

May 2023

RENTAL ALLIANCE UPDATE

A monthly newsletter published by the Rental Housing Alliance Oregon



www.rhaoregon.org

In this issue:

RHA Calendar of Events.....page 2

Executive Directors Message.....page 3

10 Items to Check in A DIY Rental Property Inspection.....page 4

Dear Maintenance Men.....page 6

Emotional Support Animalspage 7

7 Ways to Get Smoking Under Control.....page 8

Vendor Listpage 10 & 11

TVFR Safety Flyer.....Back Cover

THE VALUE OF MEMBERSHIP



A SHEILD OF PROTECTION

RENTAL HOUSING ALLIANCE EVENTS & CLASSES

RHA Oregon General Membership meeting

Wednesday May 17, 2023 at 6:00pm

Via Zoom Meeting

Speaker: John Stegmann from Stegmann Agency Farmers Insurance

Everything You Wanted to Know about Insurance but Were Afraid to Ask

Ever wonder about whether your insurance will cover a claim? Does my Property Manager's insurance cover me in case of a claim? Does Renter's insurance offer the property owner any protect from loss? Should I allow charcoal BBQ's on the balconies at my complex? Does a dogs breed exclude it from coverage?

I will go over these and other questions that I have experienced over my years of insuring Rental properties. Please bring your questions and lets find some answers.

Vendor Spotlight: Mara Indra with Rental Housing Maintenance Services

Enjoy some raffle give aways and learn something new!!

DATE	EVENT	LOCATION	TIME	INFORMATION
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	
06/14	Board of Directors Meeting	Hybrid	4:00pm	
06/21	Dinner Meeting	Stockpot Boiler	6:00pm	
06/22	Mentor Roundtable	Zoom Meeting	6:00pm	

DATE	CLASSES	LOCATION	TIME	INSTRUCTORS
05/11	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
05/11	Landlording 102	Hybrid	6:30pm	Christopher Tackett-Nelson w/ Warren Allen LLP
05/18	Fair Housing Hot Topics!!	Hybrid	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
06/06	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network
06/08	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
06/20	Online Tenant Screening Class	WebEx	7:00pm	Marcia Gohman w/National Tenant Network
06/22	Online Tenant Screening Class	WebEx	11:00am	Marcia Gohman w/National Tenant Network

Keep an eye on the rhaoregon.org Calendar as it is being updated daily with new classes and events.

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



An Open Letter to NON-Members of RHA Oregon

I want to be direct with you.

Most landlords all work hard at their job to service their rental properties. They navigate the never-ending obstacles and challenges of tenant drama, maintenance issues, reported (and un-reported) complaints and violations, all while attempting to improve and protect their investment. As City, County and State regulations each add their own additional layers of filters and adjustments to the responses that can be adopted for the situations that arise, landlords often must pivot and assess which remedies may even be available or allowed. Sometimes the problem at hand has no clear-cut resolution.

The range of more nuanced issues landlords regularly encounter covers a wide spectrum, including: tenant screening and advertising restrictions, rental rates and increase caps, habitability requirements, deposit returns, legal protections from late or non-payment of rent, service-animal rights, Fair Housing behavior, landlord retaliatory actions, relocation assistance, or what standard of proof may be necessary to prevail in a For Cause termination. This is just to name a few.

Sometimes it's an emergency. A sink hole in the yard. A beehive in the living room chimney. An oak tree fallen onto the house. (TRUE STORY: I know a landlord who owns 3 properties in NE Portland that has actually had these 3 specific incidents happen – one on each of her properties!)

In short, landlords daily confront conditions that are often surprising and not always in their control.

I have told many members over the years that, as a Non-Profit support organization, RHA Oregon cannot prevent problems from occurring. But when they happen – as they do – they are there, offering training, forms and a community that can assist with providing available options for the member to consider.

At Rental Housing Alliance Oregon, I am proud of our organization's track record of helping our membership succeed in their daily interactions with

tenants, roommates, parents, vendors, suppliers, repair technicians, contractors, rent-assistance providers, Community-action agencies, utility companies, insurance agents, meddling neighbors, homeowner associations, lawyers, on-line support services, building inspectors, State Regulators, County Inspectors and City bureau employees, along with all of the other entities and individuals with whom they are in constant contact, hour by hour, day-to-day, month-in and month-out, just to get the job of owning a rental property done, and still have time for dinner.

Prospective members often ask, "What does it cost to join Rental Housing Alliance Oregon?" We could simply answer that "it more than pays for itself". But the truer reality is that the Return On Investment for obtaining the professional training, tools and community will have one of the highest percentages available for any similar budget item you pay for, on anything. Call and join RHA Oregon today!

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

10 Items to Check in a DIY Rental Property Inspection

by Phil Schaller w/ RentalRiff

Conducting an informal property walkthrough or inspection can be very helpful

Conducting an informational inspection/walkthrough of your rental property is important periodically - we recommend at least once a year. It allows you to understand the state of your property, troubleshoot for larger issues, plan some preventative maintenance and also build trust with your tenants (more on that in a bit).

While there are hundreds of items you could inspect in a walkthrough, we're going to focus on the low-hanging fruit and the most important boxes to check. Before we get into the list, here are a few pointers:

- Schedule this walkthrough far in advance with your tenants - they'll keep this on the radar and (hopefully) focus on keeping the property in good shape. Most states require at least 48 hours of written notice before anyone enters the dwelling.
- Communicate to your tenants why you're conducting this walkthrough. You want to know what's going on with the property but you also want to make sure you're providing a hospitable environment for your tenants.
- We recommend conducting these walkthroughs with a general contractor or maintenance pro (RentalRiff can help) as an unbiased 3rd party and someone who can easily diagnose/fix certain issues.

Without further ado, here we go:

Replace furnace filters

This is an easy one. You'll need a filter on hand but it's easy and not expensive. Replacing a broken furnace, on the other hand, is very expensive.

Replace smoke and carbon monoxide alarm batteries

Here is another easy one that is a critical safety tool. Aside from the liability, you'll have on your hands if these alarms don't work during an emergency, let's keep everyone safe!

Clean out dryer vents

While cleaning out a dryer vent may require slightly more elbow grease than changing batteries, it's another

important safety precaution. If your dryer can't ventilate two things can happen: your dryer breaks (\$\$\$) or, much worse, a fire can start.

Switch the GFIs

We can't tell you how many calls we get for electrical work that can be solved with the push of a button. Get ahead of these issues by switching the GFI for your tenants.

Run water and check for leaks under the sinks

An easy way to do this is to turn on the water and throw a baking pan under the plumbing to see if any liquid is captured. Sometimes leaks can be small but they can cause serious damage.

Turn on all appliances

Checking to see that appliances are in good working order is definitely helpful. Appliances are expensive and that weird sound your dishwasher is making may indicate a new one is in your future.

Run the garbage disposal

The number one maintenance request landlords receive is for garbage disposals. We recommend giving them a tighten with an Allen wrench and/or a reset. Olive pits love giving landlords a headache.

Test the heating and air conditioning

You're required as a landlord to provide a humane environment for your tenants - this means a livable temperature. We like to turn the AC on full blast to check, then switch to heat - easy to inspect other items while checking these systems.

Inspect crawl spaces and attics

Pests and water damage love the areas of your property where people don't hang out. Pretty easy to spot both (poop and watermarks) and if left untreated can cause big problems.

Check ceilings, walls, floors, doors, and windows

(continued on page 5)



Alright so we crammed a few into #10 here but they're all important. Any sign of water damage is a big red flag and requires an immediate solution. Walls/ceilings/floors are expensive fixes.

These walkthroughs are included with our service and many of our customers will schedule several throughout the year (based on the tenants and condition of the property). If you have any questions on how to conduct these informal walkthroughs we're happy to chat or provide some more insight - <https://www.rentalriff.com/contact-us>.

THE VALUE OF MEMBERSHIP



- Legislative Representation State/Local
- General Membership Dinner Meetings
- Mentor Program- FREE Mentor Roundtable
- Mentor Helpline- get your questions answered
- Educational Classes
- Substantial discounts on Rental Forms, Education & Tenant Screenings
- Membership starting at \$135



RHA Oregon has been improving the CRAFT of Rental Housing Providers since 1927

Community. Resources. Advocacy. Forms. Training

Visit www.rhaoregon.org
or call 503/254-4723 for details!

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-Thursday 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

Dear Maintenance Man

by Jerry L'Ecuyer & Frank Alvarez

Dear Maintenance Men:

I am refurbishing a vacant unit and I'm unhappy with the looks of the bathroom cabinet. It is in good shape, and I don't want to replace it. It is an oak cabinet, and it just needs to look better! Any hints will be welcome.

Bryan

Dear Bryan:

We have just the thing for you if you don't mind a little bit of work. We suggest painting the cabinet a solid color, but not just any solid color, nor white or off white as typical. Paint the cabinet a bright color. Maybe green, red or yellow or any color that will match your current unit environment. Keep in mind, Oak cabinets often have grain, and the grain will need to be filled in to have a smooth good-looking finish. The easiest way to remove the visible grain is to fill it in with wall mud or joint compound. Apply the compound as thinly as possible and once the compound is dry, sand it off until you can see the wood again. (Use Medium to fine grain sandpaper.) The grain will be filled in and it is now ready to paint. Painting can be done with a paint brush, roller or even a spray can with your choice of color. If spray painting, make sure to cover the floors, walls and counter tops to avoid overspray. We suggest two or three coats and the cabinet will look great. Don't forget to upgrade your hardware to match your new great-looking cabinet! This technique will also work with kitchen cabinets.

Dear Maintenance Men:

My current vacancy was long occupied by a heavy smoker. Every surface is sticky with brown nicotine and the smell of smoke is overwhelming. How do I get rid of the smell and keep it from coming back?

George

Dear George:

Cigarette smell is very hard to remove even after painting and cleaning the carpets. Chances are if the resident was long term, the carpets, drapes or blinds will need to be replaced. Remove the carpets, pad and tack strips. The tack strips are wood and can absorb and release the smell of smoke, urine etc. Thoroughly clean the floors with soapy water mixed with bleach. After cleaning the floors, it is not a bad idea to paint or use a primer to coat the flooring. One of the best ways to remove the nicotine residue from the walls is using old-fashioned elbow grease! Again, wash the walls with soapy water using a brush or rag. Adding TSP (a powdered cleaning solution available at most hardware stores) or using a degreasing agent will help in the cleaning. If you have flat ceilings, wash them too. If you have "acoustical" or "pop-corn"

type ceiling, that's a problem. By its nature, acoustical ceiling material cannot be cleaned. Encapsulating the acoustical ceiling with spray paint may solve the problem. You will need a primer coat and a minimum of two coats of paint. If the smell is still present, give it another coat of paint and let the unit air as much as possible. Don't forget to wash the windows and window frames. You will be amazed at how clean the aluminum or vinyl windows will look after a good cleaning.

Dear Maintenance Men:

I'm attempting to remove old caulking from around the bathtub. Are there any tricks or chemicals to help with this job?

Steve

Dear Steve:

Most bathtub caulking is either silicon or latex based. If originally installed properly, it should stick pretty well. Most household chemicals will not affect the caulking or help in its removal. The best method is to use a razor knife to cut along either side of the bead. Then pull the bead out by hand as you cut. The balance of the material can be removed with a flat razor, either along the old bead or perpendicular to the bead. After all the material is removed, use a damp rag to remove any loose bits. Before installing the new caulk, be sure the area is clean and dry. You can use a wet/dry vacuum to suck up any water left over from your cleaning.

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.*



Jeffrey S. Bennett

ATTORNEY AT LAW

*Serving Washington and Oregon
Landlords for Over 25 Years*

Residential and Commercial Matters • Evictions
Forms • Fair Housing Disputes • Seminars
www.northwestlandordlaw.com
bennett@warrenallen.com • (503) 255-8795



Emotional Support Animals and Renters- Are Your Pets Policies Actually Contributing to Fraudulent Requests?

by Judy Bellack, Industry Principal, Pet-Inclusive Housing, Michelson Found animals

The Rise of ESA Accommodation Requests

It's no secret that Emotional Support Animal (ESA) accommodation requests are on the rise in the multifamily housing industry. Due to a lack of clarity in the laws, bad actors may easily take advantage of loopholes. Not surprisingly, an entire online cottage industry that has sprung up to provide individuals with the required legal verification; without much actual verification of the disability necessitating an ESA.

Let's be clear... housing operators are required to accommodate legitimate ESA requests at your properties regardless of restrictions and without pet fees. Refusal to do so will put your company at risk of fair housing violations and the commensurate fines or lawsuits that come with those violations. Fortunately, there are also pet screening services that can provide the necessary verification and eliminate most fraudulent activity.

Let's also be clear that there are many legitimate ESA accommodation requests. Some of the common mental disabilities that qualify an individual for an ESA are:

- Anxiety and Depression
- Learning Disabilities
- Attention Deficit disorder
- Chronic Stress
- Post-traumatic stress disorder
- Other invisible neurodivergence-based disabilities like Autism

These are very real conditions that should never be minimized in any way.

Do Pet Restriction Policies Play a Role in ESA Fraud?

The typical apartment community in the U.S. accepts pets- but not without significant restrictions. In fact, the Pet-Inclusive Housing Report tells us that only 8% of rental have no restrictions when it comes to pets. The most common restrictions include:

- A weight limit between 25-40 pounds (bye-bye Labrador Retriever, the most popular breed in the U.S. according to the American Kennel Club)
- A limit of 1 pet per unit (I have to choose between my cat and my dog?)
- Breed restrictions, usually 10-15 various larger

breeds (misconceptions about breed based behaviors persist even though there is no supporting data)

And while pet fees aren't restrictions per se, the accumulation of fees can become economically restrictive:

- Average refundable pet deposit \$200-\$500 (per pet)
- Average pet rent \$30-\$50 per month (per pet)
- Average one-time non-refundable pet fee \$250 (per pet)

*With average actual pet damages of \$210 reported on fewer than 9% of pets, this seem like overkill if the true goal is to mitigate damage.

Given that over 70% of households in the U.S. have a pet, and that over 44 million people (34% of U.S. households) live in rental housing, it's no wonder that pet-owners may opt to claim a pet as an emotional support animal. Rather than face surrendering or re-homing their pet-or being faced with ruling out otherwise great housing options due to onerous pet fees- renters will get "creative" to find ways to keep their families together.

It's not OK to lie, or course. It's also not OK to make things more difficult for those who legitimately need an emotional assistance animal by creating an atmosphere of distrust. It is fair however, to ask if ESA fraud is yet another indicator that the industry's pet policies are no longer relevant for today's renter.

With so many misconceptions about restricted dog breeds and larger dogs, perhaps it's time for the industry to take a hard look at restrictive pet policies and duplicative fees. Perhaps it's time to take an even harder look at the "why?" behind rising ESA accommodation fraud.

Recommended Reading

Here is some recommended reading to help you move in that direction:

Study Finds Breed Not A Good Predictor of Individual Dog Behavior

Affordability and Pets- Rising Costs Are Forcing Tough Decision For Renters

PIHI Case Study #1-The Management Group

[Editor's Note Get to know your local laws on ESA before charging any refundable pet deposits, pet rent, or one-time non-refundable pet fees, as they may not be legal where your rental property is located.]*

7 Ways to Get Smoking Under Control in Non-Smoking Rentals

by Justin Becker

Landlords and building managers have to deal with several kinds of issues daily. Most of these are routine: a leaky faucet, a faulty smoke alarm, and so on. However, in view of the current pandemic, the issue of smoking (especially when you have a non-smoking building) is more serious than ever.

Here's what's going on right now: A lot more people are at home every single day. The concept of remote working will become even more common in the future. Plus, people are becoming more attuned to their health issues, especially when it comes to their respiratory system. Previously, it wasn't exactly ethical when secondhand smoke from one tenant affected the apartment of their neighbors. Today, a landlord could get sued for the same.

Not sure how to get that smoking issue under control?

Here are a few ways to get you started.

1. CONDUCTING RESIDENT SURVEYS

You can start off by conducting resident surveys about the issues of secondhand smoke and how to combat it. This way, you can learn what your residents think about the smoking policy as it stands now. You'll also be able to receive feedback on any potential restrictions on smoking in the future. By collecting this information, it will be possible to learn about the concerns, potential points of conflict, and questions that your residents might have. When you do start implementing the changes, it will be easier to enforce them when you keep all concerns in mind.

2. EDUCATING THE RESIDENTS

It's also a good idea to educate the people who will be affected by the non-smoking policies. After all, having apartments for rent doesn't mean that you just sit back and collect money. It also means that you have a responsibility to give people the information they need to work as a community. Start by releasing educational messages that will affect the residents' way of thinking and also prepare them mentally for the changes. Include information on how secondhand smoke affects the health of the whole family. Getting secondhand smoke under control might even help reduce asthma in children. Once you wake people up to their basic right to a clean, healthy, and safe living environment, it will signal a lot of ease for future rules.

3. CLEARING UP CONFUSION

When you tell a smoker that they can't enjoy their pipe or cigarette, it often triggers some feelings of rebellion. Make sure that the smoking residents in your apartment buildings don't feel like they're being controlled or that the new policies are extreme. Instead, clarify how smokers don't have to give up that habit right away, nor do they have to find a new place to live. All the new policies mean is that they won't be able to smoke in certain areas for the good of the community. The policy should also be worded in such a way that the smoke is held up as the culprit, not the smokers.

4. HOLDING MEETINGS

It's helpful if you host community meetings to give out the information we've mentioned above. This will also provide a platform where concerned residents can ask questions, discuss answers, and generally reach a mutual agreement about making the air cleaner. Hold these meetings when you're considering a certain policy or when the new policy is being implemented. Seek out partners who are working on related projects within the housing community already. This way, you have trusted resources at your disposal.

Some examples include asthma programs, health workers, etc. Above all, these meetings will allow you to give residents information about cessation resources. You'll be acknowledging their concerns and addressing them in the best way possible. People living in your apartments for rent will probably have a more closely knit community as a result. There will be more related advantages when this occurs, including the smoke-free aspect.

5. SHARING STORIES

Whether it's at these meetings or just when seeing them in general, encourage your residents to share whatever stories they have about secondhand smoke. Their homes and everyday lives are being changed by the new policies. So, they deserve to be empowered and acknowledged. What's more, getting to know everyone's perspective will also gain more traction for finally adopting the new policies. This may result in more buy-in from the residents' part as well.

6. HAVING APPROPRIATE OUTREACH

All the community meetings, information, surveys, and signage you use needs to be sensitive and culturally appropriate. This means having the text printed in different languages. It also includes having bilingual and people

(continued on page 9)



of color invited to speak at the meetings. Neglecting this aspect of reaching out can alienate some residents and weaken the impact of your efforts.

7. GETTING INTO COLLABORATIONS

Think about how the existing programs can work with new efforts to go smokefree. It's important to get in touch with community leaders and stakeholders who agree with your views on providing smoke-free housing.

Having partnerships with such groups will also give you the benefit of their trust, goodwill, experience, and connections with both the residents as well as housing providers.

When you sit down with such groups, address the areas where you have common concerns and how all parties can collaborate to achieve their goals. At this point, it's also essential to discuss how the parties can share their recourse, including time and expertise.

It's also best to include all your staff in this kind of planning. Give them the training they need to properly implement, enforce, and uphold the new policies. Staff members should be aware of what the new smoke-free rules entail, when they start, and how they can help residents with their issues and queries.

THE TAKEAWAY

Secondhand smoke is harmful to both kids and adults. In condominiums and apartment buildings, this concern is even more pressing due to the pandemic. Ventilation systems, wall cracks, and even plumbing could take the smoke from one place to another.

The only solution here is to make the housing system smoke-free. You'll be safe on the legal front, along with a reduction in fire risk and turnover costs. It's a win-win all around. So, consider following these steps today. You'll feel the difference soon.

Justin Becker is a property owner in the state of Michigan and has a passion for managing communities. He owns apartment complexes and mobile home communities, and has been writing his own blogs for his properties for several years.

12 CHEAP AND EASY BLING IMPROVEMENTS

The following are one dozen small and inexpensive extra things that landlords can add to properties which can make their properties more enticing to prospective residents. These suggestions were made by several different landlords nationwide.

1. Waterfall shower heads: These are in almost every nice hotel I stay in and when I got one at home, I fell in love. They're cheap and take about 5 minutes to install.
2. Offer to paint an accent wall the color of the resident's choice for \$125.
3. New or painted hinges on all cabinets.
4. Install a digital thermostat.
5. Install an outlet on the counter that has one outlet and 2 USB ports for charging phones.
6. Change all door knobs to brushed silver. These are about \$7 each, and you can add brushed silver lights. Remove ALL the brass. The various metallic spray paints work miracles on all metals. If you can't afford to replace everything that has a brass finish, at least paint it!
7. Run a single row of classy tiles across the kitchen and bathroom sink back-splash. This hides the old caulk and adds STYLE to the rental property.
8. Install a new mailbox and numbers.
9. Add a kickplate on the front door.
10. Install ceiling fans whenever possible.
11. Remove the giant bathroom mirrors from the 80's and install a classy framed mirror. (These can be screwed to the wall!)
12. We just picked up a set of 6 LED puck lights that work with a remote control from Costco for \$20. They go up with an adhesive backing and when mounted under cabinets, they give off a ton of light and really make a dark kitchen look bright!

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	markgpassannante@gmail.com	(503) 294-0910
Attorney	Charles A kovas Law Firm	Charles Kovas	Charleskovaslaw@gmail.com	(503) 504-0639
Attorney	Law Office of Joe Kaufman	Joe Kaufman	jgkaufmanlaw@gmail.com	(503)722-3850
Attorney	Warren Allen, LLP	Jeffrey Bennett	bennett@warrenallen.com	(503) 255-8795
Consultant	CLEAResult-Energy Trust Oregon	Eric Falk	eric.falk@clearresult.com	(541) 954-8412
Contractor	Advanced Construction & Repair	Jordan Barkhuff	jordan@advancedconstructionpdx.com	(503) 841-1323
Contractor	Arthur Donaghey Construction LLC	Arthur Donaghey	arthurdonaghey@gmail.com	(541) 870-3540
Contractor	Clear Water Construction Services	Dale Hosley	daleh@cwcsnw.com	(503)974-6654
Contractor	Rental Housing Maintenance Services	Gary Indra	garyindra@rentalrepairs.com	(503) 678-2136
Drains	Apollo Drain & Rooter Services	Karen Bailey	karen@apolloedrain.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

* RHA Oregon values our Vendor Members, the goods and services provided to our membership, their participation in our association, and their continued support. RHA Oregon cannot, however, warrant or guarantee the quality of goods and /or services provided by Vendor.



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	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.nc	(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	lundbertg@tangentpm.com	(503) 594-2010
Property Manager	The Alpine Group	Tiffany Laviolette	tiffany@alpinepdx.com	(503) 816-5862
Property Manager	The Garcia Group	Ron Garcia	ron@garciagr.com	(503) 595-4747
Property Manager	Tri County Management LLC	Jennifer Endres	tricitymanagementllc@gmail.com	(503)929-3799
Property Manager	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
Utilities	Livable	Daniel Sharabi	daniel@livable.com	(650)720-5466
Windows	Goose Hollow Window Company, Inc.	Mary Mann	marymann@goosehwc.com	(503) 620-8608

* RHA Oregon values our Vendor Members, the goods and services provided to our membership, their participation in our association, and their continued support. RHA Oregon cannot, however, warrant or guarantee the quality of goods and /or services provided by Vendor.

Fire Up the Grill...Not the Patio

As temperatures begin to warm up, so do the barbecues. Keep it safe this year by following the tips below. Residents should also check with their landlord to ensure barbecues are allowed on decks or patios.



- ◇ Read your Owners Manual prior to operating any grill.
- ◇ Never leave your barbecue unattended. Always have a hose, bucket of water, or fire extinguisher nearby in case of fire.
- ◇ If you use a barbecue lighter, do not leave it out where children can access it.
- ◇ Use charcoal lighter fluid only — sparingly and with caution.
- ◇ Briquettes can stay hot for several days and burn through paper or plastic bags. It is safest to wait at least three full days before transferring briquettes/ashes to a METAL can. Store the METAL can away from things that can burn such as decks or wood siding.
- ◇ If using a propane barbecue, open the lid while igniting it.



For more
fire safety tips,
visit tvfr.com.