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RHJ

RENTAL HOUSING JOURNAL

INSIGHT FOR RENTAL HOUSING PROFESSIONALS

METRO

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# Organic Decor Can Attract Eco-Conscious

BY LILLIAN CONNORS

If you are managing properties, your goal is to try and put together a liveable space people will actually want to rent ,and knowing what eco-conscious tenants want can be important. However, before you start, you should first try to determine your target audience, so to speak. Today, the majority of renters are, of course, young people who are just starting out in the world.

So, it's important to keep in mind that these young people are much more eco-conscious than the previous generations and they have fully embraced the green mentality,

See 'Use' on Page 8

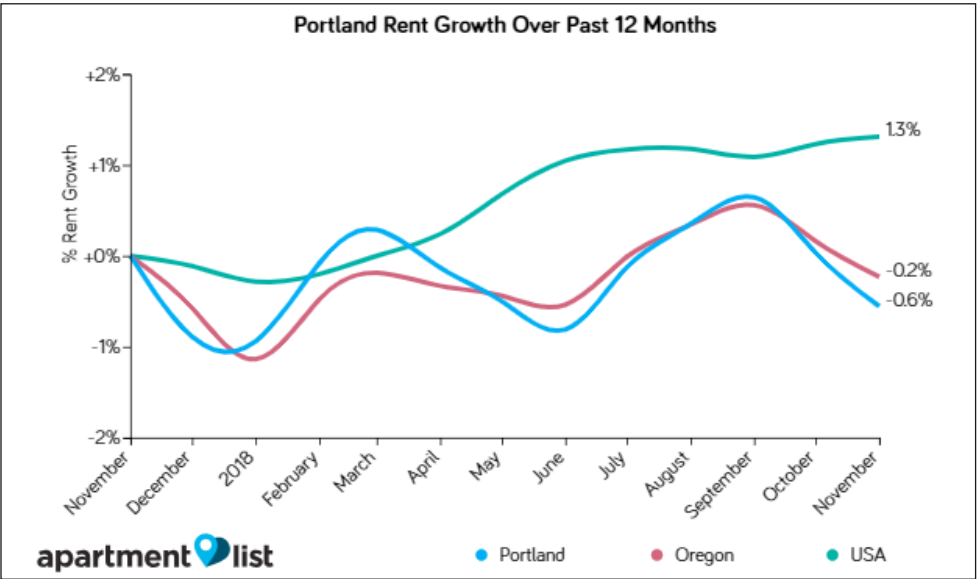
# Portland Rents Continue Decline

## APARTMENT LIST

Portland rents have declined for the second straight month after seeing the last rent increase in September, according to a new report from Apartment List.

Portland rents have declined 0.6% over the past month, and have decreased moderately by 0.6% in comparison to the same time last year.

Currently, median rents in Portland stand at \$1,120 for a one-bedroom apartment and \$1,320 for a two-bedroom. Portland's year-over-year rent growth lags the state average of -0.2%, as well as the national average of 1.3%.



## RENTS RISING ACROSS CITIES IN THE PORTLAND METRO

While rent decreases have been occurring in the city of Portland over the past year, cities in the rest of the metro are seeing the opposite trend. Rents have risen in nine of the largest 10 cities in the Portland metro for which we have data. Oregon as a whole logged rent growth of -0.2% over the past year. Here's a look at how rents compare across some of the

largest cities in the metro.

- Looking throughout the metro, Hillsboro is the most expensive of all Portland metro's major cities, with a median two-bedroom rent of \$2,010; of the 10 largest Oregon metro cities for which we have data, nine have seen rents rise year-over-year, with Beaverton experiencing the fastest growth (+1.6%).
- Gresham, Vancouver, and

Corvallis have all experienced year-over-year growth above the state average (1.6%, 1.6%, and 1.4%, respectively).

## PORTLAND RENTS MORE AFFORDABLE THAN MANY

As rents have fallen moderately in Portland, many other large cities nationwide have seen prices increase, in

See 'Portland' on Page 10

# Landlords To Pay \$6,000 After Promising, Then Refusing, Disabled Pair's Request



## RENTAL HOUSING JOURNAL

Landlords have agreed to pay \$6,000 and forgive back rent to settle a complaint by a disabled couple who were denied the opportunity to move to a first-floor unit despite being told upon moving in that they would be able to transfer to a first-floor unit as soon as one became available.

The U.S. Department of Housing and Urban Development (HUD) and the Silver Creek Apartments in Las Vegas, Nevada, have reached a conciliation agreement, according to a release.

The agreement resolves allegations that the on-site manager denied the couple's request to move to a first-floor unit. The property is owned by Silver Creek LV, LLC, and managed by Stout Management Company, both located in Las Vegas.

See 'Landlords' on Page 4

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# Top 25 Most-Bed-Bug-Infested Cities in U.S.

RENTAL HOUSING JOURNAL

With many people traveling for the holidays, it's an apt time to take a look at the annual list of the top 25 most bed-bug infested cities. Cities in Ohio take four of the top 10 spots.

Cleveland crawled its way to the top of the list for a second consecutive year, followed by Philadelphia and Los Angeles, according to a release from Terminix.

Ohio had the most cities on the list, taking four of the top 10 spots. Texas, Tennessee and Pennsylvania each had two cities make the list.

Terminix based its rankings on the number of services rendered in each city from Oct. 1, 2017, to Sept. 30, 2018.

Top 25 most bed-bug infested cities

1. Cleveland
2. Philadelphia
3. Los Angeles
4. Indianapolis
5. Cincinnati
6. Dallas-Fort Worth
7. New York
8. Columbus, Ohio
9. Houston
10. Dayton, Ohio
11. St. Louis
12. Chicago
13. Detroit
14. Atlanta
15. San Francisco

16. Baltimore
17. Tampa
18. Washington, D.C.
19. Louisville
20. Phoenix
21. Nashville
22. Pittsburgh
23. Memphis
24. Boston
25. Denver

Contrary to their name, bed bugs can be found in many household places in addition to bedding, including upholstered furniture, in curtain rods or even behind baseboards.

These pests can easily hitchhike from place to place by crawling into personal belongings such as jackets, purses and luggage.

As Americans travel for the upcoming holidays, they should be aware of the increased potential for bed bugs to join them on their journeys through airports, mass transit, hotels and rental vehicles, according to a release.

Travelers who believe they may have come into contact with bed bugs during their holiday vacations should take precautions to reduce their risk.

Bed bugs can be killed with heat, so travelers who suspect a bed bug infestation when arriving home should launder clothing and other belongings as recommended on the clothing label, or use a portable heat chamber for non-heat-



sensitive items such as luggage as soon as possible.

In addition, tenants as well as homeowners can place potentially compromised luggage in a plastic bag to prevent bed bugs from spreading among other belongings.

Bed bugs are most active at night, so infestations can be difficult to spot. The bloodsucking insects are oval-shaped, wingless and reddish-brown. In lieu of spotting the pests themselves, travelers can look for signs of an infestation, which can include shed bed bug skins and blood spots on mattresses or sheets. Anyone who suspects a bed bug infestation should schedule an inspection with a pest control company as soon as possible.

“At Terminix, our mission is to deliver seamless experiences for our customers,” Matthew Stevenson, President of Terminix Residential, said in the release.

“When we do so, this allows our customers to focus on spending time with their families this holiday season, rather than worrying about combating bed bugs.”

*Methodology of the survey: The ranking was created by compiling bed bug-specific data of services rendered at more than 300 Terminix branches across the country. The rankings represent Metropolitan Statistical Areas (MSAs) with the highest number of actual services between Oct. 1, 2017, and Sept. 30, 2018.*

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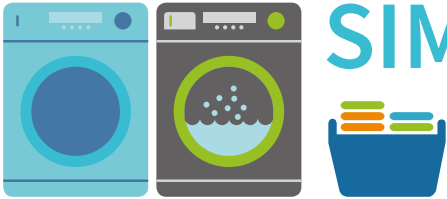
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# Study Says Seattle Has Smallest Apartments

RENTAL HOUSING JOURNAL

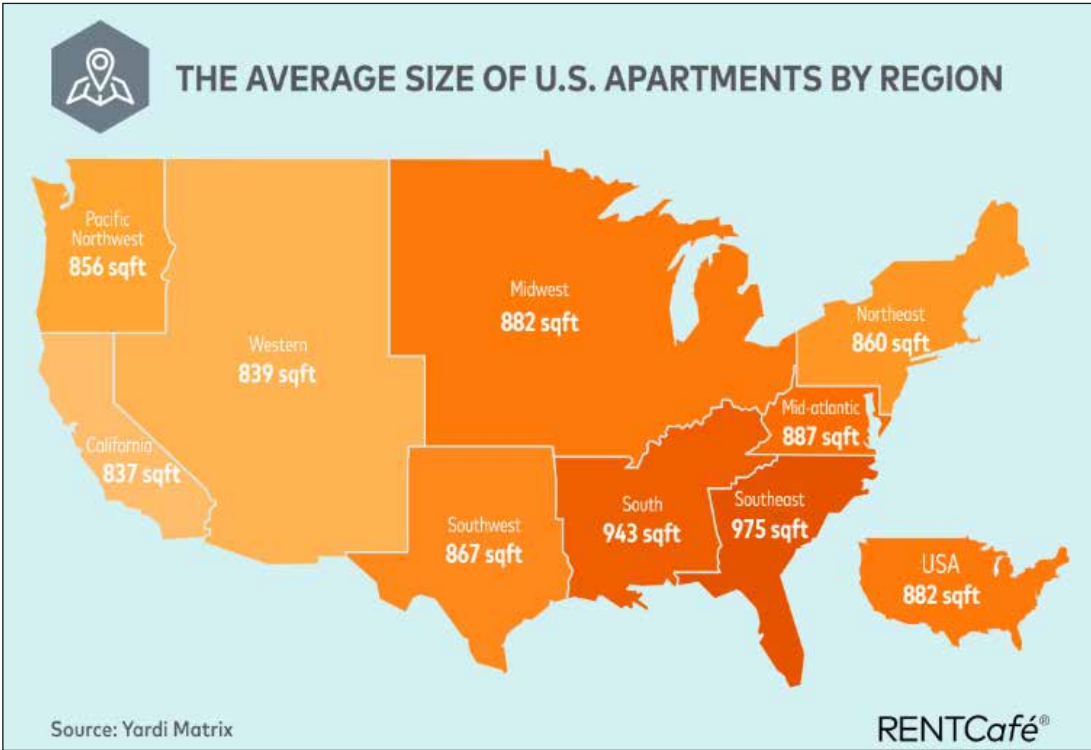
A new study shows the average size of apartments has declined over the past 10 years and Seattle has the smallest apartments in the country.

In its latest study, RentCafe says the average apartment size has shrunk by 52 square feet over the past 10 years, now coming in at an average of 941 square feet.

RentCafe ranked the top 100 cities with the largest rental stock in the country by the average size of their rental apartments.

HIGHLIGHTS OF THE  
SMALLEST-APARTMENTS  
STUDY

- The average size of new apartments in the U.S. in 2018 is 941 square feet, 5 percent smaller than 10 years ago, with studio apartments shrinking the most, by more than 10 percent; meanwhile, overall rents have increased by 28% over the same period of time.
- The average size of apartments regardless of year built is 882 square feet, with the largest apartments in the Southeast, boasting 975 square feet of living space and the smallest in California, measuring 837 square feet.
- Seattle has the tiniest apartments in the country, with an average size of 711 square feet; Manhattan and Chicago the second smallest rentals, at 733 square feet; while Tallahassee, Florida, offers the most spacious rentals in the U.S., with 1,038 square feet on average.
- Rents in newly built apartments have risen 28%, but they have decreased in size by 5% compared to 2008.



- Apartments in Detroit and Phoenix have suffered the biggest cuts in size over the last 10 years, 27% and 19% respectively. Los Angeles and Boston apartments are also in the top 5 in terms of size reduction.
  - Although rentals in San Francisco and Manhattan are among the smallest in the nation, they have been increasing in size in recent years, up by 13% and 12% respectively, compared to 10 years prior.
  - Denver, Colorado Springs and San Jose have seen dramatic changes in rents and size in opposite directions over the past decade. Rents there jumped 60%, while rental sizes went down between 4% and 11%.
- Changes in renters' living habits are literally redrawing floor plans, according to the RentCafe

study.

The largest share of apartment dwellers, millennials, prefer living in locations close to restaurants and entertainment rather than having a large kitchen or living room in which to cook or entertain at home.

Studio apartments — the symbol of downtown living — have been cut down the most. The average studio apartment is 10% smaller than 10 years ago, reduced from 573 square feet in 2008 to 514 square feet this year.

Contrary to the growing interest in smaller units, studio apartments continue to represent a small piece of the rental market, only 5% nationally of all apartments. One-bedroom rental units make up the largest chunk of the national apartment stock (43%) and their floor plans have decreased by 4% over the last decade, while two-bedroom apartments have seen the least change in size, down by only 0.5% on average.

*Methodology: This report was compiled by RentCafe.com, a nationwide apartment search website that enables renters to easily find apartments and houses for rent throughout the United States. The apartment size and rent data were provided by Yardi Matrix, a RentCafe sister company specializing in apartment market intelligence, providing up-to-date information on large-scale multi-family properties of 50 units or more in over 130 U.S. markets. Unit types are categorized by the number of bedrooms (zero, one, two) as defined by Yardi Matrix. The regions included in this report coincide with Yardi Matrix's market boundaries and may be different from regional boundaries as defined by other sources.*

## Landlords To Pay After Promising, Then Refusing, Disabled Couple's Request

Continued from Page 1

The Fair Housing Act makes it unlawful to discriminate in the sale, rental, and financing of dwellings, and in other housing-related transactions, based on disability. This includes refusing to make reasonable accommodations in rules, policies, practices, or services or facilities related to housing.

“Housing providers need to understand that many people with mobility impairments rely on accommodations to fully enjoy their home, and that they have an obligation to provide those accommodations,” Anna María Farías HUD’s Assistant Secretary for Fair Housing and Equal Opportunity, said in the release. “Hopefully this settlement will make more housing providers aware of their responsibilities under the Fair Housing Act.”

COUPLE SAY THEY MADE  
NUMEROUS REQUESTS TO MOVE

The couple alleged that they made the same request on numerous occasions over a seven-year period.

Each time their request was denied even though they observed first-floor units being rented to others, according to the release.

According to the complaints, earlier this year, the apartment landlords approved the couple’s request to move to a first-floor unit.

However, they were told they would have to pay a move-in fee of \$700 and an additional \$400 security deposit. The couple could not afford the extra costs and was forced to move out.

PROVIDERS DENY  
DISCRIMINATION AGAINST  
COUPLE

The housing providers deny that they discriminated against the couple.

Under the HUD conciliation agreement, Stout Management and Silver Creek LV, LLC, will pay the couple \$6,000, forgive \$1,392 in unpaid rent, and amend their Fair Housing policies to include information about reasonable accommodations.

In addition, all leasing and management staff who work with tenants at Silver Creek Apartments will attend Fair Housing training.

Last April, HUD marked the 50th anniversary of the Fair Housing Act, joining local communities, housing advocates, and fair housing organizations across the country in a coordinated campaign to enhance awareness of fair housing rights.

Persons who believe they have experienced discrimination may file a complaint by contacting HUD’s Office of Fair Housing and Equal Opportunity at (800) 669-9777 (voice) or (800) 927-9275 (TTY).

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## RHA Oregon President’s Message

# Things Change—And Yet, Many Others Don’t

By Ron Garcia

In December, things change.

Homes get decorated for the holidays. Car companies, carpet-cleaning companies, mattress companies, and everyone else are now using Santa Claus in their advertisements. We put on our snow tires and write our end-of-the-year letters to friends and families.

So, here is mine:

Thank you. I have had a great two-year run as your Rental Housing Alliance Oregon President. And now it’s time for a change.

The new incoming President is Ken Schriver. I introduced him in a letter last year. Although he has only been a RHA Oregon member for a little more than a year, in my opinion he is the most qualified person to take the helm at this time. Ken’s status as a small landlord, his background as a retired physics professor and the unwavering support he has shown by attending nearly every City Council and Residential Services Commission meeting in Portland for the last year have demonstrated his commitment to improving our organization. He will excel as an advocate, instructor and champion of landlord rights.

From my point of view, it does feel a little like all the tenant/landlord drama that had been brewing for the last 20 years erupted on my watch, but that’s not exactly true. Past presidents, including John Sage and Phil Owen, have spent countless hours addressing the Tenant Landlord Coalition and testifying in front of housing commissions over the years.

Our organization has changed and evolved. When Liz Carpenter was President, we rebranded because she recognized that we were more than the “Rental Housing Association of Greater Portland.” By becoming Rental Housing Alliance Oregon, we firmly (re)asserted our position as having a statewide influence.

Change was needed then too, because prior to that, while Mark Passannante was President, we separated from Oregon Rental Housing Association due to some unresolved conflicts of ideologies.

We have many members who joined our organization when we were the Oregon Apartment Association, a



name that no longer seems to identify us well at all.

- The French say “plus ça change, plus c’est la même chose.” The more things change, the more they stay the same.
- As I say my farewell, I can see much more change ahead. Though I would like to say, “That volcano has erupted,” I can’t — as it is sure to spew again in February when legislators return to Salem. Last week, our lobbyist Cindy Robert and I gave a dinner presentation about the effects of this November’s election where the Democrats got their “grand slam” of a Super Majority in the state capitol.
- I offer the “cup half full” theory to say there is a lot we can do as rental property owners to prepare for what’s coming. I will share those thoughts with you here, with my acronym C.U.P.:
- C - CLEAN YOUR HOUSE**
1. Take time and money to invest in your property: Fix mold, safety and drainage issues, update the mechanicals.
  2. Have a third party do your inspections and seek independent feedback.
  3. Clean up your finances:
    - a. Be sure to account for your security deposits.
    - b. Increase all of your maintenance reserves.

### U – UPDATE YOUR TENANCIES


1. Toss out old forms and eliminate old clauses and outdated policies.
2. Create a communication plan with tenants.
  - a. Not your 24-hour mobile number.
  - b. Repairs, rent payments, and walk-throughs need to be documented.
3. Stop having “relationships” with them: Respect their privacy and individuality, and don’t do drive-bys.

### P – PARTICIPATE IN YOUR ORGANIZATION

1. Go to classes – again! Go to meetings – and talk to more people!
2. Network and use the vendors – recruit your team of professionals.
3. Join the board or a committee and be involved in your industry.
4. Contact your Representatives (they’re published in the RHA Newsletter).

In closing, I hope we can all do what we can to improve our industry, by improving our businesses, and represent each of ourselves as Good Landlords. (Nothing new with that message, right?)

Merry Christmas and Happy New Year!



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**Mailing Address:**  
4500 S. Lakeshore Drive, Suite 300  
Tempe, AZ 85282

**Email:**  
info@rentalhousingjournal.com

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# New Short-Term Rental Player in Portland

RENTAL HOUSING JOURNAL

A Portland-based vacation rental management company has launched a new short-term multifamily rental site that claims it is “ready to become your most reliable tenant,” according to a release.

Vacasa, the largest vacation rental management company in North America, announced the launch of Vacasa Multifamily, a new initiative dedicated to building its rental inventory for guests seeking short-term stays in urban city centers.

Vacasa Multifamily will partner with leading real estate developers and property managers to provide short-term rental management services for vacant units, resulting in stable and reliable revenue for the properties.

“The industry has seen an increase in guest demand for urban short-term rentals, and we’ve been approached by developers and property managers seeking our vacation rental management services,” Joshua Viner, senior manager of Vacasa Multifamily, said in the release.

“We’re excited to bring our decade-long property management experience to the multifamily space and offer diverse inventory for business and leisure travelers, as well as families looking to stay in urban destinations.”

Vacasa Multifamily enters into long-term lease agreements with real estate developers and property managers that are looking to turn their vacant units into short-term rentals that adhere to

regulations from navigating complex local rules and increasing operational efficiencies, to driving bookings and optimizing nightly rates, according to the release.

DEMAND FOR SHORT-TERM ALTERNATIVE ACCOMMODATIONS

“As the demand for alternative accommodations has grown, so has the opportunity for Vacasa,” Eric Breon, CEO and founder of Vacasa, said in the release.

“The multifamily industry is on the rise and to be successful, property managers need to deliver a high-quality and consistent experience for guests, while providing stable revenue for building developers and landlords. What we’ve traditionally brought to the vacation rental industry, we’ll be offering in the multifamily space: provide great guest experiences and increased revenue for our owners.”

Over the last year, Vacasa has launched new programs and services to help homeowners and guests in every aspect of the vacation rental process. In July, the company launched Vacasa Real Estate to connect vacation home buyers and sellers with the most qualified local real estate agents. Earlier this month, Vacasa Community Association Management began providing management services to vacation rental homeowners through their community associations. Vacasa Multifamily is the next step in the fast-growing company’s evolution.



Real estate developers and property managers that enter into agreements with Vacasa Multifamily will be working with a partner to drive stable revenue for the property or assist during lease-up. Additionally, partners will have access to Vacasa’s breadth of resources, including:

- Dedicated compliance and legal team: The short-term rental industry is evolving daily and it can be difficult to keep up with changing regulations. Vacasa works closely with its legal and compliance team to ensure they have the necessary permits and licenses for each unit.
- Property automation partners: Vacasa currently works with NoiseAware, PointCentral and VirtualKEY and will offer these industry-leading property automation solutions in its urban short-term rentals. These technologies enable Vacasa to better screen guests and monitor noise levels without imposing on the guests’ stay, all while creating a safer, more secure experience for other residents in the buildings, according to the release.
- On-site and local teams: In every market where Vacasa manages vacation rentals, there’s a local team of employees ready to care for its properties and serve its guests, homeowners, and partners. All full-time Vacasa employees are paid a minimum hourly wage of \$15 and provided free health and dental benefits.
- Interior design experts: Vacasa’s in-house interior design team will work with developers to furnish rental units to meet guests’ expectations when booking

an urban short-term rental. Their team can also work directly with developers to help design purpose-built rentals with travelers in mind from day one.

- Booking platform partnerships: Vacasa partners with the industry’s leading booking platforms, such as Booking.com, Airbnb, and HomeAway – to drive year-round bookings for its more than 10,600 properties around the world.

Vacasa Multifamily operates in seven urban markets: Boise, Chicago, Dallas, Houston, Portland, San Antonio, and Seattle, with more to come in 2019.

*Vacasa is the largest vacation rental management company in North America and offers property management and other real estate services directly and through licensed subsidiaries. Leveraging industry-leading technology, Vacasa maximizes revenue for homeowners and its partners, and provides unforgettable experiences for guests. Founded in 2009 and headquartered in Portland, Oregon, Vacasa and its subsidiaries manage a growing portfolio of more than 10,600 vacation homes in the U.S., Europe, South and Central America, and Africa. In nine years, Vacasa has grown to more than 2,500 employees, has been honored as the Oregon Better Business Bureau Large Business of the Year and was ranked ninth on the Inc. 5000 Fastest-Growing Companies list. For more information, visit [www.vacasa.com](http://www.vacasa.com).*

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Multifamily NW Schedule		
Date	Course	Time
DEC 5	LANDLORD STUDY HALL: ESTATE & TAX PLANNING (0250)	6:30 PM - 8:00 PM
DEC 6	HOW TO GET THE MOST OUT OF TENANTTECH (0169)	1:00 PM - 3:00 PM
DEC 7	FAIR HOUSING STEREOTYPING AND BIAS (0165)	9:00 AM - 12:00 PM
DEC 12	HR ISSUES: WORKING WITH GEN Y (0171)	12:00 PM - 1:00 PM
	LANDLORD/TENANT PART II (0170)	1:00 PM - 5:00 PM
DEC 14	IT'S THE LAW: I WANT TO GET & KEEP, MY MONEY (0172)	12:00 PM - 1:00 PM
JAN 7	LANDLORD/TENANT PART I	1:00 PM - 5:00 PM
JAN 9	HR ISSUES:	12:00 PM - 1:00 PM
JAN 11	IT'S THE LAW: STARTING ON THE RIGHT FOOT	



# Use Organics to Attract Eco-Conscious Tenants

*Continued from Page 1*

implementing it in every single aspect of their lives. That, of course, means that you should offer them a chance to rent out green living units.

Greening up your rentals will not only boost you on the market, but it will also make your renters happier as they will finally get the chance to rent out a space that perfectly reflects their lifestyles. Check out these tips.

## BRING NATURE INDOORS

Aside from making sure that you equip your properties with eco-friendly and energy-efficient appliances, which will only work to your advantage, you should also incorporate natural elements in your interior design as much as possible.

Natural materials such as wood, stone, brick, bamboo, jute, as well as various types of greenery, have the power to instantly transform any space, making it look and feel more soothing, cozier and homier. Therefore, implement as many of these elements as you can in your interior design, and here's how to do it properly:

## CREATE A STATEMENT WALL

An exposed brick wall looks simply stunning. Depending on the color of the brick you decide to use, you can pair it up with virtually any style. Use basic grey brick to make a statement wall in your monochrome living room, red brick if the living room style is a bit more rustic and yellow brick for an eclectic or industrial vibe. Alternatively, for a true Scandi vibe,

you can paint the bricks white. No matter which style you opt for, an exposed brick wall will work as an amazing backdrop, enhancing the natural vibe in the room.

## USE WOOD IN EVERY ROOM

Wood is one of the most versatile natural elements. The raw beauty of wood makes it a highly sought-after element in the world of interior design. Wood comes in many finishes – from raw to high-gloss – which leaves plenty of room for imagination. So, don't hide your wooden floors but expose them and make them work in your advantage. Also, consider adding a wooden wall panel in the bathroom to boost the spa-like feel. Finally, by using salvaged or reclaimed wood, you will add more character to your interior, making it more sustainable at the same time.

## PAY ATTENTION TO RUGS

Rugs are a somewhat controversial interior design element – people usually either love them or hate them – but that's because a lot of people make the mistake of choosing the wrong kind of rug for their interiors. The thing is that a good rug acts as the "it" element in any design and has the power to instantly boost any interior. Therefore, when choosing a floor-covering option for your rental, you should check out natural jute rugs, not only to additionally accentuate the eco-friendly vibe in the space, but also to make cleaning and maintenance super easy.

## FILL SPACE WITH GREENERY



Wise placement of wood and rugs can attract tenants.

What better way to make the space greener than to actually fill it with greenery. When choosing plants for your rental, make sure you go with the ones that are low maintenance and easy to take care of, as the last thing you want is to welcome your new tenants in an apartment filled with dead houseplants. You should also try to layer the plants instead of just randomly placing them throughout the space. The floors of your rental are reserved for tall plants with lush green leaves, window sills are the perfect place for smaller plants and succulents and there are amazing spider plants you can hang on the walls.

Including these solutions in your rental property's interior design will make it

look and feel more eco-friendly, which will help you significantly in attracting eco-conscious tenants and making your property more desirable on the market.

*If one thing is true about Lillian Connors, her mind is utterly curious. That's why she can't resist the urge to embark on a myriad of home improvement/DIY projects and spread the word about them. She's also deeply into green practices, cherishing the notion that sustainable housing and gardening will not only make us far less dependent on others regarding the dwellings we inhabit and what we eat, but also contribute to our planet being a better place to live.*



## EVALUATING YOUR PROPERTY IS JUST SMART BUSINESS

Schedule a free walkthrough survey to identify energy-saving equipment upgrades. In addition to qualifying for cash incentives from Energy Trust of Oregon, these upgrades can help you lower energy and operating costs, and raise the appeal of your property.

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# Apartment Tech Company Cozy Sells For \$68 Million

## RENTAL HOUSING JOURNAL

CoStar Group has acquired Portland apartment technology company Cozy Services Ltd. for \$68 million, and plans to integrate its innovative renter screening and rent payments solutions into Apartments.com, according to a release.

Cozy is considered an industry leader in the online rental property market, with more than 50,000 landlords using the Cozy platform, according to the release.

Cozy provides a broad spectrum of services to both landlords and tenants, including property listings, rent estimates, rental applications, tenant screening, online rent payments, and expense tracking. There are currently more than 120,000 tenants making online payments through the Cozy platform, totaling over \$1.4 billion in payments over the past 12 months.

"We believe that if we continue to focus on delivering a fantastic renter experience on Apartments.com, we will continue to be the most heavily trafficked website offering the most valued advertising solutions," Andrew C. Florance, CoStar Group Founder and Chief Executive Officer, said in the release.

"Cozy's technology makes the renting and payments process simple, secure, and intuitive. When combined with Apartments.com, the 40 million prospective renters that visit our network each month will be able to effortlessly locate, apply, lease and pay for their new rental home completely online."

Currently, CoStar is a leading solution provider in online lease management for commercial real estate through its Real Estate Manager products. More than 200,000 commercial leases for office, retail and industrial clients are managed through the Real Estate Manager platform, which represents approximately \$30 billion in lease payments on an annual basis.

Extending this capability to multifamily properties, CoStar expects to fully integrate the Cozy technology into the Apartments.com platform in the first half of 2019.

This integrated online rental solution is expected to create significant value and efficiency in the rental process for independent rental owners. These owners operate more than 22 million rental units in properties that contain five units or less – representing a significant "long tail" opportunity for CoStar, according to the release.

Based on what property owners are currently willing to pay to fill their properties with a qualified renter, CoStar believes the total addressable market is well over \$8 billion.

In addition, once integrated with Apartments.com, renters will be able to use the platform to save time and money by leveraging a single rental application and credit check across multiple properties. This, in turn, creates a large population of quality renters for landlords to access for future vacancies.



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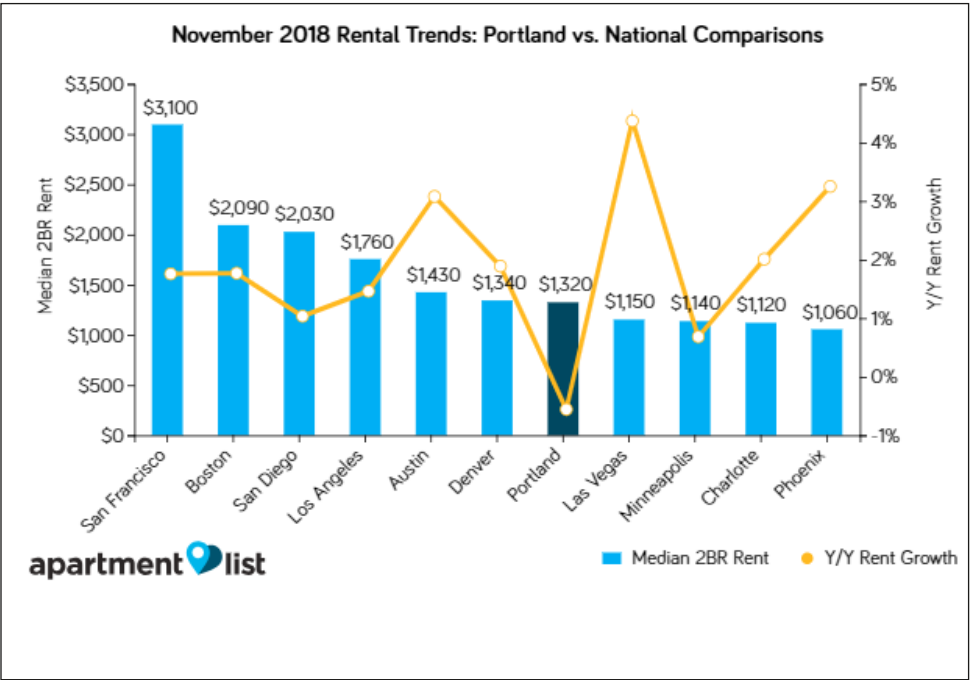
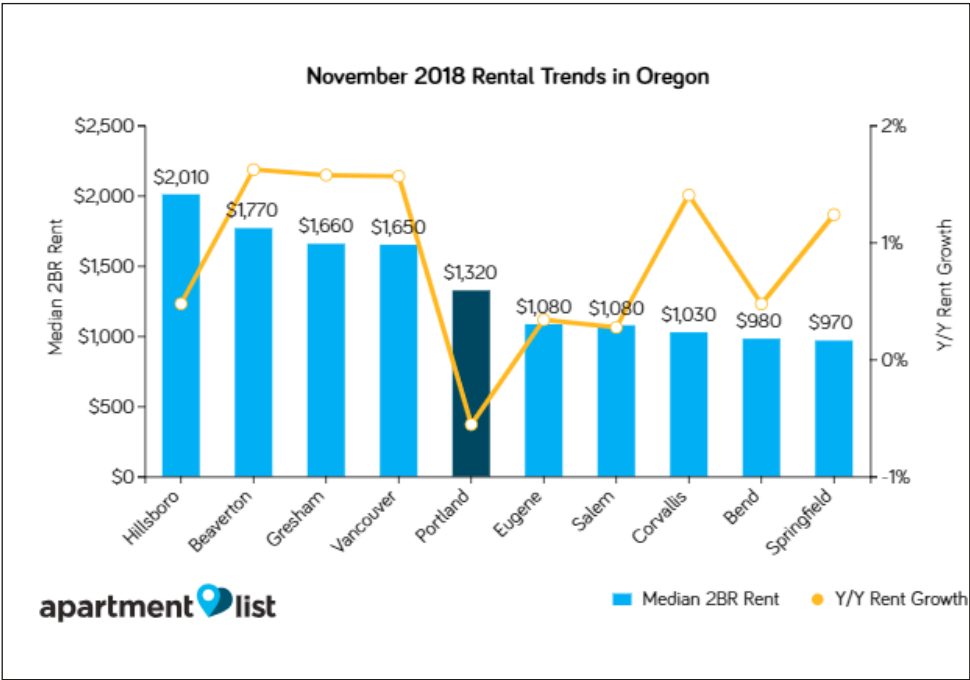
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City	Median 1BR price	Median 2BR price	M/M price change	Y/Y price change
Portland	\$1,120	\$1,320	-0.6%	-0.6%
Vancouver	\$1,400	\$1,650	0.0%	16%
Gresham	\$1,400	\$1,660	-0.2%	16%
Hillsboro	\$1,700	\$2,010	-0.8%	0.5%
Beaverton	\$1,500	\$1,770	0.1%	16%
Lake Oswego	\$1,680	\$1,980	0.1%	0.9%
Tualatin	\$1,590	\$1,870	-1.7%	5.1%
Wilsonville	\$1,520	\$1,790	1.0%	6.0%
Gladstone	\$1,530	\$1,810	0.2%	1.8%

# Portland Rents Decline for 2nd Straight Month

Continued from Page 1

some cases substantially. Portland is also more affordable than most similar cities across the country.

- Portland’s median two-bedroom rent of \$1,320 is above the national average of \$1,180. Nationwide, rents have grown by 1.3% over the past year compared to the 0.6% decline in Portland.
- While rents in Portland fell moderately over the past year, many cities nationwide saw increases, including Las Vegas (+4.4%), Phoenix (+3.2%), and Austin (+3.1%).
- Renters will find more reasonable prices in Portland than most other large cities. For example, San Francisco has a median two-bedroom rent of \$3,100, which is more than twice the price in Portland.

Here is a look at some other Oregon cities:

## EUGENE RENTS DECLINE

Eugene rents have declined 0.6% over the past month, but have been relatively flat at 0.3% in comparison to the same time last year, according to a new report from Apartment List.

Currently, median rents in Eugene stand at \$820 for a one-bedroom apartment and \$1,080 for a two-bedroom.

This is the second straight month that the city has seen rent decreases after an increase in September. Eugene’s year-over-year rent growth leads the state average of -0.2%, but trails the national average of 1.3%.

## CORVALLIS RENT TRENDS WERE FLAT OVER THE PAST MONTH

Corvallis rents have remained flat over the past month; however, they have increased slightly by 1.4% year-over-year.

Currently, median rents in Corvallis stand at \$820 for a one-bedroom apartment and \$1,030 for a two-bedroom.

Corvallis’ year-over-year rent growth leads the state average of -0.2%, as well as the national average of 1.3%.

## SALEM RENTS DECLINE SHARPLY OVER THE PAST MONTH

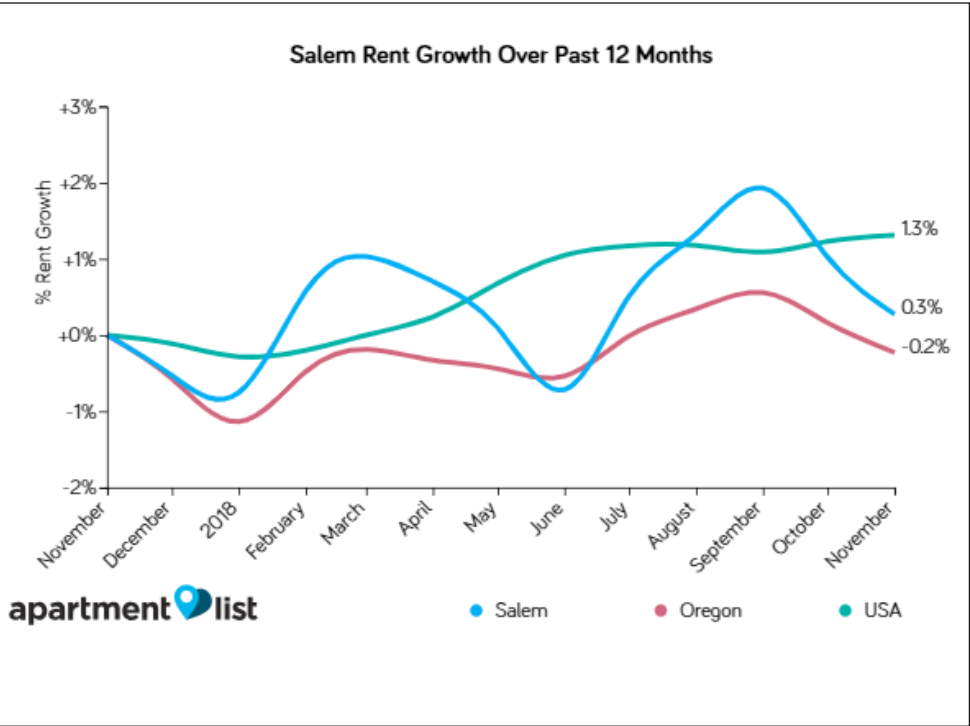
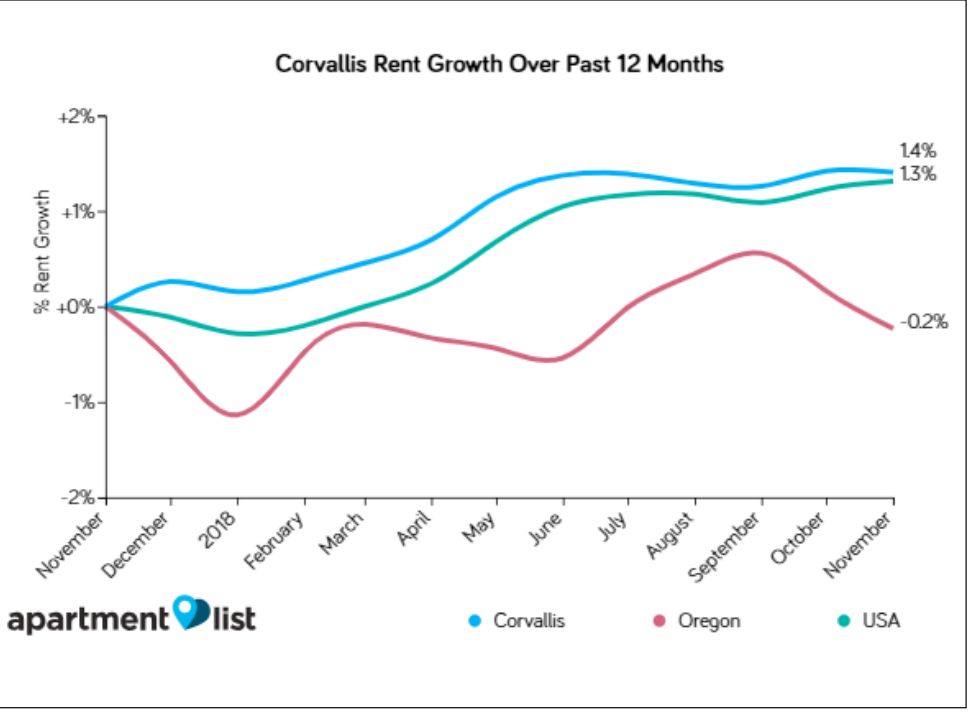
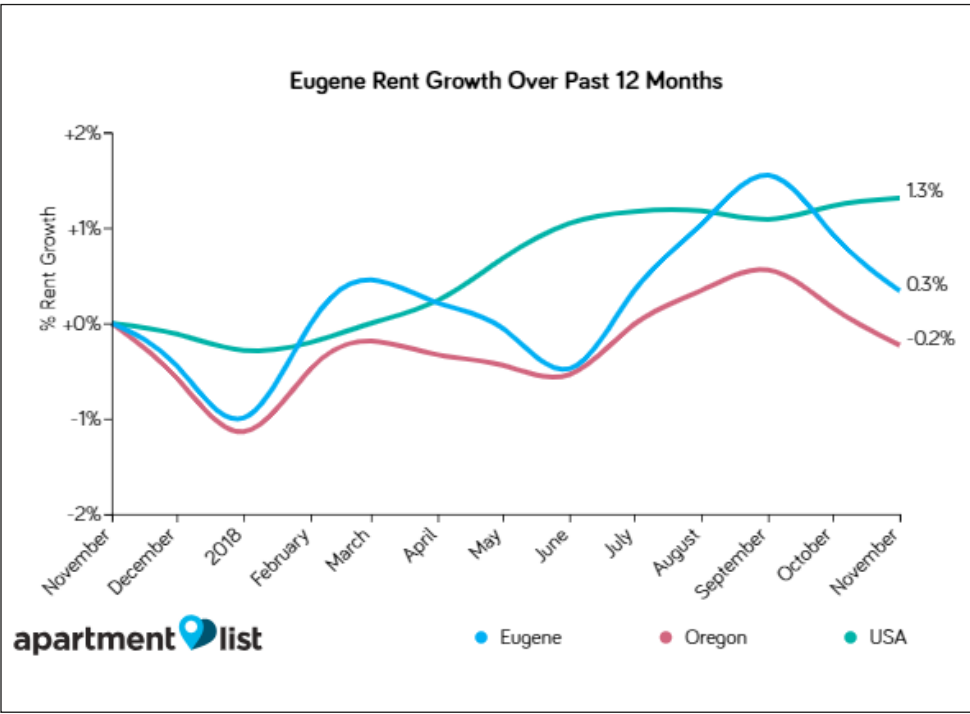
Salem rents have declined 0.7% over the past month, but have remained steady at 0.3% in comparison to the same time last year.

Currently, median rents in Salem stand at \$820 for a one-bedroom apartment and \$1,080 for a two-bedroom.

This is the second straight month that the city has seen rent decreases after an increase in September.

Salem’s year-over-year rent growth leads the state average of -0.2%, but trails the national average of 1.3%.

*Apartment List is committed to making our rent estimates the best and most accurate available. To do this, we start with reliable median rent statistics from the Census Bureau, then extrapolate them forward to the current month using a growth rate calculated from our listing data. In doing so, we use a same-unit analysis similar to Case-Shiller’s approach, comparing only units that are available across both time periods to provide an accurate picture of rent growth in cities across the country.*







# CONGRATULATIONS TO YOUR 2019 EMERALD AWARDS FINALISTS!

After initially judging almost 550 nominations, the following move forward as *Emerald Awards finalists*.

The winners will be announced at the *Emerald Awards Gala* on the evening of February 15, 2019 in Western Washington and February 8, 2019 in Eastern Washington.

## A ROUND OF APPLAUSE FOR YOUR WESTERN WASHINGTON FINALISTS!

Presented in partnership with our Emerald Sponsors:



### ASSISTANT COMMUNITY MGR. OF THE YEAR

#### 1-300 UNITS

Emilie Wehage, AMLI at Bellevue Park - *AMLI Residential*  
Gabriela Fuentes, The Summit at Lake Union - *First Pointe*  
Jennifer Berg, Skyview 3322 - *Avenue5 Residential*  
Jonathan Payne, Nova - *Greystar*  
Lia Martinez, Six Oaks - *Thrive Communities*

#### 301+ UNITS

Crystal Taylor, The Onyx - *Greystar*  
Jazmin Richards, McKenzie - *Greystar*  
Keirsten Vest, Overlook at Magnolia - *Weidner*  
Mayra Miramontes-Ruiz, Keeler's Corner - *Thrive*  
Susan Hernandez, Griffis North Creek - *Griffis Residential*

### COMMUNITY MANAGER OF THE YEAR

#### 1-150 UNITS

Bill Fowler, Walton Lofts - *Thrive Communities*  
Jackie Braemer, Sequel - *Greystar*  
Kayla Grayson, LINQ Lofts + Flats - *Insite Property Solutions*  
Marina Singh, Lux Apartments - *Avenue5 Residential*  
Tom Schwarz, Park Edmonds - *Epic Asset Management*

#### 151-300 UNITS

Danielle Rutledge, The Commons - *Avenue5 Residential*  
Erin Moran, Batik - *Avenue5 Residential*  
Janai Knox, Waterbury Park - *Weidner Apartment Homes*  
Katie Sheremet, Salix Juanita Village - *Avenue5 Residential*  
Pascal Coufal, The Century - *Pillar Properties*

#### 301+ UNITS

Anela Bucan, Casablanca Apartments - *Epic*  
Ashley Wik, The Cove - *Weidner Apartment Homes*  
Matthew Stibbs, Stadium Place - *Pillar Properties*  
Michael Taylor, Via6 - *Greystar*  
Wilson Cancino, LIV - *Greystar*

#### AFFORDABLE

Connie Lewis, Ridgeview Terrace - *Guardian*  
Gina Worden, Multiple properties - *FPI Management*  
Shana Martin, Copper Trail Apartments - *FPI Management*  
Stephanie Moss, Multiple properties - *Indigo Real Estate*  
Tina Lacerenza, Vintage at Everett - *FPI Management*

### LEASING CONSULTANT OF THE YEAR

#### 1-300 UNITS

Amanda Lockleer, The LINQ Lofts + Flats - *Insite*  
Hailey Gorman, Multiple properties - *Epic Asset Management*  
Morgan Ludlow, Rivet Apartments - *First Pointe Management*  
Renée Denomme, The Danforth - *Greystar*  
Whitney Nakamoto, The Commons - *Avenue5 Residential*

#### 301+ UNITS

Emily "Emy" Nikulina, Griffis North Creek - *Griffis Residential*  
Jamez Guzek, McKenzie - *Greystar*  
Kenneth Harrington, AMLI Arc - *AMLI Residential*  
Madison Barr, Tower 12 - *Weidner Apartment Homes*  
Velizara Aleksandrova, Campo Basso - *Epic*

### MAINTENANCE SUPERVISOR OF THE YEAR

#### 1-150 UNITS

Alberto Rivera-Luna, Session - *Thrive Communities*  
Benjamin Watts, Multiple properties - *Avenue5 Residential*  
Camilla Maston, Vive - *Weidner Apartment Homes*  
James Ohrn, Ruth Court - *Avenue5 Residential*  
Kalani Grager, Estates at Hillside Gardens - *Indigo*  
Nathan Knopp, West Mall Place - *Epic Asset Management*

#### 151-300 UNITS

Bryan Palartuan, Madison Bellevue - *First Pointe Management*  
Eli McEwen, Woodin Creek Village - *Weidner*  
Joel Sanders, The Meyden - *Pillar Properties*  
Johnny Griffith Jr., Brittany Lane - *Greystar*  
Steve Klasinski, Affinity at Olympia - *FPI Management*  
Viktor Chebotar, Waterbury Park - *Weidner Apartment Homes*

### MAINTENANCE TECHNICIAN OF THE YEAR

#### 1-300 UNITS

Adam Startzman, Alderwood Park - *Avenue5 Residential*  
Carlos Castellanos, Guinevere Apartments - *Epic*  
Donald Craft, Griffis Seattle South - *Griffis Residential*  
Nicholas Corcimiglia, Batik - *Avenue5 Residential*  
Victor Moran - *Epic*

#### 301+ UNITS

Dave Voss, Stadium Place - *Pillar Properties*  
Jim Delcamp, AMLI Mark24 - *AMLI Residential*  
Jordan Cox, Reunion at Redmond Ridge - *MG Properties*  
Joseph Randazzo, Avana at Forbes Creek - *Greystar*  
Juan Salinas, Array Apartments - *ConAm Management*  
Kohlton Steinman, Griffis North Creek - *Griffis Residential*

### ROOKIE OF THE YEAR - OFFICE

Erin Mathisen, Reserve at Bucklin Hill - *Avenue5*  
Kaitlyn "Kat" Gregovich, Ridgegate Apartments - *Avenue5*  
Sara Gluck, Villaggio - *Thrive*  
Vy Tran, The Century - *Pillar*  
Wenci Alvarez, West Mall Place - *Epic*

### ROOKIE OF THE YEAR - MAINTENANCE

Alan Gutierrez, Griffis North Creek - *Griffis Residential*  
Alexander Frazier, Casablanca - *Epic Asset Management*  
Austin Blake, Rainier Glen / Willow Glen - *Guardian*  
Hector Mejia, AMLI 535 - *AMLI Residential*  
Robert Lewis, Vintage at Everett - *FPI Management*

### CREDENTIAL HOLDER OF THE YEAR

Laina Pickrel, Eden - *Thrive Communities*  
Marina Singh, Lux Apartments - *Avenue5 Residential*

### PORTFOLIO MANAGER OF THE YEAR

Christy Broyles - *Greystar*  
Elisha Davis - *FPI Management*  
Kendehl Rojanasthien - *Thrive Communities*  
Lacy Devela - *FPI Management*  
Marcie Bartlett - *SUHRCO Residential*

### REGIONAL MAINT. DIRECTOR OF THE YEAR

Aidin Edraki - *Avenue5 Residential*  
Alex Watts - *Avenue5 Residential*  
Dana Nichols - *FPI Management*  
Ty Reiff - *Allied Residential*  
Tyler Patton - *Pillar Properties*

### COMMUNITY OF THE YEAR

#### 1-150 UNITS

Illumina Lake Union - *Epic Asset Management*  
Ori on the Ave - *Pacific Crest Real Estate*  
Park Edmonds - *Epic Asset Management*  
The LINQ Lofts + Flats - *Insite Property Solutions*  
The 101 - *Pillar Properties*

#### 151+ UNITS

Club Palisades - *FPI Management*  
Griffis Seattle South - *Griffis Residential*  
Modera South Lake Union - *Mill Creek Residential*  
Reunion at Redmond Ridge - *MG Properties Group*  
Tower 12 - *Weidner Apartment Homes*

#### AFFORDABLE

Landmark Apartments - *Greystar*  
South Hill by Vintage - *FPI Management*  
Urban Center - *FPI Management*

### NEW DEVELOPMENT OF THE YEAR

#### 1-150 UNITS

Broadstone Lexington - *Alliance Residential*  
Elara at The Market - *Alliance Residential*  
Heron Flats + Lofts - *Insite Property Solutions*  
Junction Bothell Apartments - *Insite Property Solutions*  
Luna - *Indigo Real Estate*

#### 151+ UNITS

Assembly118 - *Thrive Communities*  
Batik Apartments - *Avenue5 Residential*  
Elan Uptown Flats - *Greystar*  
Leeward - *Greystar*  
McKenzie - *Greystar*

#### AFFORDABLE

Copper Valley Apartment Homes - *FPI Management*  
Vintage at Mill Creek - *FPI Management*

### INDUSTRY PARTNER OF THE YEAR

1UP Floors  
Brook Furniture Rental  
Knock Rentals

### RENOVATED COMMUNITY OF THE YEAR

#### 1-150 UNITS

The Eden - *Thrive Communities*  
The Malloy - *Epic Asset Management*  
Vintage at Bremerton - *FPI Management*

#### 151+ UNITS

Artesia Apartments - *Thrive Communities*  
Avana One Six Four - *Greystar*  
Collins Junction - *Coast Property Management*  
Griffis Belltown - *Griffis Residential*  
Griffis Northcreek - *Griffis Residential*

### CURB APPEAL GARDEN STYLE: PRE-1990

Hampton Greens - *Greystar*  
Serra Vista Apartments - *Epic Asset Management*  
Woodridge Park Apartments - *Allied Residential*

### CURB APPEAL GARDEN STYLE: POST-1990

Madison Bellevue - *First Pointe Management*  
The Lodge at Peasley Canyon - *Avanath Realty*

### CURB APPEAL MID RISE/HIGH RISE

Atlas Apartments - *Avenue5 Residential*  
Chelsea at Juanita Village - *Thrive Communities*  
Radius - *Greystar*  
Villa Appia Apartments - *SUHRCO Residential*  
The Carter - *Thrive Communities*

### COMMUNITY SERVICE - INDIVIDUAL

Christy Broyles, Multiple properties - *Greystar*  
Emily Foster, The Lodge at Peasley Canyon - *Avanath Realty*  
Monica Stillwell, Arabella - *Epic Asset Management*

### COMMUNITY SERVICE - TEAM

Griffis Residential Gives - *Griffis Residential*  
Pillar Passions - *Pillar Properties*

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## A STANDING OVATION FOR YOUR EASTERN WASHINGTON FINALISTS!

Presented in partnership with our Emerald Sponsors:



### ASSISTANT COMMUNITY MGR. OF THE YEAR

#### 1-150 UNITS

Brittany Pospisil, Affinity at South Hill - *FPI Management*  
Shemayne Riddell, Affinity at Mill Road - *FPI Management*  
Veronica Lozano, Arborpointe - *Avenue5 Residential*

#### 151+ UNITS

Danica Storie, Prairie Hills - *Greystar*  
Megan Morzewski, Rockwood Lodge - *Coast*  
Melissa Enos, Bella Tess - *Greystar*  
Nicole Johnson, Residence at Tullamore - *Prodigy*  
Samantha Shoemaker, Canyon Bluffs Apartments - *Coast*

### COMMUNITY MANAGER OF THE YEAR

#### 1-150 UNITS

Arianna Wikle, Multiple properties - *Prodigy*  
Brittney Richards, Jake at Indian Trail - *Greystar*  
Octavia Hackworth, Multiple properties - *Prodigy*  
Peri McLendon, Affinity at Mill Road - *FPI Management*  
Ronda Robson, Affinity at Southridge - *FPI Management*

#### 151+ UNITS

Catherine Staaben, Multiple properties - *Prodigy*  
Christopher Roberts, Eagle Point - *Greystar*  
Emily Harris, Legacy Villas - *Prodigy Property Management*  
Laral Jacobs, Residence At Whispering Hills - *Prodigy*  
Shelbie Skinner, Big Trout Lodge - *Greystar*

### LEASING CONSULTANT OF THE YEAR

#### 1-150 UNITS

Bailey Joy, Residence At River Run - *Prodigy*  
Felicia Humphrey, Riverview Lofts - *Prodigy*  
Johnny Bruzas, Blake - *Greystar*  
Libby Patton, Selkirk Lodge - *Rockwood*  
Paige Wood, Ashton Apartments - *Avenue5 Residential*

#### 151+ UNITS

Heather Powers, Eagle Point - *Greystar*  
PJ Berish, Residence at Whispering Hills - *Prodigy*  
Renee Sande, Bella Tess - *Greystar*

### PORTFOLIO MANAGER OF THE YEAR

Peggy Low - *Greystar*  
Rachel Young - *Prodigy Property Management*

### MAINTENANCE SUPERVISOR OF THE YEAR

#### 1-150 UNITS

Aaron Christiansen, Village on Broadway - *Avenue5*  
Kevin Harding, Residence at River Run - *Prodigy*  
Michael Foster, Lindell Court Apartments - *Coast*  
Taylor Monteri, Vintage at Richland - *FPI Management*  
Timofey Sytnik, Blake - *Greystar*

#### 151+ UNITS

Benjamin Bridge, Highline at Kendall Yards - *Rockwood*  
Bobby Buchan, Residence at Tullamore - *Prodigy*  
Kurtis Converse, Bella Tess - *Greystar*  
Mark Contreras Jr., Canyon Bluffs Apartments - *Coast*  
Nick Baron, The Villages - *Avenue5 Residential*

### MAINTENANCE TECHNICIAN OF THE YEAR

Jeff Webb, Residence at Whispering Hills - *Prodigy*  
Joel Eshbach, Bella Tess - *Greystar*  
Jorge Ramos, Riverside 9 - *Weidner Apartment Homes*  
Shane Hixon, Canyon Bluffs Apartments - *Coast*  
William Shannon, Parkside at Mirabeau - *FPI Management*

### COMMUNITY OF THE YEAR

#### 1-150 UNITS

Affinity at South Hill - *FPI Management*  
Affinity at Walla Walla - *FPI Management*  
Carrington Place - *Greystar*  
Jake at Indian Trail - *Greystar*  
Residence at Mill River - *Prodigy Property Management*

#### 151+ UNITS

Canyon Bluffs - *Coast Property Management*  
Highline at Kendall Yards - *Rockwood Property Management*  
Mosaic On The River - *Prodigy Property Management*  
Prairie Hills - *Greystar*  
Riverside 9 - *Weidner Apartment Homes*  
The Homestead - *Greystar*

### NEW DEVELOPMENT OF THE YEAR

Bella Tess - *Greystar*  
Pine Valley Ranch - *Avenue5 Residential*  
Riverside at Trutina - *Rockwood*  
Solara - *Weidner Apartment Homes*  
The Blake - *Greystar*

### CURB APPEAL

#### 1-150 UNITS

Residence at River Run - *Prodigy Property Management*  
Residence at Tullamore - *Prodigy Property Management*

#### 151+ UNITS

Adirondack Lodge - *Rockwood Property Management*  
Eagle Point - *Greystar*  
Mosaic On The River - *Prodigy Property Management*  
Trestle Creek - *Greystar*

### COMMUNITY SERVICE AWARD

Greystar  
Supportive Services for Veteran Families

### INDUSTRY PARTNER OF THE YEAR

Affordable Construction  
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For information about the Emerald Awards, visit [www.wmfha.org](http://www.wmfha.org) or call 425.656.9077.



# Landlords, Tenants Sue Over Mandatory Inspections

By JOHN R. TRIPLETT

Landlords and tenants in Seattle have filed a class action lawsuit challenging the city’s use of warrantless mandatory rental inspections, according to a release from the Institute for Justice.

The lawsuit, which was filed in King County Superior Court, argues that the city’s program is a clear violation of the Washington state constitution’s mandate that “no person shall be disturbed in his private affairs, or his home invaded, without authority of law.” Yet, in Seattle, that is exactly what happens when the city forces landlords and tenants to submit to a warrantless search, according to the release.

“By subjecting tenants to random, government-mandated inspections that would not occur if that same person owned their home, Seattle is treating renters like second-class citizens,” William Maurer, the managing attorney of the Institute for Justice’s Washington state office, said in the release.

“Your home is your castle, regardless of whether you rent or own it. It is plainly unconstitutional for Seattle to force renters to open up their homes to government inspectors when nothing is wrong inside,” Maurer said. “The lawsuit seeks to do one simple, but important, thing—allow tenants to exercise their constitutional rights and say ‘no’ when an inspector shows up without a warrant.”

“It should be up to tenants to decide whether they want a stranger entering their home” Institute of Justice attorney Rob Peccola, said in the release. “The

fact that someone rents, rather than owns, their home should not give the government the right to disrupt their life, invade their privacy and search their homes even when there is no evidence that anything is wrong.”

“The law makes landlords do the city’s dirty work when a tenant says no to an inspection,” Peccola said in the release.

“The city has never attempted to get a warrant—that would mean forcibly entering over the objections of people the law was meant to help—so instead it fines landlords upwards of \$500 per day until they can coerce their tenants to allow the inspection. The city is essentially fining landlords for refusing to violate their tenants’ privacy.”

This lawsuit does not seek to stop the city from inspecting rental units where the tenants agree to the inspection or keep the city from addressing problem properties. Rather, the suit seeks to stop the city from entering the private homes of Seattle’s renters unless the city gets the tenant’s consent or obtains a warrant based on evidence of a specific problem, according to the release.

## HOW THE SEATTLE INSPECTION LAW WORKS

Under Seattle’s program, each year the city randomly chooses roughly 10% of the rental units in Seattle for a mandatory inspection.

Owners of buildings with more than one rental unit may choose to have a sample of at least 20 percent of the units in a building inspected (up to 50 total

units), with the city choosing which units to inspect.

Anyone renting an apartment or home chosen by the city must allow inspectors into their home to inspect it for housing code violations, even if they do not consent and the city does not have a warrant. The law offers no options for tenants or their landlords to object to the search.

For many years, Seattle addressed housing code violations in rental housing using a complaint-based system. But in 2013, Seattle, like an increasing number of municipalities, switched to a proactive rental inspection system, the Rental Registration and Inspection Ordinance, or RRIO, which took effect in 2015.

## WHAT TENANTS HAVE TO SAY

Earlier this year the city informed the landlord for renters Matthew Bentley, Wesley Williams, and Joseph Briere, that their home needed to be inspected. Bentley, Williams, and Briere, along with their three other roommates, have nothing to hide. But because their home is in great shape and they all value their privacy, they informed the city that they did not want their home inspected. The city responded by threatening fines upwards of \$500 per day if their landlords did not somehow coerce the housemates to allow the unconstitutional inspection.

“For me, it’s not only a matter of privacy but also of security,” Keena Bean, one of the tenants who filed suit, said in the release. “I’m a young woman living alone in the city, and I take my personal safety very seriously.

“Deciding whether or not to let a stranger into my home is something that should be left 100 percent up to me. Just because I rent doesn’t mean the government can force its way into my bedroom and through all of my personal belongings,” she said in the release.

Bean’s landlords, plaintiffs John B. Heiderich and Gwendolyn A. Lee, have owned and operated rental properties in Seattle for more than forty years.

“They care deeply about their tenants and cultivate long-term relationships with their renters. They are unwilling to act as the vehicle by which the city will intrude into Ms. Bean’s home without her consent and are committed to helping their tenant protect her constitutional rights,” according to the release.

*The Institute for Justice, which has an office in Seattle, is a nationwide, public interest law firm that stands up for citizens’ constitutional rights and liberties. It has filed three previous lawsuits challenging rental inspection laws in Redwing, Minn., Golden Valley, Minn., and Pottstown, Penn. Through strategic litigation, training, communication, activism and research, the Institute for Justice advances a rule of law under which individuals can control their destinies as free and responsible members of society. IJ litigates to secure economic liberty, educational choice, private property rights, freedom of speech and other vital individual liberties, and to restore constitutional limits on the power of government*

# Tenants Favor ‘Going Green’

RENTAL HOUSING JOURNAL

Apartments that pursue more environmentally friendly practices will gain favor with a majority of apartment residents who believe global warming is a real danger, according to a new survey.

The national survey by AMLI Residential shows that apartment residents are more likely to believe in global warming than the U.S. populace in general, and it affects where they choose to live. The survey also found that 83 percent of respondents believe that living in a green community is beneficial to their health, and 59 percent of respondents would pay more to live in a green/sustainable community.

The AMLI results are from the company’s second Sustainable Living Index, a survey of more than 4,200 apartment residents in their properties charting how their attitudes on environmentalism impact their choices on where to live.

The 2018 survey indicated that 84 percent of respondents say they believe in global warming and/or climate change. This is significantly higher than the U.S. population at large, according to recent data from the Yale Program on Climate Change Communications. According to the Yale research, which was published in July 2017, 70 percent of Americans believe global warming is happening, with only 50 percent expressing certainty that global warming is happening.

Although the majority of the AMLI survey respondents were millennials (62 percent), belief in global warming was

consistent across generations: roughly 89 percent of Gen Z, 88 percent of millennials, 80 percent of Gen X and 74 percent of baby boomers surveyed believe in global warming and/or climate change.

“This year’s survey shows apartment residents remain concerned about the environment and are committed to making lifestyle choices to reduce their carbon footprint,” Phil Tague, President of AMLI Residential, said in a release.

“The residents surveyed are mindful of how daily activities and where they live might impact their health as well as the environment. AMLI continues to invest in conscious and sustainable practices to make sure we deliver on what’s important to our residents. Our communities use land, water and energy more efficiently through clean-air initiatives and lifestyle amenities that enable residents to live more sustainably every day.”

The survey of AMLI residents was conducted in August 2018 at properties in Atlanta, Austin, Chicago, Dallas, Denver, Houston, Seattle, Southern California and Southeast Florida. AMLI expanded this year’s survey to help it better understand its residents’ interest in sustainable living compared to 2017 survey results. AMLI will utilize the results to further advance its sustainability efforts and improve residents’ wellness and living experiences.

*AMLI is a leader in multifamily sustainability. Almost half of its properties are LEED-certified and 25 AMLI communities are ENERGY STAR-certified. Visit [www.amli.com](http://www.amli.com).*



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# What Do Your Apartment Employees Know About Discrimination And Retaliation?

By ELLEN CLARK

If an employee complains to you about discrimination or harassment, you must treat that employee with care, because any action you take which the employee could view as punishment or retaliation for the complaint might be construed as illegal retaliation and result in legal action against you and your company.

Recently, the U.S. Equal Employment Opportunity Commission (EEOC) announced preliminary sexual harassment data from the 2018 fiscal year.

Based on the preliminary data, in fiscal year 2018:

- The EEOC filed 66 harassment lawsuits, including 41 that included allegations of sexual harassment. That reflects more than a 50 percent increase in suits challenging sexual harassment over fiscal year 2017.
- In addition, charges filed with the EEOC alleging sexual harassment increased by more than 12 percent from fiscal year 2017.
- Overall, the EEOC recovered nearly \$70 million for the victims of sexual harassment through litigation and administrative enforcement in fiscal year 2018, up from \$47.5 million in fiscal year 2017.

Anti-retaliation laws ensure that people are not discouraged from speaking out against discrimination.

grace hill

TRAINING TIP  
OF THE MONTH

According to the EEOC, “Retaliation is the most frequently alleged basis of discrimination in the federal sector and the most common discrimination finding in federal sector cases.”

The increase in charges filed with the EEOC, along with the heightened awareness brought about by the #MeToo movement and the promotion of prevention strategies such as bystander intervention, make it more important than ever that employees and supervisors are aware of another illegal behavior: retaliation.

PROPERTY MANAGER CANNOT  
ACT IN A WAY THAT APPEARS TO  
RETALIATE FOR A COMPLAINT

A manager may not fire, demote, harass or otherwise retaliate against an individual for filing a complaint of discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination. This type of behavior is called retaliation, and it is illegal.



*A manager may not fire, demote, harass or otherwise retaliate against an individual for filing a complaint of discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination.*

Anti-retaliation laws serve important purposes. Not only do they protect employees from retaliatory behavior, but they also help ensure that people are not discouraged from speaking out against discrimination or participating in the EEOC’s administrative process or other employment discrimination proceedings.

To address retaliation, organizations must recognize the potential for retaliation and also make sure supervisors know the acceptable and unacceptable responses to protected activity under the law.

IF YOU ARE IN A MULTIFAMILY  
SUPERVISORY ROLE, HERE ARE  
SOME IMPORTANT THINGS TO  
KNOW

- Any employee who voices a concern about discrimination or harassment must be treated equally.
- Make sure that no one is treated differently for voicing a concern, and don’t avoid an employee who has done so. This might create a retaliation claim instead of preventing one.
- It is also important to have thorough and timely communications with your Human Resources department and document all supervisor actions involving employee counseling and discipline, complaints, or other possible situations which could be used to create a retaliation claim.

While it may be difficult not to take an Equal Employment Opportunity (EEO) allegation personally, it is important, if you are involved in such a situation, to take a step back to consider your reactions.

A negative change of behavior toward an employee after an EEO allegation can be perceived as retaliatory.

Here are some ways you, as a supervisor, can prevent retaliation:

- Avoid publicly discussing the

allegation.

- Do not share information about the EEO activity with any other managers or subordinates.
- Be careful not to isolate the employee.
- Avoid reactive behavior such as denying the employee information, equipment, or benefits provided to other employees who are performing similar duties.
- Do not interfere with the EEO process.
- Provide clear and accurate information to the EEO staff, EEO Investigator, or judge.
- Do not threaten the employee, witnesses or anyone else involved in the processing of a complaint.

*Ellen Clark is the Director of Assessment at Grace Hill. Her work has spanned the entire learner lifecycle, from elementary school through professional education. She spent more than 10 years working with K12 Inc.’s network of online charter schools – measuring learning, developing learning improvement plans using evidence-based strategies, and conducting learning studies. Later, at Kaplan Inc., she worked in the vocational education and job training divisions, improving online, blended and face-to-face training programs, and working directly with business leadership and trainers to improve learner outcomes and job performance. Ellen lives and works in Maryland, where she was born and raised. For nearly two decades, Grace Hill has been developing best-in-class online training courseware and administration solely for the Property Management Industry, designed to help people, teams and companies improve performance and reduce risk. Contact Grace Hill at 866-472-2344 to learn more.*

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# 4 Ways To Make Your Apartments Senior-Friendly

KEEPE

Do you have a property that attracts multi-generational groups? If so, are your apartments senior-friendly?

You can win more bookings by making simple changes in your apartment with seniors in mind.

Small upgrades can make seniors, and all your tenants, happier and more comfortable in your building. Here are some tips to make your apartment property senior-friendly.

What do seniors want out of your rental?

## No. 1 – SAFETY

- Replace traditional locks with smart locks to help seniors enter the building without having to struggle with small keys. Some smart locks can unlock when a key fob is simply tapped on the device—no need to push buttons to enter a code.
- A simple change you can make to increase safety for senior tenants is lowering the water heater temperature to 120 degrees to reduce the chance of burns.
- Other safety measures such as security cameras and panic buttons are features that can easily attract older tenants in your apartments.

## No. 2 – LIGHTING

- Install lights across your property outdoors. In unlikely areas, use motion-activated lights to ensure tenants can safely get inside the building.
- In the building, consider adding motion-activated lights in areas like an entryway or kitchen to reduce risk of falls or bumps.
- In general, lighting in the building should be enhanced for all areas. Increased lighting will allow seniors to see obstacles and allow for optimal safety.

## No. 3 – ACCESSIBILITY MEANS ELEVATORS



- Make sure your building and apartments are accessible for seniors with mobility restrictions such as wheelchairs. Ramps outdoors and elevators in multi-story buildings are a must for elderly living.
- Bathrooms must have the ability to be easily converted to handicapped-friendly options with grab bars and sturdy tub flooring when needed.

## No. 4 – COMMUNITY AND AMENITIES

- Organize special events for tenants to get to know one another and foster a sense of community.
- Consider keeping the apartment pet-friendly. Older adults enjoy companionship, and pets provide emotional comfort for the elderly. Allowing small cats and dogs in your property can make your property much more appealing for those who already have pets.

- Amenities such as a pool, on-site laundry facilities, fitness center and outdoor areas are great amenities to have when attracting seniors. Tenants will be happiest if there are fun activities to do and plenty of places to meet up with friends.

Your apartment should be a safe and easy place to live in for all tenants, especially seniors.

*Keepe is an on-demand maintenance solution for property managers and independent landlords. The company makes a network of hundreds of independent contractors and handymen available for maintenance projects at rental properties. Keepe is available in the Greater Seattle area, Greater Phoenix area, San Francisco Bay area, Portland, San Diego and is coming soon to an area near you. Learn more about Keepe at <https://www.keepe.com>.*

# New Tacoma City Code to Restrict Landlords

RENTAL HOUSING JOURNAL

The Tacoma City Council has passed a new Rental Housing Code ordinance that sets out new rules for landlords who want to do extensive renovation of apartments and need to move tenants out.

The Rental Housing Code outlines notice requirements including:

- 120-day notice to vacate and relocation assistance for low-income tenants authorized by RCW 59.18.440, when a landlord intends to change the use, substantially rehabilitate, or demolish a dwelling unit.
- 60-day notice to vacate for no-cause eviction
- 60-day notice requirement for rent increase

The new Rental Housing Code also provides a requirement that landlords:

- Distribute certain information
- Prohibit retaliation
- Allow installment payments for various deposits and fees
- Provide authority to enforce violations, as well as codification of relocation assistance when the City declares a building uninhabitable.

The Rental Housing Code, which passed unanimously on Nov. 20, 2018, permanently replaces the City’s temporary tenant protections that will sunset on Jan. 31, 2019.

“In recent months, we have heard

the stories of Tacoma residents whose lives were upended and put into crisis by eviction notices,” Mayor Victoria Woodards said in a release.

“... With the adoption of the rental housing code, we are taking a step to provide stability for renters in an increasingly expensive and tumultuous housing market,” she said.

The city said in the release “the Rental Housing Code was created through collaborative process that listened to both landlords and tenants to determine how to create policy that helps address protection needs while continuing to make Tacoma a place businesses want to operate.”

However, there was some pushback by some landlords in Tacoma – some told city council the government overreach in the new ordinance could force property owners to sell their buildings and abandon their job as landlords altogether.

“I am proud the City has taken steps to prevent something like what happened at the Tiki apartments from happening again, and I appreciate the hard work from staff, landlords, and tenants that went into crafting these regulations,” Council Member Keith Blocker said in the release.

The “Notice to Increase Rent” portion of the ordinance will be effective 10 days after the publication of the ordinance, but no penalties will be issued before Feb. 1, 2019 when the full ordinance goes into effect.

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# The Right Way To Offer an Apartment Special

## RENTAL HOUSING JOURNAL

When you need to move quickly to fill some units, is a rent special the right way to go? And if so, what is the right way to do it?

You may have these questions:

- How long do you run a rent special?
- How do you know what rent special to offer that will work?
- How do you do it, exactly?

Sometimes the rent special is the quick-fix you need, and Jake Meador at [Rentping.com](http://Rentping.com) has some ideas to think about.

A good rent special involves two things:

1. It will offer the prospect something valuable enough to motivate them to rent.
2. It will minimize the damage done to your bottom line both by long-term vacancy and by the special itself.

“Because of the different needs of different properties, it is hard to be more specific than that in terms of defining a good rent special. However, there are three questions we generally recommend client communities ask themselves when they are trying to move from a general idea of a good rent special to a specific special they wish to offer,” Meador writes on RentPing.com.

## WHAT ARE YOU OFFERING AS INCENTIVE?

You can dangle any number of different carrots as rent specials in order to attract prospects. What specific thing does your community have to offer?

It is good to identify all the options and then work backward by asking yourself what is the easiest for your community to offer and what would be most valued by your residents. When you identify the offer that checks both of those boxes, you probably have identified the benefit you should offer as part of the special.

There are many possible answers to this question:



- Temporary rent reduction
- Waived deposit
- Waived application fee
- Waived pet deposit
- Free month of rent
- Free offers:
  - cable
  - internet
  - parking
- Special offer:
  - Gift card to area business
  - Discounted membership at a local gym

On the other hand, they can become very complex and lose their appeal if you offer them more narrowly.

So figuring out what units to offer the special on is an important question for every community to figure out.

## WHEN DOES THE RENT SPECIAL END?

If you have a system for tracking occupancy that accounts for both currently occupied units on notice and vacant units that are leased but not yet occupied, then you will have an accurate picture of your occupancy situation at the community.

With that information in hand, you can make informed, sound decisions about when you need a rent special and when you do not, which also means you will know when you can stop using a given rent special.

Rent specials can be a powerful tool to help make fast changes at a struggling property. But it's an emergency option rather than something you should be leaning on regularly.

### DOES THIS INCENTIVE APPLY TO SPECIFIC FLOORPLANS OR UNITS?

Rent specials can become very expensive if you offer them on all vacant units in your community.

*Guest Columnist*

# Pop-Up Hotels Go Multi-Family; What Could Go Wrong? Everything!

BY ADELE J. RIDENOUR

Recently, I was listening to a colleague give a presentation on the latest real estate phenomena hitting the Pacific Northwest: Pop-up hotels in large multi-family projects.

What's a pop-up hotel, you might ask?

## IT STEMS FROM THE 'SHARE ECONOMY'

A pop-up hotel involves either a company or an investor deciding to rent out an entire floor or multiple floors of a large, usually tower-style, apartment complex, and then utilizing that floor (or floors) as a mini-hotel. The thought is that in the ever-increasing “share economy,” there is a real demand for affordable lodging located close to downtown and that also provides the same amenities and luxuries one might expect from a high-end apartment complex (think rooftop garden or community room/pool).

In the past, large corporations have used this model to house their employees, along with prospective candidates who might be flying in for a day or two (or a month) and need a place to stay. Rather than finding a hotel at the last minute, the corporation maintains a contract with a nearby apartment complex to rent out one or two rooms, perhaps an entire floor, and then they give that space to their employee/prospective candidate for temporary lodging. But according to my colleague, this business model is now expanding to include local developers and owners who are seeking to rent out entire floors of their projects to the general public as a “pop-up hotel” for the purpose of generating additional income.

As I sat there listening to my colleague's presentation, all I could think was, "There are a number of ways this pop-up hotel concept can spell trouble." You see, as a construction attorney, I am scared at the thought of a developer or owner changing the potential use/occupancy of a building post-construction.

## CODES COULD DIFFER BETWEEN PROPERTY TYPES

There may be special ADU, HVAC, lighting and safety codes and requirements for hotels versus apartments.

Likewise, what does the insurance on a pop-up hotel look like? On one hand, you have a residential rental and on the other a for-profit transient lodging. Does the property insurer know? Are there exclusions that will now apply to any major fire or flood because part of the property is now being run as a hotel? I would certainly think that most carriers would be concerned about the potential increased risk of theft or slip-and-fall injuries.

## DON'T OVERLOOK POTENTIAL TAX IMPACTS

And how will such a business impact the overall property tax bill? Will the local tax assessor classify the building as a different structure, thereby potentially increasing one's property taxes?

And last but certainly not least, hotels are one of the categories of buildings which are considered “not residential” under ORS 701.005. This means if there is a design or construction defect issue, the owner/developer runs the risk of severely shortening their timeline to bring a claim. Or to put it more bluntly, what was once a 10-year statute of repose for construction defect claims may now only be six years.

So yeah, there is a lot to consider before taking the grand leap of running a pop-up hotel out of a traditional multi-family rental, and it's definitely worth the money to hire an attorney to help you navigate all the pitfalls and traps before signing on the dotted line.

*Adele Ridenour is a partner at Ball Janik, LLP. Adele specializes in construction and design defect litigation as well as insurance recovery and property tax appeals. She is licensed to practice law in Oregon, Washington, Idaho and Utah.*



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# Enjoy Signs of the Season but Beware of Scams

By HANK ROSSI

I am a real estate broker dealing in rental properties.

A woman called saying she saw a property that had been listed for rent, but it had since been removed from advertising. After she provided me with the address, I informed her that the property had in fact been removed from advertising because it had been rented.

She then told me that she was the one who had rented it.

This was confounding to me, since I am the broker in charge of this property, and I know she is not the person who rented it.

I asked her to provide me with all the details of this transaction.

The woman said she saw an ad on a very popular website for a sub-let situation. She called the number provided in the ad and spoke to an "agent," who told her that he represented this property.

He told her that a tenant had to leave her lease early and was going to sublet her rented condo. He further stated that she could capitalize on the annual rental rate, even though this condo would normally have rented for double that rate during the time she wanted it.

The woman verified this information with the "tenant," and the available rental period corresponded to the time she wanted.

So, the woman mailed the security deposit and first and last month's rent, totaling \$5,000.

Even though the woman lives in the area, she paid these funds without having seen the unit or having signed a lease.

I soon realized that she had been the victim of a scam and had lost her money.

Scammers are alive and well and making money because they are believable liars who present skilled sales pitches and promise huge discounts.

If you are renting a property, do so through a reliable company that can prove they represent the desired property or a landlord who can prove he or she is indeed the property owner.

Property ownership can be found in tax records, which are public records.

It is also important that you tour a property you are interested in to make certain it has been accurately represented in the advertising.

A real landlord normally requires the prospective tenant to undergo an application process.

Additionally, you can talk to the property's neighbors for information about the landlord and/or property. Be savvy and protect yourself.

~~~~~

**Dear Landlord Hank:** We hired a contractor to fix big holes in the sheetrock of one of our rentals after tenant damage. It is an older house. The contractor said he found two layers of sheetrock underneath when he started repairs, so it is going to cost more. Does this sound right, that previous owners had layers of sheetrock? And that is will cost more? — **Sam**

**Dear Landlord Sam:** It seems like everyone these days has a camera built into their cell phones.

Maybe your contractor could take some photos of the problem so you can see what he is encountering.



If your property is older, built in the 1950s or earlier, the walls could originally have been covered with lath (wooden strips) covered with plaster, usually three coats.

This means of finishing interior walls is much thicker, over an inch compared to 3/8 or 5/8 drywall. The plaster walls were tougher but much more labor-intensive to make.

Also, if plaster walls were damaged with picture hanging, etc., they are more expensive to repair.

It could be possible that an earlier owner of your property applied sheet rock over the plaster walls to make surface repairs easier. If your contractor can't take a photo of the area and show you what he is talking about, can you check it out for yourself?

Older properties can be more expensive to repair, but I'd want to see the situation first-hand, if possible.

~~~~~

**Dear Landlord Hank:** Do you have any rules for Christmas lights or yard-art that tenants can put up outside your rentals? We just saw a tenant nailing up lights to the frame around the front door and are concerned about how far this could go in terms of potential damage. We don't want to be the Grinch, but what is reasonable? — **Sarah**

**Dear Landlady Sarah:** I understand your concerns and sometimes residents don't use the best judgment in holiday decorating.

I make sure tenants know that they are

not permitted to get on the roof, nor attach anything to the structure of the property by any intrusive means — no nails, no staples, etc. — but there are many other options that don't damage anything.

I've had folks use zip ties, string, wire, putty, hooks with adhesive, tape, winding lights around columns ... you get the idea.

Yard art could be problematic, depending upon the situation.

If this is a single-family home you are talking about, then the more the merrier, in my opinion. The lawn won't be damaged as the grass isn't growing in cold climates.

If this is a multifamily property, I like tenants to keep the decorations confined to their own units or balconies or porches.

Holiday celebration in this manner is a very good sign to me. It means that your tenant is thinking of your place as home.

Most folks take care of their home; they want to stay and make more family memories and they may be putting down roots. Long-term tenants are stable assets that I like to groom.

But do what feels right for you and your situation.

If you haven't set some boundaries, maybe you could talk to your tenants. See what they have in mind, as far as decorating. Then, you can give them some pointers.

Happy Holidays!

*“Landlord Hank” Rossi started in real estate as a child watching his father take care of their family rentals — maintenance, tenant relations, etc, in small-town Ohio. As he grew, Hank was occasionally his dad's assistant. In the mid-'90s he decided to get into the rental business on his own, as a sideline. In 2001, Hank retired from his profession and only managed his own investments, for the next 10 years. Six years ago, his sister, working as a rental agent/property manager in Sarasota, Fla., convinced him to try the Florida lifestyle. He gave it a try and never looked back. A few years ago they started their own real estate brokerage, focusing on property management and leasing.*

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