$2.95
APRIL 2019

Legislation Turning States to be More Tenant-Friendly
Page 3

Did You Know Hoarding is a Disability Protected Under Fair Housing?
Page 5

Should Landlords Re-Key Locks Between Tenants?
Page 14

RHJ RENTAL HOUSING JOURNAL
INSIGHT FOR RENTAL HOUSING PROFESSIONALS

METRO

rentalhousingjournal.com • Rental Housing Journal, LLC
PORTLAND • VANCOUVER

Published in association with Multifamily NW, Rental Housing Alliance Oregon, IREM & Clark County Association

Building Up Multifamily Communities

HOLLY WELLES

Running an apartment complex is a gift and a challenge all wrapped in one box. On one hand, you get to interact with different people every day. You provide them with a sense of home and safety in what may be an entirely new city. Tenants trust you and your skills to make your community the best in your area. It's a big responsibility, and one every property manager should feel honored to provide.

On the other hand, property managers are responsible for the feeling of community in their apartment complex. People may live side by side, but that doesn't mean they get the chance to know each other outside of regular work or school hours. It's difficult for people to break their routine when they're busy, which is where the property manager can step in.

Read on to learn some easy ways you can build a sense of community in your apartment building. Tenants will

See '7 Suggested' on Page 16

PRSRT STD
US Postage
P A I D
ALBANY, OR
PERMIT NO. 188

Rental Housing Journal, LLC
4500 S. Lakeshore Drive, Suite 300
Tempe, Arizona 85282

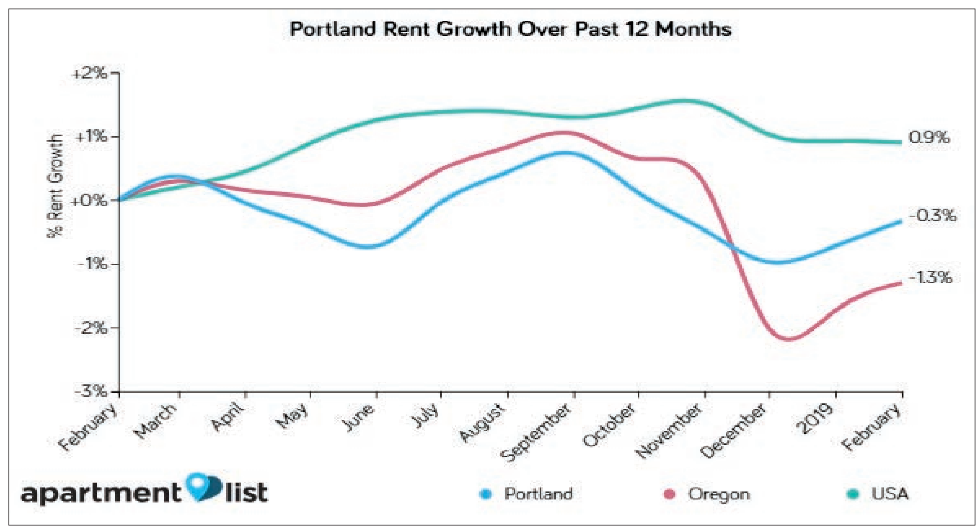
Portland Rents Increase in March

APARTMENT LIST

Portland rents have increased 0.5% over the past month, but are down slightly by 0.1% in comparison to the same time last year, according to the April report from Apartment List.

Currently, median rents in Portland stand at $1,130 for a one-bedroom apartment and $1,330 for a two-bedroom.

This is the third straight month that the city has seen rent increases after a decline in December of last year. Portland's year-over-year rent growth lags the state average of 0.7%, as well as the national average of 1.3%.



RENTS RISING FASTER IN CITIES OUTSIDE PORTLAND

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, according to Apartment List data.

"Rents have risen in 9 of the largest 10 cities in the Portland metro for which we have data. Oregon as a whole logged rent growth of 0.7% over the past year," the report says.

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 $2,060; of the 10 largest Oregon metro cities that we have data for, 9 have seen rents rise year-over-year, with Beaverton experiencing the fastest growth (+2.1%).
- Hillsboro, Springfield, and Gresham

See 'Portland' on Page 15

Multifamily Growth Not Slowing

Market	YoY Rent Growth as of Feb - 19	Forecast Rent Growth (YE 2019)	YoY Job Growth (6-mo. moving avg.) as of Dec - 18	Completions as % of Total Stock as of Feb - 19	Occupancy Rates as of Jan - 18	Occupancy Rates as of Jan - 19
Sacramento	5.1%	6.5%	1.5%	0.8%	96.3%	96.2%
Inland Empire	5.0%	4.5%	2.8%	0.3%	95.9%	96.1%
Dallas	2.9%	4.3%	3.0%	3.1%	94.4%	94.2%
Las Vegas	7.9%	4.0%	3.7%	2.4%	94.4%	94.9%
Los Angeles	3.7%	4.0%	1.3%	2.2%	96.6%	96.5%
Orlando	4.4%	4.0%	4.4%	2.9%	95.9%	95.1%
Seattle	2.5%	4.0%	3.6%	4.8%	95.2%	95.1%
Phoenix	8.0%	3.9%	3.7%	3.0%	95.0%	95.2%
Twin Cities	3.7%	3.6%	1.8%	2.8%	97.2%	96.8%
Orange County	2.3%	3.5%	0.5%	2.1%	95.9%	95.9%
Denver	3.7%	3.4%	2.7%	5.3%	94.9%	94.7%
Raleigh	3.8%	3.4%	2.9%	3.1%	94.2%	94.7%
Tampa	3.8%	3.3%	2.5%	2.5%	95.3%	95.1%
Atlanta	5.1%	3.3%	2.2%	1.6%	94.1%	94.3%
Indianapolis	3.5%	3.2%	1.9%	1.0%	94.0%	94.1%
Boston	3.6%	2.7%	1.9%	3.1%	96.2%	96.2%
San Francisco	4.0%	2.7%	1.8%	1.9%	95.8%	95.8%
Charlotte	3.9%	2.4%	2.5%	3.8%	95.1%	95.0%
Chicago	3.1%	2.4%	0.9%	1.4%	94.5%	94.3%
San Jose	4.3%	2.4%	3.2%	1.1%	95.7%	95.6%
Kansas City	1.6%	2.3%	1.7%	2.4%	94.8%	94.4%
Philadelphia	2.9%	2.2%	1.7%	1.1%	95.3%	95.5%
Houston	0.6%	2.2%	3.8%	1.3%	93.7%	92.6%
Austin	4.5%	2.0%	3.5%	4.3%	93.9%	94.5%
Nashville	2.6%	2.0%	1.9%	5.6%	94.6%	94.6%
Miami Metro	2.1%	1.9%	2.3%	4.3%	95.3%	95.0%
Portland	1.9%	1.9%	2.4%	2.5%	95.2%	95.3%
San Antonio	2.6%	1.9%	1.0%	3.1%	92.6%	93.0%
Washington DC	2.8%	1.3%	1.9%	2.0%	95.1%	95.3%
Baltimore	2.5%	1.3%	1.8%	1.8%	94.4%	94.6%

Source: Yardi Matrix

YARDI MATRIX

The multifamily market is entering the time of year when rent growth typically occurs and there is no indication of any slowing in the market, according to Yardi Matrix's latest report.

"Our latest multifamily national report presents a $2 rise in average U.S. rents in February and year-over-year growth of 3.6% as evidence of the sector's continuing strength," the company says in the report.

"Our February survey of 127 major U.S. real estate markets shows that demand, bolstered by a strong job market, shows no signs of slowing. Rents averaged $1,426 for the month.

"The market has strength to perform well for a while, even if the economy or other commercial real estate

See 'Multifamily' on Page 4

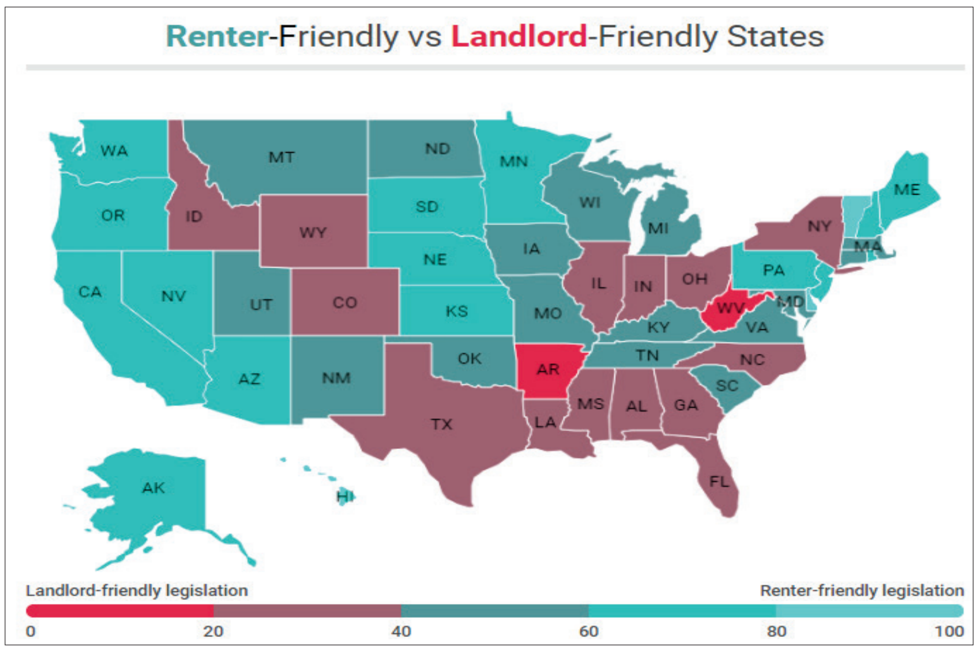
Legislation Turns States More Tenant-Friendly

RentCafe

Legislation recently passed or pending in many states is making them more tenant-friendly and less landlord-friendly, according to some new research by RentCafe.

With Oregon passing a first-in-the nation rent-control bill, and Washington State considering extending the amount of time before a landlord can evict a tenant, it is clear landlord-tenant laws are evolving in many places in the United States.

In a recent study, RentCafe compared and contrasted landlord-tenant laws in 50 states and the District of Columbia. The study focused on 10 common aspects of the landlord-tenant relationship, which includes security deposits, rent increases, the warranty of habitability and eviction notices. It also created a ranking system based on the best and worst scenarios for renters and landlords.



Most tenant-friendly states

Vermont ranked first among the renter-friendly states, followed closely by Delaware and Hawaii. Rhode Island, Arizona, D.C., Maine and Alaska statutes also seem to favor tenants over landlords, according to the analysis.

More landlord-friendly states

On the other end of the spectrum, the laws in Arkansas and West Virginia were the least friendly to their renters, with Louisiana, Georgia, Wyoming, North Carolina, Idaho, Ohio, Mississippi and Colorado following. Arkansas and West Virginia registered the same score on the scale, but since Arkansas is the only state where tenants can face criminal charges for failure to vacate, it earned the last place on the renter-friendly scale.

The best states for common renting issues

The relationship between landlords and tenants may sometimes prove tricky to manage, and problems emerge when either side doesn't hold up their end of the agreement.

The security deposit is an issue that every renter faces at the beginning of a new lease. There are 10 states that limit the security deposit amount to the equivalent of one month's rent (for unfurnished apartments on a one-year lease). Among them are Hawaii, District of Columbia, Rhode Island, Massachusets, and Kansas.

Not having to wait forever to get your security deposit back (after any applicable deductions) at the end of your lease can also be a blessing, especially when you need that money to put down a deposit on your next apartment. Renters in Montana are the luckiest in that regard, as they'll get theirs back in no more than 10 days. In Hawaii, South Dakota, Nebraska, Arizona, and Vermont, landlords are required to return security deposits within 14 days.

The worst states for common renting issues

Vermont might have the best laws for renters, but it's also one of 24 states that don't set a limit for security deposits. Other examples are Georgia, Washington, Texas, Illinois, and New York.

Being able to withhold rent for failure to provide essential services (heat, hot water, and electricity) is another law that many would consider common sense, yet there are 11 states which don't specifically allow this.

Furthermore, 14 states empower landlords to use harsh measures like serving an Unconditional Quit Notice against renters who violate their leases. Arizona, Hawaii, Virginia, Rhode Island, and South Carolina are some of them. To be fair, the situations in which this practice is allowed usually relate to serious breaches of the rental agreement, such as illegal drug possession, prostitution or other criminal activities. But there are also states where this type of notice can be used for simply being late on rent (Georgia, South Carolina, and West Virginia).

In 8 states, including Maryland, Georgia, New Jersey, South Dakota, and Missouri, landlords have the option to immediately terminate a lease and file for eviction when the tenant is just a few days late on rent.

Learn more about this study's methodology on RentCafe.com.

Multifamily Growth Continuing

Continued from Page 1

segments slow down," the report says. "Occupancy rates have ticked down slightly, but absorption has been no problem."

• Rent growth has steadily increased since bottoming at 2.2% in the fall of 2017. The consistent growth is a sign of the strength of the sector's fundamentals and an indication that the cycle has a ways to run.

• Phoenix (8.0%) has taken over the top spot in the rankings, edging out the former leader, Las Vegas (7.9%). Sacramento, Atlanta and the Inland Empire also have year-over-year growth topping 5.0%. Portland, Kansas City and Houston are the only metros below 2.0% growth year-over-year.

Multifamily continues to perform well despite a long market run

Demand has shown no signs of slowing, as the job market has remained very strong, with unemployment below 4% and wage growth accelerating to more than 3%, the report says. Metros with strong population gains and healthy job growth have benefited the most from the demand picture.

Phoenix and Las Vegas well above the rest, with growth dominated by SW and West Coast markets

Other top rent-growth markets—such as Sacramento and the Inland Empire—are near the top due to the combination of robust demand and weak supply growth. With the marketing entering the rent growth phase, all signs point to this year being no different.

It is notable that the homeownership rate has climbed over the past year to 64.8% in the fourth quarter of 2018, from 64.2% a year earlier.

The most significant change came from 35-to-44- year-olds, whose homeownership rose 220 basis points year-over-year to 61.1% in fourth quarter of 2018.

"What's interesting about this is that it could portend social change heralded by some analysts, who have forecast that millennials were merely delaying—not shelving—marriage and family. In this scenario, older millennials will increasingly settle down in the suburbs, have children and seek to re-create the picket-fence lifestyle of their parents. If that's correct, there could be a weakening of demand for urban apartments, since these households will give up the more amenity-rich cities and inner-ring suburbs in favor of better schools and more privacy.

Yardi Matrix offers the industry's most comprehensive market intelligence tool for investment professionals, equity investors, lenders and property managers in commercial real estate. Yardi Matrix covers multifamily, industrial, office and self- storage. Email matrix@yardi.com, call 480-663-1149 or visit yardimatrix.com to learn more.

President: Ken Schriver • **Vice President:** Phil Owen
President Elect: John Sage • **Past President:** Ron Garcia
Secretary: Lynne Whitney • **Treasurer:** Sandra Landis • **Office Manager:** Cari Pierce

10520 NE Weidler, Portland, OR 97220
-503-254-4723 • Fax 503-254-4821

info@rhaoregon.com
www.rhaoregon.org

RHA Oregon President's Message

Fair Housing Compliance Matters

In this column last month, I mentioned Oregon House Bill 2639, passed in 2013. This law requires Oregon landlords to consider federal rent assistance (e.g., Section 8 vouchers) as a source of income when screening applicants. The law took effect 1 July 2014, over four and a half years ago. Yet on any given day, I can always find an ad or two on Craigslist advertising a vacancy with stipulations such as "No Section 8," or "Not set up for Section 8." I hope that those using this language in their ads are not members of RHA; in case you missed the memo, such advertising is illegal under Oregon Fair Housing law.

April is Fair Housing Month and an excellent time for landlords to review current Fair Housing law in Oregon and in the specific cities or counties in which you own rental property. Are you familiar with the different protected classes? Do you know which exceptions apply to owner-occupied units? Do you know what to do if an applicant tells you they have a disability and requests "reasonable accommodation?" Do you have a plan of action in the event a tenant or applicant files a fair housing complaint against you? (Hint: the correct answer to the last one is "call my lawyer.")

Compliance with Fair Housing law is not difficult, and there are many resources available to landlords. The Fair Housing Council of Oregon (FHCO) has several guidebooks available for download from their website (http://fhco.org/), including the New Landlords Guide to Fair Housing Law and a table of Protected Classes. If you are not familiar with the fraught history of housing discrimination in Oregon, I recommend that you take 15 minutes to watch the video on the FHCO website.

The issue of housing discrimination by landlords in the Portland metro area was brought to the forefront in a 2011 report entitled Analysis of Impediments to Fair Housing Choice. Improvements have been made in the past eight years, but work remains to be done. I believe the best way to achieve fair housing goals is through improved education of housing providers and tenants and enforcement of current law. However, there are some very loud voices in the Portland community advocating for changes in screening and security deposit rules that go far beyond current Fair Housing law. Under these proposed ordinances, security deposits would be limited to one month's rent or just one-half month's rent depending on whether the landlord charges first alone or first & last month's rent to move in. Landlords would not be able to set a higher income threshold than two times rent. The use of criminal history as screening criteria would be strictly limited. The list goes on. The Portland City Council has tentatively scheduled hearings on these proposed ordinances at their meetings 3 – 4 April. Tenant advocates will certainly show up in force at these meetings; I hope Portland landlords will as well.

RHA continues to be a strong advocate for Fair Housing. One of our board members sits on the Oregon Housing Choice Advisory Committee, and another is a member of the Portland Fair Housing Advocacy Commission, which was established in response to the 2011 report. The next RHA class on Fair Housing will be held on 11 April, the 51st anniversary of the 1968 passage of federal Fair Housing Act. The course is being taught by Louise Dix of FHCO. I hope to see you there!

- Ken Schriver
RHA Oregon President

Did You Know Hoarding is Protected by Fair Housing?

Ellen Clark

People with a hoarding disability are protected by Fair Housing laws and are entitled to reasonable accommodations.

People with disabilities face particular challenges when it comes to housing and have special protections under fair housing law. Disabilities include both physical and mental impairments. It may not always be obvious that someone has a disability, which can make complying with fair housing law in this area a little tricky.

In order for people with disabilities to fully enjoy their homes in your community, it may be necessary for you to make changes to community rules, policies, procedures, services, or physical structures. These changes are called reasonable accommodations and modifications.

Hoarding is a mental disability you may encounter as you work on a property. People who suffer from hoarding are protected under fair housing law and are entitled to reasonable accommodations in the same way people with other mental or physical disabilities are.

In general, you should not initiate conversations with residents with disabilities about what accommodations they may need. Instead, you should wait for them to make a request. Hoarding is a little different because it is a case where you may need to initiate discussions with the resident because the situation is dangerous or unsanitary and must be addressed.

Here are some tips to help you work with people with hoarding disabilities in a way that complies with fair housing law.

grace hill

TRAINING TIP
OF THE MONTH

• **Make sure you and all employees understand that hoarding is a disability.** Do not immediately begin the eviction process. People with a hoarding disability are protected by fair housing laws and are entitled to the same care and consideration you would give people with other types of disabilities. The most common accommodation, for a person with hoarding disorder, is the written plan of action.

• **Document the condition of the hoarder's home.** Using a standard assessment such as those provided by the Institute for Challenging Disorganization or the International OCD Foundation can help you do an objective evaluation. Make sure to note specific lease and code violations. Use caution and be aware of potential threats to health and safety.

• **Involve your legal counsel.** You will need to understand what state and local laws apply to your specific situation, and how to apply them appropriately. Do not overlook the importance of getting good legal guidance when working with hoarding situations.

• **Give the resident a chance to rectify the situation.** If the resident agrees to clean their home and/or seek help, develop a written plan of action. For a person with hoarding disorder, the most common accommodation is the written plan of action, which gives the resident a chance to rectify the situation at a pace that is conducive with long-term success.

Depending on state and local laws, you may be able to proceed with an eviction if the resident is hoarding animals, explosives, blocking emergency exits, or directly damaging the apartment home. Again, be sure to consult your legal counsel before proceeding with an eviction, as this can be a complicated issue to navigate with residents.

Mental health experts say that about 15 million Americans suffer from the mental health problem of hoarding. Some interesting facts about hoarders:

• They make up 2-5% of the population;

• Anyone can be a hoarder – men, women, and even children as young as 13;

• Elderly women are the most likely hoarders;

• Hoarders are not lazy, nasty or defiant;

• The behavior usually has occurred for a long time and there is no quick fix;

• Hoarders are usually very intelligent;

• Hoarders may have a mental disability and must be given the opportunity for a reasonable accommodation, even if they do not specifically request one;

• The accommodation may be in the form of more time to bring the dwelling unit up to code before termination of the lease agreement;

• Early intervention is the best plan; and

• Trying to solve the problem without the individual's cooperation will usually make the problem worse.

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 over 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. 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 hear more.

Eviction Bills Move Forward in Washington

Rental Housing Journal

Bills that would extend the time a landlord must wait before filing an eviction due to non-payment of rent in Washington State are continuing to move through the legislature.

HB 1453, which extends the number of days a tenant has to pay or vacate after failing to pay rent from the current three days to 14 days, has passed the house. Senate Bill 5600 has also passed.

Here is a summary of SB 5600:

- Extends the 3-day notice for default in rent payment to 14 days' notice for tenancies under the Residential Landlord-Tenant Act.
- Requires the 14-day notice be written in plain language and include information on civil legal aid resources available, if any, to the tenant.
- Extends the mandatory-notice period from 30 to 60 days when landlords propose a rent-change amount. Requires a landlord to first apply any tenant payment to rent before applying the payment toward other charges.
- Prohibits continued tenancy and relief from forfeiture to be conditioned upon tenant payment or satisfaction of any monetary amount other than rent.
- Provides the court with discretion to provide relief from forfeiture or to stay a writ of restitution.
- Requires a landlord to provide a tenant with documentation regarding any damages for which the landlord intends to retain any of the deposit amount.

Seattle Democratic Representative Nicole Macri says the state is facing a true eviction crisis.

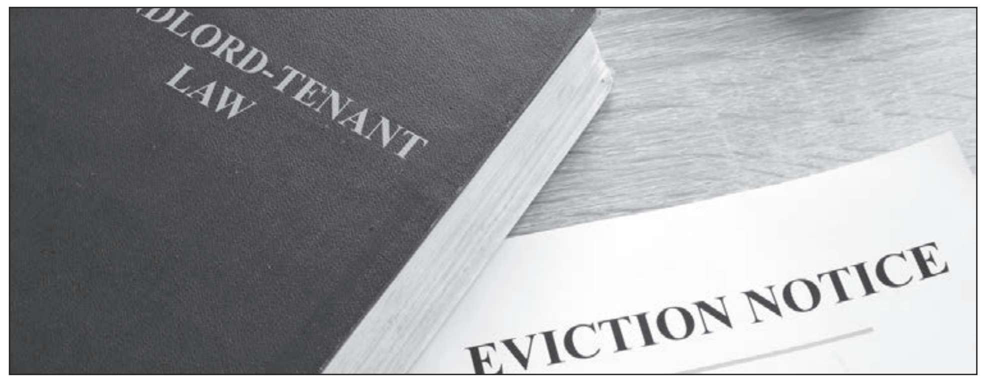
"I can think of no other instance where somebody can lose their home so quickly," Macri said on the House floor ahead of a vote on her bill, HB 1453. "It's important to note that nine out of 10 evictions in our state are related to non-payment of rent. In a recent study in Washington State we found that when folks have been evicted, only close to 10 percent of them have been able to find another home. Meaning that eviction is directly related to the crisis of homelessness that we're experiencing."

Summary of support for the bill

"Until recent work by Mathew Desmond of Princeton and Timothy Thomas of the University of Washington, the enormous impact of evictions was not understood. Rents have soared in the last decade. More than 70 percent of low-income residents pay more than half of their income towards rent in our state. Average rents have increased from $1,034 in 2010 to $1,725 in the central Puget Sound region today; this equates to $8,300 in extra cost per year. The crisis is reaching all corners of our state. It was once thought that eviction was an outcome of poverty, but it is now known that eviction can be a cause of poverty. When people are evicted, they have to leave their neighborhoods and children must leave their schools. The impact is severe," the bill summary says.

Summary in opposition to the bill

"Affording 21 days to pay or vacate is too long, but the discussions should continue. Other issues in the bill are problematic, such as a definition of rent that does not include utilities. In one situation, it was only after the unlawful detainer action was filed that the tenant paid their $6,000 utility bill. Many landlords will leave the business with these changes. One national entity reports the loss of 30 percent of its portfolio of housing in the last several years. That is a huge loss. People need to be encouraged, not discouraged, from being landlords. Only four states afford more than 10 days. The focus should be upon education and also upon the provision of sources of money to pay. There needs to be common sense brought to this issue. Most landlords try to work with tenants. The loss of rental housing will only lead to a bigger problem. A landlord in Tacoma with over 34 years' experience as a residential landlord reports over 550 rental contracts and zero evictions. The five-day notice to pay or vacate that is found in House Bill 1463 is what is needed. The problem is affordability of land and the cost of building permits," the bill summary says.



Among those testifying in opposition to the bill were Kathryn Hedrick, Washington Multifamily Housing Association; Kyle Woodring, Rental Housing Association; and Lyle Crews, National Association of Rental Property Managers.

RHJ Rental Housing Journal METRO

Rental Housing Journal is a monthly publication of Rental Housing Journal, LLC

Publisher/General Manager
John Triplett

Editor-in-Chief
Linda Wienandt

Associate Editor
Diane Porter

Sales Manager
Terry Hokenson

Website
www.RentalHousingJournal.com

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

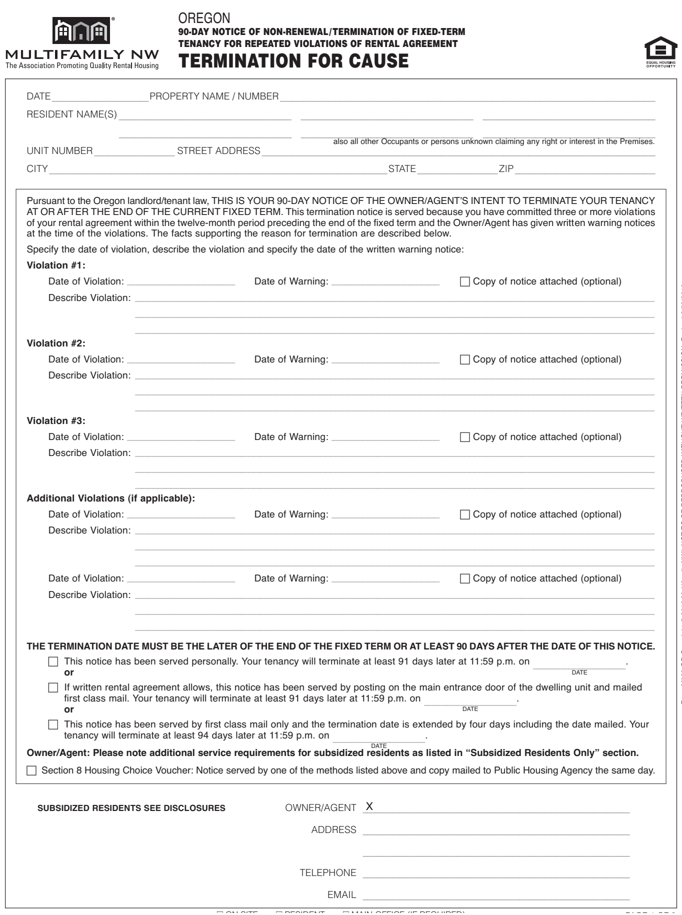
info@rentalhousingjournal.com

(480) 454-2728 - main
(480) 720-4386 - ad sales

MULTIFAMILY NW
The Association Promoting Quality Rental Housing

FORM OF THE MONTH

M083 OR Oregon Termination For Cause: 90-Day Notice of Non-Renewal/Termination of Fixed-Term Tenancy for Repeated Violations of Rental Agreement



MULTIFAMILY NW
The Association Promoting Quality Rental Housing

OREGON
90-DAY NOTICE OF NON-RENEWAL/TERMINATION OF FIXED-TERM TENANCY FOR REPEATED VIOLATIONS OF RENTAL AGREEMENT
TERMINATION FOR CAUSE

DATE ________ PROPERTY NAME / NUMBER ________
RESIDENT NAME(S) ________ ________ ________
________ ________ ________ also all other Occupants or persons unknown claiming any right or interest in the Premises.
UNIT NUMBER ________ STREET ADDRESS ________
CITY ________ STATE ________ ZIP ________

Pursuant to the Oregon landlord/tenant law, THIS IS YOUR 90-DAY NOTICE OF THE OWNER/AGENT'S INTENT TO TERMINATE YOUR TENANCY AT OR AFTER THE END OF THE CURRENT FIXED TERM. This termination notice is served because you have committed three or more violations of your rental agreement within the twelve-month period preceding the end of the fixed term and the Owner/Agent has given written warning notices at the time of the violations. The facts supporting the reason for termination are described below.

Specify the date of violation, describe the violation and specify the date of the written warning notice:

Violation #1:
Date of Violation: ________ Date of Warning: ________ ☐ Copy of notice attached (optional)
Describe Violation: ________

Violation #2:
Date of Violation: ________ Date of Warning: ________ ☐ Copy of notice attached (optional)
Describe Violation: ________

Violation #3:
Date of Violation: ________ Date of Warning: ________ ☐ Copy of notice attached (optional)
Describe Violation: ________

Additional Violations (if applicable):
Date of Violation: ________ Date of Warning: ________ ☐ Copy of notice attached (optional)
Describe Violation: ________

Date of Violation: ________ Date of Warning: ________ ☐ Copy of notice attached (optional)
Describe Violation: ________

THE TERMINATION DATE MUST BE THE LATER OF THE END OF THE FIXED TERM OR AT LEAST 90 DAYS AFTER THE DATE OF THIS NOTICE.
☐ This notice has been served personally. Your tenancy will terminate at least 91 days later at 11:59 p.m. on ________ (DATE).
or
☐ If written rental agreement allows, this notice has been served by posting on the main entrance door of the dwelling unit and mailed first class mail. Your tenancy will terminate at least 91 days later at 11:59 p.m. on ________ (DATE).
or
☐ This notice has been served by first class mail only and the termination date is extended by four days including the date mailed. Your tenancy will terminate at least 94 days later at 11:59 p.m. on ________ (DATE).
Owner/Agent: Please note additional service requirements for subsidized residents as listed in "Subsidized Residents Only" section.
☐ Section 8 Housing Choice Voucher: Notice served by one of the methods listed above and copy mailed to Public Housing Agency the same day.

SUBSIDIZED RESIDENTS SEE DISCLOSURES
OWNER/AGENT X ________
ADDRESS ________
TELEPHONE ________
EMAIL ________

Form M083 OR Copyright © 2019 Multifamily NW®. NOT TO BE REPRODUCED WITHOUT WRITTEN PERMISSION. Revised 2/28/2019.

This is a new form created out of the changes from SB 608 being signed into law on February 28, 2019. The law now allows for a fixed-term tenancy to be terminated (non-renewal) when three or more violations notices have been served in the last 12 months. This form finalizes that termination/nonrenewal citing the pattern of violations. The termination date on this form must the later of the end of the fixed-term, or at least 90 days after the date of this notice.

The Multifamily NW Forms Collection is available immediately and electronically at www.RentalFormsCenter.com, via electronic subscription software through www.tenanttech.com & by mail or pick-up of printed triplicate forms at www.multifamilynw.org.

Multifamily NW Schedule

Date	Course	Time
APRIL 3	LANDLORD STUDY HALL: WAIVER: WHAT IT IS AND HOW TO PREVENT IT	6:30 PM - 8:00 PM
APRIL 5	CONFESSIONS OF A MILLENNIAL MIND: EXPOSING GENERATIONAL DYNAMIC	10:00 AM - 12:00 PM
APRIL 8	LANDLORD/TENANT PART II	1:00 PM - 5:00 PM
APRIL 9	OSHA/SAFETY PREP	9:00 AM - 12:00 PM
APRIL 10	CAM: LEGAL RESPONSIBILITIES	12:00 PM - 1:00 PM
	HR ISSUES: DRUG TESTING	8:00 AM - 4:00 PM
APRIL 12	IT'S THE LAW: CRAZY BUT TRUE	12:00 PM - 1:00 PM
APRIL 17	CAM: FINANCIAL MANAGEMENT & INDUSTRY ESSENTIALS	8:00 AM - 5:00 PM
APRIL 18	MAINTENANCE FAIR 2019	7:00 AM - 4:00 PM
APRIL 22	SPRING APARTMENT REPORT BREAKFAST	7:30 AM - 9:00 AM
APRIL 23	LAW AND RULE REQUIRED COURSE (LARRC)	1:00 PM - 4:00 PM
MAY 1	LANDLORD STUDY HALL: SCREENING RULES & SECURITY DEPOSITS	6:30 PM - 8:00 PM
MAY 7	CAM: RESIDENT EXPERIENCE	10:00 AM - 12:30 PM


TRASH
YOUR TRASH
RENT A 30 YARD DUMPSTER
RIVER CITY
ENVIRONMENTAL INC.
9X
Holds Nine Pickup Truck Loads
30 YARD DUMPSTER
BUILDING RENOVATIONS
LARGE DEMOLITIONS
SEVERAL TONS PER LOAD
LARGE SCALE PROJECTS
INDUSTRIAL SITES
10 – 20 – 40 Yard Dumpsters, Compactors and Vac Boxes Available.
503.252.6144
RIVERCITYUSA.COM
RIVER CITY
ENVIRONMENTAL INC.
WORKING TOGETHER
FOR A CLEAN ENVIRONMENT
FIND US ON
CCB# OR 147355
CCB# WA RIVERC3981BT

Sponsored Content

Spring Cleaning Means Chimney and Fireplace, Too!

Portland Chimney & Masonry Inc.

Springtime has always been a time for "spring cleaning."

What does this mean in regard to chimney maintenance?

Here are a few tips to bear in mind this spring.

All-brick masonry fireplaces and chimneys need annual inspections and cleaning and to address any needed maintenance and repair. Loose brick and mortar should be rebuilt or repaired.

Manufactured fireplaces — often found in apartments — need regular inspections and cleaning, and to address any maintenance issues and needs for repair.

Here are some specific things to be on the lookout for with manufactured fireplaces:

Worn or Cracked Firebox Panels: Back walls, sides, floor or the entire firebox itself may need to be replaced

Caps and Extensions: As you know, downdraft (smoke flowing back into the unit instead of up the chimney) can be a problem — especially when two units share the same chimney. Downdraft can go from one unit into the chimney of the other. An extension can be installed to help solve this problem.

Also, a reminder that spring and summer are the best time to have the chimneys at your properties inspected and cleaned.

Provide excellent maintenance to your properties during the spring and summer and enjoy a safe burning season this fall.

Leasing Consultants In Demand

National Apartment Association

More than 8,000 apartment jobs were available across the country during February, according to the latest apartment jobs report from the National Apartment Association (NAA).

Apartment jobs represented 36.8 percent of all the real estate sector jobs, just under last month's figure, according to the NAA report from the NAA Education Institute.

Denver placed in the top 5 markets for the third month in a row, slightly edged out by Indianapolis. Leasing consultants were in high demand in the latest report. And the greatest concentration of demand for leasing consultants was in Austin.

For leasing consultants, median market salaries were below $28,000 per year, but most employers would consider candidates with less than two years of experience, yet another sign of a tight labor market.

The change in the proportion of job titles over the past five years is not only reflective of demand, i.e. the highly sought-after maintenance tech, but of recruiters providing more focused and appealing titles, the NAA Education Institute report says.

The generic "apartment manager" has given way to "community manager," while the surge of assistant property managers and maintenance supervisors reveals a clear career path within those sectors.

The greatest increases in skills desired for all types of positions included both specialized skills such as Yardi Matrix software, and soft skills, particularly writing and collaboration.

The jobs report focuses on jobs that are being advertised in the apartment industry as being available, according to Paula Munger, Director, Industry Research and Analysis, for the National Apartment Association's Education Institute.

Facebook's Targeted Advertising Practices Encourage Discrimination, HUD Charges

Rental Housing Journal

Facebook's targeted advertising platform violates the Fair Housing Act by "encouraging, enabling, and causing" unlawful discrimination by restricting who can view housing ads, the U.S. Department of Housing and Urban Development (HUD) charged in a release.

HUD has also alerted Twitter and Google that it is scrutinizing their practices for possible housing discrimination, a sign that more technology companies could be ensnared in a government probe of their lucrative demographic ad targeting tools, according to the Washington Post.

The action follows HUD's investigation of a Secretary-initiated complaint filed on August 13, 2018. HUD alleges that Facebook unlawfully discriminates based on race, color, national origin, religion, familial status, sex, and disability by restricting who can view housing-related ads on Facebook's platforms and across the internet. Further, HUD claims Facebook mines extensive data about its users and then uses those data to determine which of its users view housing-related ads based, in part, on these protected characteristics.

"Facebook is discriminating against people based upon who they are and where they live," said HUD Secretary Ben Carson. "Using a computer to limit a person's housing choices can be just as discriminatory as slamming a door in someone's face."

"Just because a process to deliver advertising is opaque and complex doesn't mean that it exempts Facebook and others from our scrutiny and the law of the land. Fashioning appropriate remedies and the rules of the road for today's technology as it impacts housing are a priority for HUD," Compton said.

The Fair Housing Act prohibits discrimination in housing and in housing-related services, including online advertisements, based on race, color, national origin, religion, sex, disability, or familial status.

> ***"Even as we confront new technologies, the fair housing laws enacted over half a century ago remain clear—discrimination in housing-related advertising is against the law."***
> ***- Paul Compton, HUD General Counsel***

According to HUD, Facebook enabled advertisers to exclude people whom Facebook classified as parents, non-American-born, non-Christian, interested in accessibility, interested in Hispanic culture or a wide variety of other interests that closely align with the Fair Housing Act's protected classes.

HUD is also charging that Facebook enabled advertisers to exclude people based upon their neighborhood by drawing a red line around those neighborhoods on a map. Facebook also allegedly gave advertisers the option of showing ads only to men or only to women.

HUD asserts that Facebook also uses the protected characteristics of people to determine who will view ads regardless of whether an advertiser wants to reach a broad or narrow audience. HUD claims Facebook combines data it collects about user attributes and behavior with data it obtains about user behavior on other websites and in the non-digital world.

Facebook then allegedly uses machine learning and other prediction techniques to classify and group users to project each user's likely response to a given ad, and in doing so, may recreate groupings defined by their protected class.

By grouping users who have similar attributes and behaviors (unrelated to housing) and presuming a shared interest or disinterest in housing-related advertisements, Facebook's mechanisms function just like an advertiser who intentionally targets or excludes users based on their protected class, HUD charges.

HUD seeks to address unresolved fair housing issues regarding Facebook's advertising practices and to obtain appropriate relief for the harm Facebook caused and continues to cause.

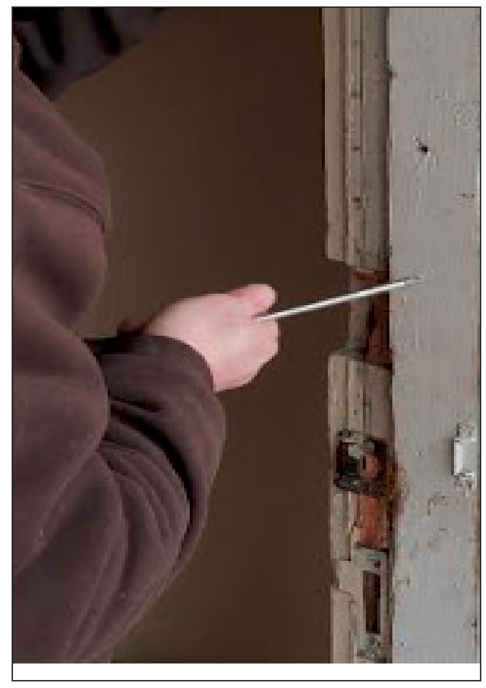
In August 2018, the Department of Justice, joined by HUD, filed a statement of interest in the U.S. District Court for the Southern District of New York (SDNY) on behalf of a number of private litigants challenging Facebook's advertising platform.

HUD's charges will be heard by a United States Administrative Law Judge unless any party to the charge elects to have the case heard in federal district court. If an administrative law judge finds after a hearing that discrimination has occurred, he may award damages for harm caused by the discrimination. The judge may also order injunctive relief and other equitable relief, as well as payment of attorney fees. In addition, the judge may impose fines to vindicate the public interest. If the matter is decided in federal court, the judge may also award punitive damages.

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).


Planning to Renovate
Your Properties
in 2019?
NPi is the premier supplier of replacement cabinets and cabinet fronts for the multifamily renovation industry.
Contact us today to request
a FREE measure and estimate:
NPi
www.npi-seattle.com
www.npi-portland.com
North Pacific Industries, Inc.
WA Contractor No. NORTHPI918C4
OR Contractor No. 205769
Inc. 5000
100
FASTEST-GROWING PRIVATE COMPANIES

Should You Re-Key Locks Between Tenants?



Dear Landlord Hank: Do you rekey your rentals every time you change a tenant? Our tenants are good about returning keys to us when they vacate the units, especially if they want to get their full security deposit back. We try to avoid the extra cost of calling a locksmith and rekeying every time a new tenant moves in and wondering what is the best practice? And, if you do, do you just rekey or do you replace the whole lock?

- Sam

Dear Landlord Sam,

I don't know of any legal requirement to change locks between tenants. But I think it's a good idea to do so. I don't rekey a lock due to the expense but will change locks. I keep a reserve of locks and keys and it's a five-minute job to change a single lock.

Smart locks might be a consideration

As locks go bad, you can replace with "Smart Locks" and can rekey those in one minute yourself.

They are more expensive but sure are easy to use, and then you can tell your new tenants that the locks have been changed, for their piece of mind.

"Landlord Hank" Rossi started in real estate as a child watching his father take care of their family rentals 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. A few years ago he and his sister started their own real estate brokerage, focusing on property management and leasing.

Sponsored Content

Improve Energy Efficiency With Free Upgrades

Energy Trust of Oregon

Often the biggest challenge to improving energy efficiency at a multifamily property is knowing where to start. Energy Trust of Oregon's free instant savings upgrades offer an easy, no-cost entry point to significantly reduce your energy consumption and costs.

Northwest Housing Alternatives has utilized this free service at 10 sites in the Portland Metro area and Salem, saving the properties 212,680 kilowatt-hours, 11,000 therms and $24,280 in estimated annual energy costs.

These free energy-saving products, including LED bulbs, showerheads, shower wands, faucet aerators and advanced power strips, are more efficient and longer-lasting than standard equipment. LED bulbs use 85 percent less energy than incandescent bulbs, while energy-efficient showerheads and faucet aerators not only save energy but also use up to 20 percent less water compared to standard fixtures. Advanced power strips reduce energy waste by shutting off power to devices that are not in use. These products give maintenance teams more time to tackle pressing site issues.

In addition to energy- and cost-savings, installation is quick and convenient with minimal disruption for residents. Products are typically installed in as little as five minutes per dwelling unit by Energy Trust representatives.

"Energy Trust's energy advisors were accommodating and very considerate of residents," said Alaniz. "The whole process was very simple and well worth it."

"With the upgraded products provided and installed by Energy Trust, my residents save on their energy bills and substantially reduce water and electricity waste. Residents love the product upgrades and are pleased to be doing their part." - Marie Alaniz, resident service coordinator for Northwest Housing Alternatives

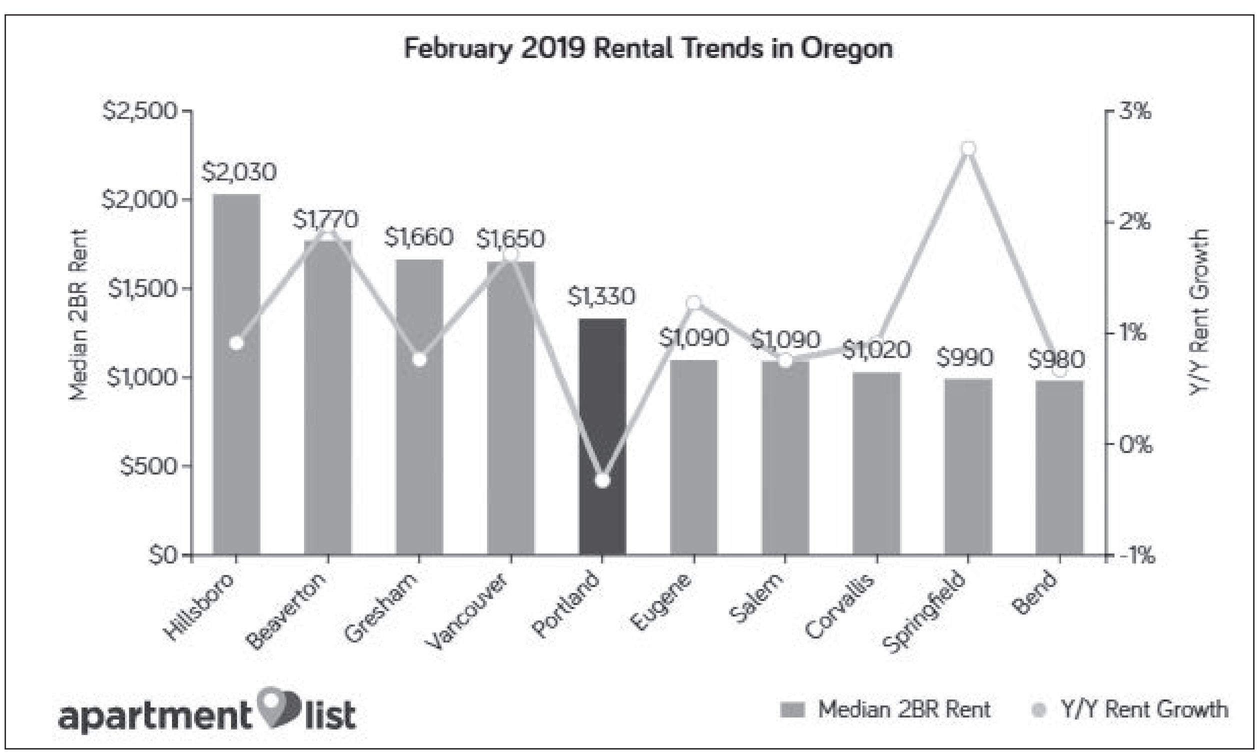
For more information or to schedule the installation of free instant savings upgrades, call 1-877-510-2130, email multifamily@energytrust.org or visit www.energytrust.org/multifamily.

About Energy Trust of Oregon

Energy Trust of Oregon is committed to delivering clean, affordable energy to qualified utility customers across Oregon. Our customer base comprises businesses and residences including multifamily properties looking for energy-efficient solutions to help lower energy use and reduce operating costs. We offer cash incentives for the installation of qualified energy-efficient equipment and the installationof free instant savings upgrades including LED bulbs, showerheads, shower wands, advanced power strips and faucet aerators. We'll also conduct a free walkthrough survey to identify potential energy savings at your property.

For more energy-efficiency news and stories from around Oregon, visit the Energy Trust of Oregon blog at https://blog.energytrust.org/.

City	Median 1BR price	Median 2BR price	M/M price change	Y/Y price change
Portland	$1,120	$1,330	0.4%	-0.3%
Vancouver	$1,400	$1,650	-0.1%	1.7%
Gresham	$1,410	$1,660	1.1%	0.8%
Hillsboro	$1,720	$2,030	0.9%	0.9%
Beaverton	$1,500	$1,770	0	2%
Lake Oswego	$1,480	$1,750	-0.9%	-9.6%
Tualatin	$1,650	$1,940	1.8%	6.3%
Wilsonville	$1,430	$1,690	-0.6%	1.5%
Gladstone	$1,490	$1,760	-0.3%	-0.1%



Portland Rents Rise in March

Continued from Page 1

have all experienced year-over-year growth above the state average (2.0%, 1.8%, and 1.7%, respectively).

As rents have fallen slightly in Portland, many other large cities nationwide have seen prices increase, in some cases substantially. Portland is also more affordable than most comparable cities across the country.

- Portland's median two-bedroom rent of $1,330 is above the national average of $1,170. Nationwide, rents have grown by 1.3% over the past year compared to the 0.1% decline in Portland.
- While rents in Portland fell slightly over the past year, many cities nationwide saw increases, including Phoenix (+3.7%), Austin (+3.1%), and Las Vegas (+2.9%).
- Renters will find more reasonable prices in Portland than most similar cities. For example, San Francisco has a median 2BR rent of $3,110, which is more than twice the price in Portland.

Methodology: Data from private listing sites, including [Apartment List], tends to skew toward luxury apartments, introducing sample bias when estimates are calculated directly from these listings. To address these limitations, we've recently made major updates to our methodology, which we believe have greatly improved the accuracy and reliability of our estimates. 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...using 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. Our approach corrects for the sample bias inherent in other private sources, producing results that are much closer to statistics published by the Census Bureau and HUD and allows us to construct a picture of rent growth over an extended period of time, with estimates that are updated each month."

7 Suggested Ways to Build Up Multifamily Communities

Continued from Page 1

appreciate getting to know their neighbors while also being cared for by the management team. You can go all out or start with baby steps, depending on your budget, but there's always something you can do to encourage a sense of community.

1. Designate an Outdoor Space

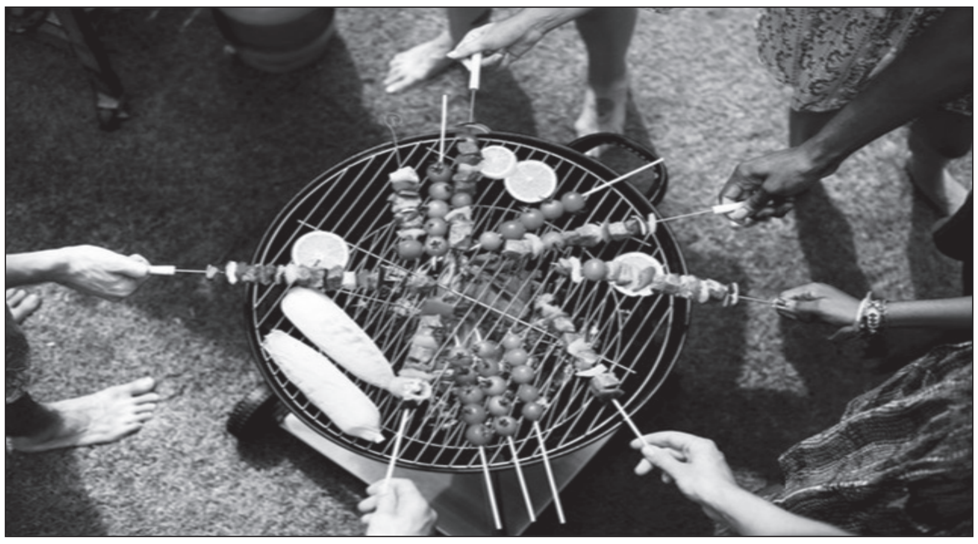
If your complex doesn't have one already, find a way to designate an outdoor space for your tenants to use as a community center. This could look like a pool, a garden or even a plot of grass with some picnic tables. Many apartment communities are also building dog parks, if they have the infrastructure.

Consider the average life experiences of your tenants to determine what outdoor space they would enjoy best. You don't want to spend your money on an amenity that tenants will likely ignore. It's more important to build the right outdoor space than to jump to provide anything at all.

2. Set Up Regular Events

A great way to get tenants to interact with each other is to set up regular events that will make them want to step out of their possible comfort zones and meet new people. Events can be centered around fun holidays, like the Fourth of July or Halloween, so everyone can participate. Encourage tenants to come out and have fun at a cookout or networking event, for example.

When your tenants get to know each other, your business benefits. Not only will familiarity make them more considerate of each other's space



and quality of life, but you're likely to reduce tenant turnover in the long run. Creating community events doesn't have to be resource-intensive, and it results in connections that will help you and your tenants enjoy the rental experience more.

3. Host Contests

If you have the budget, you may want to try engaging with tenants through fun contests. Contests can range from food-drive competitions to costume contests to even who can get the most likes on a pet picture on social media.

Think about what your tenants might like and pitch ideas with the management team to come up with ideas. Your community will love the interactive side of contests without necessarily having to carve out time from their schedule to participate.

4. Create a Social-Network Page

Most businesses automatically get social-network profiles to represent themselves online. After all, people want the online experience of seeing 3D models, floor plans and pictures. In addition to your main profiles, create a unique community page where only residents are allowed into the group.

This is a great way to encourage residents to establish neighborly ties. If you manage a city rental, post local activities every week or so to see if your tenants want to form a get-together. For more suburban regions, where commutes are often 30 minutes or more, set up carpooling threads to help tenants save on driving costs. Social media is a powerful tool for helping residents feel like they have a community they can rely on.

5. Remember to Say Thanks

People need a place to live, so tenants may feel like they're taken for granted by property managers. One way to get around this feeling and continue building a sense of community is to always remember to say thanks.

Tenants will be pleasantly surprised to have an interactive and caring management team, leading to feelings of community and worth.

6. Communicate With Maintenance Workers

People will only admit so much to management staff. You may send out emails with surveys, asking for people to give their honest opinions about what they like and what they think should change. That doesn't mean tenants will feel comfortable enough to be totally honest. That's where the maintenance team comes in.

The maintenance crew has the advantage of getting one-on-one interactions with tenants. They get to hear what people like and don't like about their apartment in very honest conversations. They'll be able to feel out the mood of tenants regarding community upgrades or apartment changes more than office staff could. Meet with your maintenance workers and keep the line of communication open with them. They'll provide valuable feedback you can use to keep your community tight-knit and happy.

7. Encourage Community Feedback

Whatever kind of community outreach you decide to do, make sure to encourage feedback from those who participate. A contest or event might seem like a fantastic idea to you, but would it really enjoyable for the tenants it was created for? The only way to know that is to be open to feedback.

At physical events, provide slips of paper

See'Building Up' on Page 17

Building Up Multifamily Communities

Continued from Page 16

that residents can fill out anonymously and drop in a locked box. Online events or emails can include a survey link that people can take online in just minutes. The key is to make these surveys quick and anonymous. You can always include a note that people are welcome to visit the management office during regular business hours to speak about an issue or concern more in-depth, too.

Never forget that the community is why you're looking to do these things. Whatever event you put together, your tenants should be just as excited about it as you are. A younger generation won't enjoy a potato-salad cookout as much as an older generation would, much like older tenants may not participate in social-media outreaches.

Consider your tenants, think about their needs and get feedback. Feedback may come from the tenants themselves or people like the maintenance crew, but it will all be valuable. You'll quickly be able to find what your community enjoys and continue to build that sense of family between everyone in the future.

Holly Welles writes about real estate market trends from a millennial perspective. She is the editor behind The Estate Update, a residential real estate blog, and keeps up with the industry over on Twitter @HollyAWelles.

Sponsored Content

1031 Exchange Investors Are Choosing DST Properties for Passive Real Estate Ownership

By Jason Salmon

Over the course of the past several years, Kay Properties has observed incremental growth in the number of investors choosing Delaware Statutory Trusts (DSTs) as a preferred means of passive real estate investing for like-kind, tax-deferred 1031 exchanges.

1031 Exchange Basics

Per section 1031 of the Internal Revenue Code, real estate investors—under specific guidelines— may potentially defer their capital gains tax, depreciation recapture tax, and other taxes (each investor should consult their own CPA/ attorney since every situation is unique). Upon the sale of investment real estate, the proceeds would go to a Qualified Intermediary, then the investor must purchase real estate of equal or greater value and has 45 days to "identify" replacement property with a concurrent 180-day timeline to close.

IRS/DSTs

Through what's known as the Internal Revenue Service's Revenue Ruling 2004-86, DSTs have been recognized as vehicles for investors looking for like-kind real estate as 1031 exchange replacement property with the ability to conduct another 1031 exchange upon the sale of the DST property.

Passive Real Estate Investing

For many real estate investors that have had their lives consumed with being pinned to real estate property management and/or asset management responsibilities, DSTs offer the opportunity to be passive and diversified—via the 1031 exchange into multiple DSTs/multiple geographic areas/multiple property types. Diversification does not guarantee profits or protect against losses.

As of the time of writing this article, Kay Properties has over 35 DST offerings available to our clients from over 20 companies that most would consider sophisticated real estate asset managers. As such, real estate sectors represented include, but are not limited to healthcare, multifamily, netleased real estate (NNN), industrial/distribution, office, student housing and self-storage.

It is important to note that these real estate management companies do not call for investors' funds, then go out to buy properties. Rather, they'll typically acquire the real estate first—thereby helping to reduce investor 1031 exchange closing risk—and the DST can be comprised of multiple properties or just a single asset. DSTs come either with or without debt, so investors conducting a 1031 exchange may find the nonrecourse financing already in place useful for the purposes of their transaction. Others might seek out debt-free DSTs as 1031 replacement property if they sold real estate that was unencumbered by debt and do not want the added risks of using financing with real estate investing.

Several factors have contributed to the industry's growing populartity, including the passive nature of the DST structure in conjunction with the real estate portfolio strategy and the ability to close quickly.

The minimum investment size for 1031 exchange investors is typically $100,000, so in many cases investors can diversify into multiple DST offerings–depending on the size of their transaction.

Several factors have contributed to the industry's growing popularity, including the passive nature of the DST structure in conjunction with the real estate portfolio strategy (by investing with varied DST sponsor companies/asset-managers, locations and property types), and the ability to close quickly. Accredited investors find DSTs to be quite accessible compared to the search for high-quality real estate, negotiating with sellers and having to potentially put all their eggs in one basket. We're pleased to be able to offer DSTs to our clients with the goal to streamline their 1031 exchange process.

Jason Salmon is Senior Vice President, Managing Director of Real Estate Analytics for Kay Properties & Investments, LLC. Kay Properties and Investments, LLC is a national Delaware Statutory Trust (DST) investment firm with offices in Los Angeles, San Diego, San Francisco, Seattle, New York City and Washington DC. Kay Properties team members collectively have over 114 years of real estate experience, are licensed in all 50 states, and have participated in over $9 billion of DST real estate. Our clients have the ability to participate in private, exclusively available, DST properties as well as those presented to the wider DST marketplace; with the exception of those that fail our due-diligence process. To learn more about Kay Properties please visit: www.kpi1031.com.

This material does not constitute an offer to sell nor a solicitation of an offer to buy any security. Such offers can be made only by the confidential Private Placement Memorandum (the "Memorandum"). Please read the entire Memorandum paying special attention to the risk section prior investing. This email contains information that has been obtained from sources believed to be reliable. However, Kay Properties and Investments, LLC, WealthForge Securities, LLC and their representatives do not guarantee the accuracy and validity of the information herein. Investors should perform their own investigations before considering any investment. IRC Section 1031, IRC Section 1033 and IRC Section 721 are complex tax codes therefore you should consult your tax or legal professional for details regarding your situation. This material is not intended as tax or legal advice.

There are material risks associated with investing in real estate, Delaware Statutory Trust (DST) properties and real estate securities including illiquidity, tenant vacancies, general market conditions and competition, lack of operating history, interest rate risks, the risk of new supply coming to market and softening rental rates, general risks of owning/operating commercial and multifamily properties, short term leases associated with multi-family properties, financing risks, potential adverse tax consequences, general economic risks, development risks and long hold periods. There is a risk of loss of the entire investment principal. Past performance is not a guarantee of future results. Potential cash flow, potential returns and potential appreciation are not guaranteed. For an investor to qualify for any type of investment, there are both financial requirements and suitability requirements that must match specific objectives, goals and risk tolerances.


Need Staffing?
Don't take chances with staffing! Our temps are tested, trained, experienced, and fully insured!
Apartment Advantage®
Serving The Pacific Northwest
Since 2003
Hiring, Training, and Placing the Property Management Leaders of Tomorrow
Daily • Weekly • Monthly • Permanent
Temporary On-Site Staff
Managers • Leasing Agents • Maintenance • Grounds Keepers
Greater Portland-Vancouver Area
(503) 644-8233
Greater Seattle-Tacoma Area
(425) 456-3663
Greater Denver-Boulder Area
(720) 822-0117
www.apartmentadvantage.com