proof-your-home/>
8. https://www.naic.org/documents/cipr_potential_impact_climate_change.pdf

RENTAL HOUSING ALLIANCE OREGON-VENDOR MEMBER LIST

CATEGORY	COMPANY	CONTACTS	EMAIL	PHONE
1031	1031 Capital Solutions	Richard Gann	rick@1031capitalsolutions.com	(503)858-7729
1031	First American Exchange Company	Mark Adams		(503)748-1031
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
Consultant	CLEAResult-Energy Trust Oregon	Eric Falk	eric.falk@clearesult.com	(541) 954-8412
Contractor	Advanced Construction & Repair	Jordan Barkhuff	jordan@advancedconstructionpdx.com	(503) 841-1323
Contractor	Arthur Donaghey Construction LLC	Arthur Donaghey	arthurdonaghey@gmail.com	(541) 870-3540
Contractor	Clear Water Construction Services	Dale Hosley	daleh@cwcsnw.com	(503)974-6654
Contractor	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	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	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	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	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	tricountymanagementllc@gmail.com	(503)929-3799
Property Manager	Uptown Properties	AJ Shepard	aj@uptownpm.com	(360)772-6355
Property Manager	Voss Property Management	Richard Voss	realtv@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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"If smokers smoked outside their dwellings and extinguished their cigarette butts safely in water or sand, we would save thousands of dollars, and even more importantly, lives."

— Paul Corah
Portland Fire & Rescue



SMOKEFREE
oregon



LANDLORDS



Your rental properties are an important investment. Why put everything at risk of fire?

MAKE YOUR RENTAL PROPERTIES SAFER:

- ▶ **Put a no-smoking rule in your lease. Seven out of 10 Oregon renters want a smokefree place to live.**
 - Find sample lease language and other tools at www.smokefreehousinginfo.com.
- ▶ **Enforce your no-smoking policy as you would any other rule (such as no pets or quiet hours).**
- ▶ **The safest approach is to prohibit smoking on the entire property. If smoking is allowed outside:**
 - Make sure people don't smoke near barkdust or planters and are at least 25 feet away from entrances, doors, stairways, windows and air intake vents.
 - Make sure cigarette butts are disposed of in a non-combustible container with water or sand to completely extinguish cigarettes.
 - Add a clause to the lease requiring proper disposal of cigarettes.
- ▶ **To educate your residents, download our SmokeFree/FireSafe Resident flier at www.smokefreehousinginfo.com.**
- ▶ **For help implementing a no-smoking policy for your rentals, contact the tobacco prevention coordinator at your local health department.**

Quitting smoking is not easy.

If you or someone you know is ready to quit, the Oregon Tobacco Quit Line can help:
1-800-QUIT-NOW (784-8669) - 1-877-266-3863 (Spanish) - www.quitnow.net/oregon