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Published in association with Multifamily NW and Rental Housing Alliance Oregon



Mystery
Maintenance Call

Help! Hornets
in My Rental!

KEEPE

The apartment mystery maintenance call this month comes stems from an unusual work order from the property manager of a Portland rental.

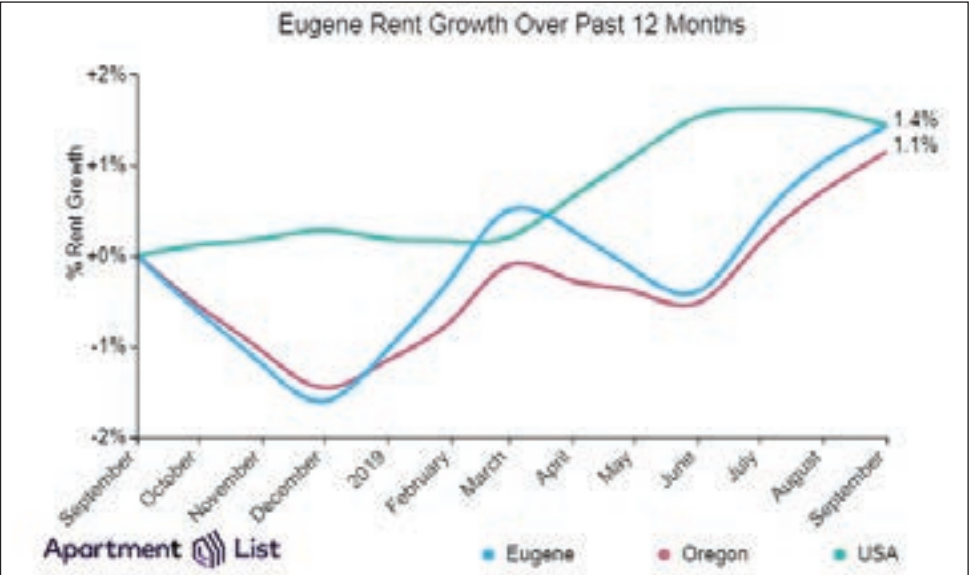
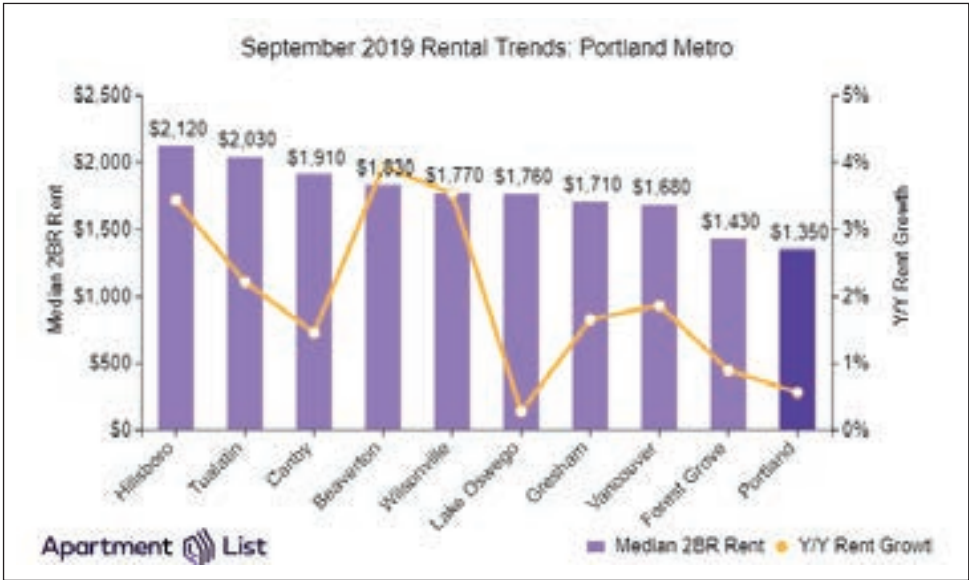
“There are hornets inside my house, and it seems to be coming out from inside my drywalls. Please send keepers now!” the property manager said.

As our workers came in, they were able to assess that somehow, a hornet nest has been accumulating inside the drywall.

As they explored further, our crew discovered that the nest has been building for at least three months before the work order was called in. Our workers determined that it originated from a tiny hole beside the front door, which allowed the hornets to go into the hollow dry walls and build their homes from there.

This unique problem took a full day to solve, with the help of a separate

See ‘Mystery’ on Page 3



Rents
in Eugene
Continue
Growing

APARTMENT LIST

For the third straight month Eugene has seen rent increases after a decline in June, according to the September report from Apartment List.

Eugene’s year-over-year rent growth leads the state average of 1.1 percent, but is in line with the national average of 1.4 percent

Eugene rents have increased 0.4 percent over the past month, and are up slightly by 1.4 percent in comparison to the same time last year. Currently, median rents in Eugene stand at \$837 for a one-bedroom apartment and \$1,113 for a two-bedroom.

Corvallis rents have increased 0.2 percent over the past month, and are up slightly by 1.4 percent in comparison to

See ‘Rents’ on Page 4

Rent Increase Cap Set at 9.9 Percent

RENTAL HOUSING JOURNAL

The annual allowable rent increase percentage for the 2020 calendar year is 9.9 percent, down slightly from 10.4 percent in 2019, announced by the Oregon Office of Economic Analysis (OEA).

Oregon’s new rent control law, SB 608, passed in February 2019, ushering in the first-in-the-nation statewide rent control. SB 608 created two major changes to the Oregon Residential Landlord Tenant Act by limiting the scope of termination notices without stated cause and implementing rent control.

Each year, the OEA is responsible for calculating and publishing, by Sept. 30, the maximum annual rent increase percentage allowed by statute SB 608 for the upcoming year.

The OEA calculates this amount as 7 percent plus the Consumer Price Index (CPI) for All Urban Consumers, West Region (All Items), based on the most recent published data from the Bureau of Labor Statistics for the period September through August.

The CPI went down slightly from 3.4% to 2.9 percent. This results in the annual allowable statewide rent increase cap of 9.9 percent for 2020, and will go into effect on Jan. 1, 2020.

Attorney and Rental Housing Alliance Oregon Board Member Charles Kovas cautions, “Landlords with outstanding 90-day notices should be aware that those notices may need to be hand-delivered in order to comply with the January 1st rate change.”

The cap on rental increases applies to all renewals and to all rent-increase notices delivered on or after Feb. 28, 2019. Under this law, if landlords terminate tenancy of a prior tenant with a notice of termination without cause during the first year of occupancy, the landlord may not increase rent for that unit by more than 7 percent plus CPI when the subsequent tenant moves in.

For more information, contact Attorney Charles Kovas at CharlesKovasLaw@gmail.com or call 503-496-5543.

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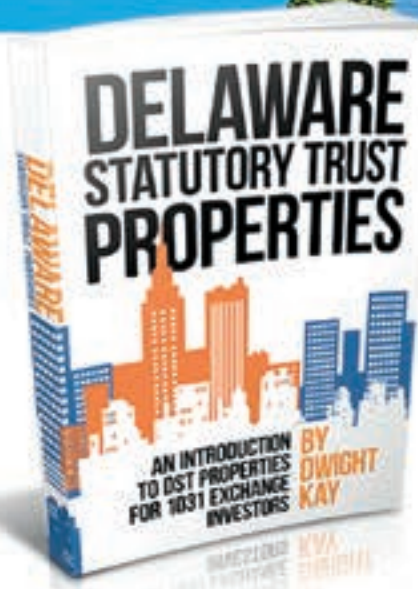
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Kay Properties Real Estate Offering Goes Full Cycle on Behalf of Investors

By Kay Properties and Investments, LLC

Kay Properties and Investments is pleased to announce that one of their joint venture private placement real estate offerings has gone full cycle. The offering consisted of an opportunity to participate in an Absolute Triple Net Leased (NNN) hospital in the Kansas City metro area. The offering generated a 22.27% return on investment (ROI)* in approximately one year and was made available to accredited in-

vestors under Regulation D Rule 506(c) at \$25,000 minimum investments. Dwight Kay, CEO and Founder of Kay Properties commented, “We are extremely pleased with the opportunity to provide these returns for our investors in such a short time period and look forward to continuing to provide future real estate investments for those in 1031 exchanges as well as direct cash investors.” * Past performance does not guarantee or indicate the likelihood of future results. Diversification does not guarantee profits or protect against losses. All real estate investments provide no guarantees for cash flow, distribu-

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Mystery Maintenance Call: Hornets!

Continued from Page 1

pest control crew to exterminate the hornets and clear out the nest. The maintenance crew had to cut open a large portion of the drywall, which pest control would need to clean the inside of the drywall. Once everything has been cleared out, the wall had to be fully patched, a job that took about three to four hours.

After a long day of completing this odd job request, not only does the drywall look good as new, but more importantly, no more hornets in the rental. Keepe is an on-demand maintenance solution for property managers and independent landlords. The company makes hundreds of independent contractors and handymen available for maintenance projects at rental properties. Keepe is available in the Greater Seattle area, Portland, Phoenix, San Francisco Bay and San Diego areas.



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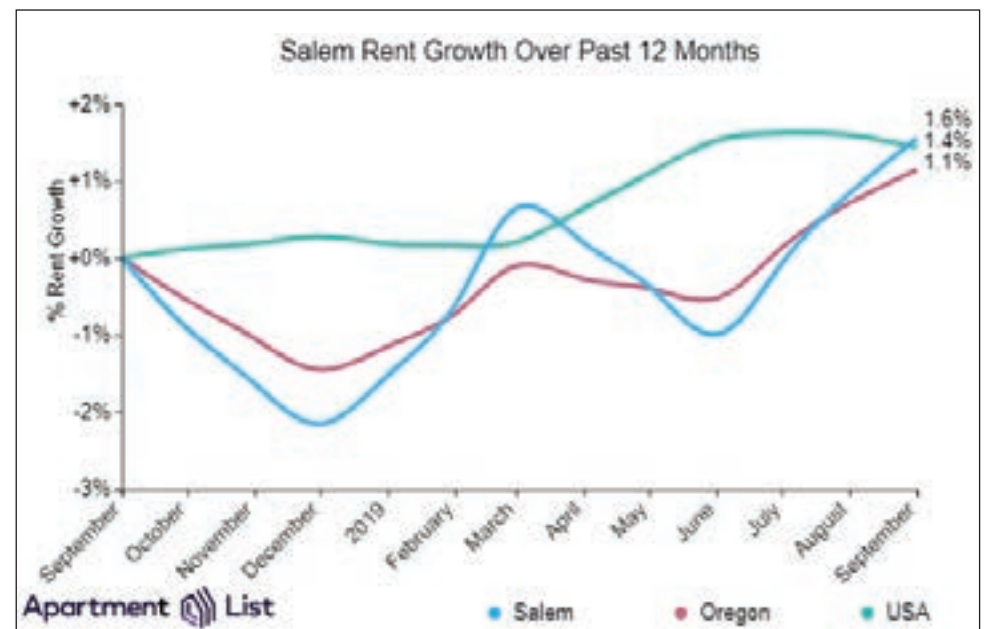
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This is the third straight month that the city has seen rent increases after a decline in June. Salem's year-over-year rent growth leads the state average of 1.1 percent, as well as the national average of 1.4 percent.



OTHER OREGON RENTS: Portland and Suburbs				
City	Median 1BR price	Median 2BR price	M/M price change	Y/Y price change
Portland	\$1,140	\$1,350	0.4%	0.6%
Vancouver	\$1,420	\$1,680	0	1.9%
Gresham	\$1,450	\$1,710	1.3%	1.6%
Hillsboro	\$1,790	\$2,120	0.3%	3.4%
Beaverton	\$1,550	\$1,830	-0.2%	3.9%
Lake Oswego	\$1,490	\$1,760	-0.7%	0.3%
Tualatin	\$1,720	\$2,030	1.3%	2.2%
Forest Grove	\$1,210	\$1,430	0.3%	0.9%
Wilsonville	\$1,500	\$1,770	-0.2%	3.5%
Canby	\$1,620	\$1,910	1.8%	1.5%
Fairview	\$1,540	\$1,820	-0.2%	0

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FORM OF THE MONTH
Oregon Resident Utility Flat Fee Bill – MO53 OR

**MULTIFAMILY NW**
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OREGON
RESIDENT UTILITY FLAT FEE BILL



DATE _____ PROPERTY NAME / NUMBER _____

RESIDENT NAME(S) _____

UNIT NUMBER _____ STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

Dear Resident,

Your monthly flat fee for utilities is now due. Utilities include:

Electricity	Water	Sewer/ Wastewater	Garbage	Basic Cable	Gas/ Propane	Oil	Heating	HVAC	Internet	Public Service Charges	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Current Utility Charges Due \$ _____ Due Date _____

☐ Pay with monthly rent

☐ Send payment to _____

☐ Other _____

Service of Utility Bill:
Sent to Resident on _____ by _____

☐ This Utility Bill was served personally at _____ ☐ AM ☐ PM.

☐ If written rental agreement allows, this Utility Bill was served by posting on the main entrance door of the dwelling unit and mailed first class mail.

☐ This Utility Bill was served by first class mail.

☐ This Utility Bill was served by electronic means.

Resident may inspect a Utility provider's bill at a reasonable time and place and obtain a copy of a provider's bill by making a request to the Owner/Agent during the inspection and upon payment to the Owner/Agent for the reasonable cost of making copies.

Additional Information: (insert manner in which provider assesses a utility or service charge, allocation method, other info)

OWNER/AGENT _____

ADDRESS _____

TELEPHONE _____

EMAIL _____

☐ ON SITE

☐ RESIDENT

☐ MAIN OFFICE (IF REQUIRED)

When a rental housing provider is billing-back a utility charge to the resident, a monthly bill needs to be sent to the resident. This form allows for easy compliance with that utility bill-back requirement. The required legal disclosures, due dates and service method options are included.

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
The Association Promoting Quality Rental Housing

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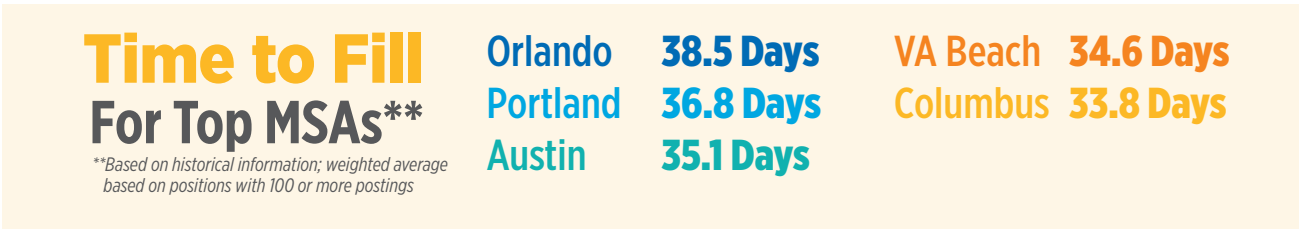
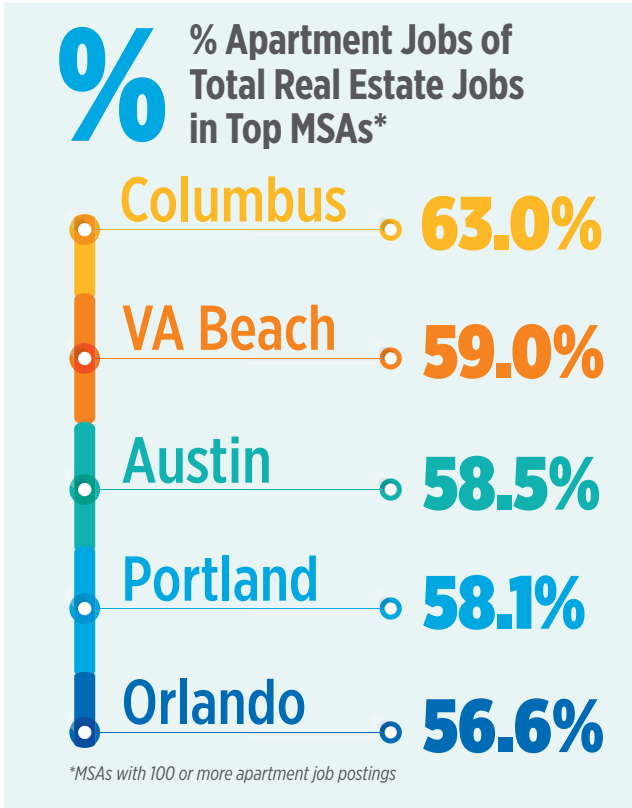
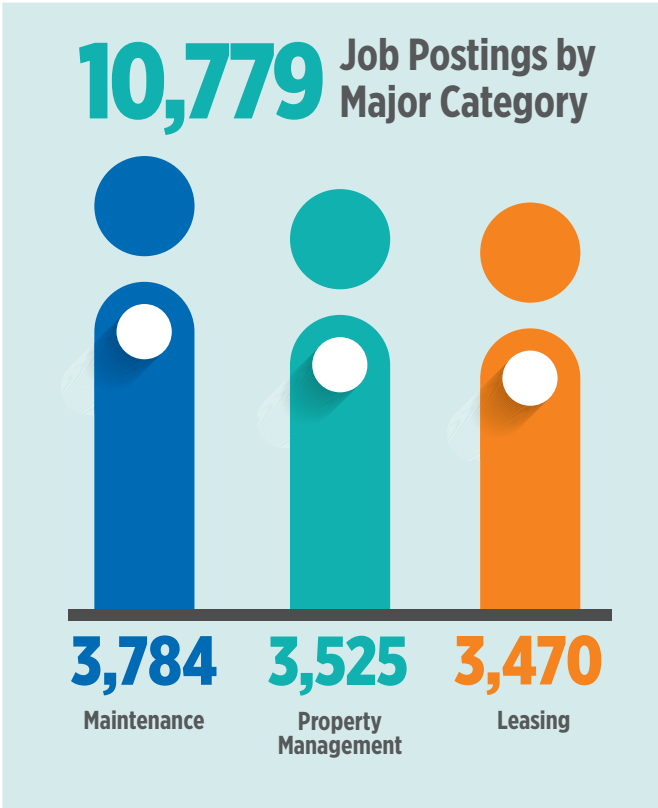
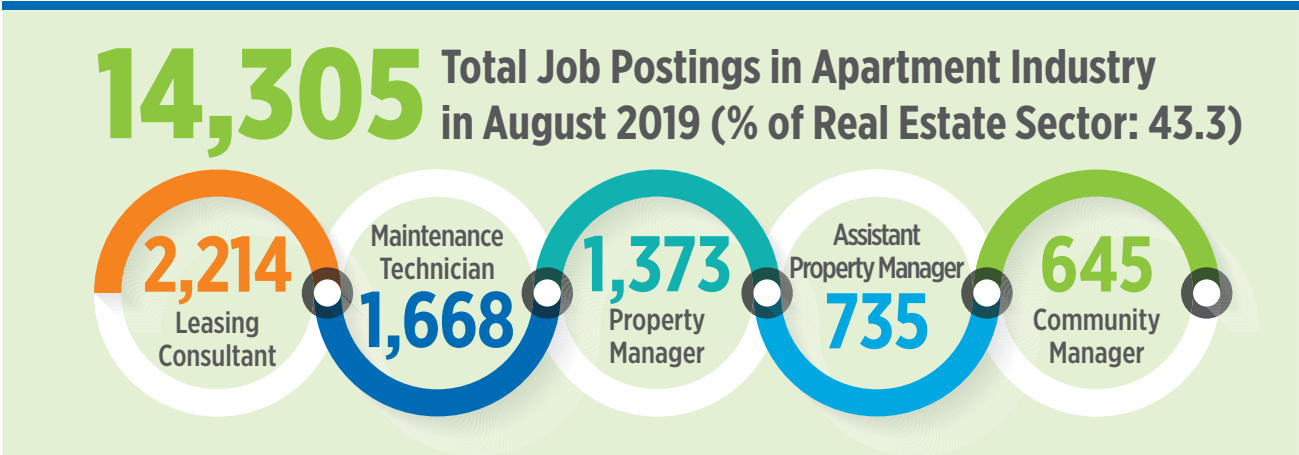


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Multifamily NW Schedule

OCTOBER 11	IT'S THE LAW: FOR CAUSE NOTICES	12:00 PM - 1:00 PM
OCTOBER 14	LANDLORD/TENANT PART II	1:00 PM - 5:00 PM
OCTOBER 15	FAIR HOUSING BASICS WITH A HISTORICAL PERSPECTIVE	9:00 AM - 12:00 PM
	UNIT INSPECTIONS AND TURNOVER TECHNIQUES	10:00 AM - 1:30 PM
OCTOBER 16	NEW HIRE CLASS	9:00 AM - 1:00 PM
OCTOBER 17	EQUAL PAY ACT/PAID SICK LEAVE	10:00 AM - 11:00 AM
OCTOBER 22	FALL APARTMENT REPORT BREAKFAST	7:30 AM - 9:00 AM
NOVEMBER 5	LANDLORD STUDY HALL: DOMESTIC VIOLENCE AND THE ORLTA	6:30 PM - 8:00 PM
NOVEMBER 7	GENERAL FAIR HOUSING	9:00 AM - 12:00 PM
NOVEMBER 8	IT'S THE LAW: ANOTHER YEAR IN THE HOPPER (ALMOST)	12:00 PM - 1:00 PM
NOVEMBER 11	LANDLORD/TENANT PART I	1:00 PM - 5:00 PM
NOVEMBER 13	CAM: RESIDENT EXPERIENCE	10:00 AM - 12:30 PM
	HR ISSUES: CORRECTIVE ACTION/DISCIPLINE OPTIONS	12:00 PM - 1:00 PM
NOVEMBER 20	MAINTENANCE TIPS, TRICKS & PITFALLS	9:00 AM - 12:00 PM
DECEMBER 3	FAIR HOUSING STEREOTYPING AND BIAS	9:00 AM - 12:00 PM
DECEMBER 9	LANDLORD/TENANT PART II	1:00 PM - 5:00 PM



Apartment Jobs Snapshot

August 2019

Leasing Consultant Jobs in High Demand

NATIONAL APARTMENT ASSOCIATION

More than 14,000 positions were available in the apartment industry across the country as apartment communities reached their peak for this year’s leasing season, according to the latest report from the National Apartment Association’s Education Institute jobs snapshot.

Leasing consultant jobs with an average salary of almost \$38,000 were in high demand across the country.

The highest concentration of job postings was in Columbus, Virginia Beach, Austin, Portland, and Orlando for the month of August.

Orlando has a high number of apartment jobs available and Central Florida has seen robust population and job growth which in turn has increased apartment demand.

The demand for leasing consultants is high. For instance, the demand for these positions was more than four times the U.S average in Austin.

The top specialized skills employers are looking for included leasing, customer service, property management, sales, and Yardi Software.

NATIONAL APARTMENT ASSOCIATION JOBS REPORT BACKGROUND

The NAA 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.

“Our education institute is a credentialing body for the apartment industry. They hear often that one of the biggest problems keeping our industry leaders up at night is the difficulty in finding talent, attracting talent and retaining talent,” Munger said. “Labor-market issues are happening in a lot of industries, certainly with the tight labor market we have.”

NAA partnered with Burning Glass Technologies. “They have a labor-job posting database that is proprietary,” she said, and they can “layer on data from the Bureau of Labor Statistics (BLS). We looked at that and thought we could do something that is really going to help the industry and help benchmark job titles and trends as we go forward,” Munger said.



Spotlight
Last 6 Months

Leasing Consultant

Top MSAs (Highest Location Quotients)

MSA	Location Quotient***	Market Salaries 90th Percentile****
Austin	4.1	\$39,814
Denver	4.0	\$38,763
Raleigh	3.3	\$32,139
Nashville	3.2	\$36,021
Dallas	2.9	\$34,744

***Location quotients display concentrations of demand within MSAs. U.S.-wide average demand equals 1.0; a location quotient of 1.5 indicates 50% higher demand than the US average.

Top Skills

Specialized/Required	Baseline
Leasing	Communication Skills
Customer Service	Organizational Skills
Property Management	Computer Literacy
Sales	Microsoft Office
Yardi Software	Microsoft Excel

Earnings
Market Salary 90th Percentile****
\$36,984

****Market salary is calculated using a machine learning model built off of millions of job postings every year, and accounting for adjustments based on locations, industry, skills, experience, education requirements, among other variables. Salaries in the 90th percentile are displayed due to the tightness of the labor market.

2019 Spectrum was Over-the-Top Fun for All!

MULTIFAMILY NW

The circus-themed 2019 Spectrum Educational Conference & Trade Show roared in the Oregon Convention Center last month! In addition to 27 breakout education sessions, Spectrum amazed attendees with a sold-out, solution-filled exhibitor floor. National speaker Dan Thurmon supplied an action-packed keynote address that included handstands, backflips and unicycles!

Spectrum is the largest rental housing industry event in the Pacific NW. For nearly 20 years housing providers have relied on Spectrum to offer its full day of educational opportunities that cover all the hot topics from new regulations to operational best practices to critical benchmarks of fair housing and landlord/tenant law.

The 2019 exhibitor trade show floor welcomed Spectrum attendees with 140+ booths from professional industry suppliers who specialize in practically every service or need a busy property manager or rental housing owner can think of. This year did not disappoint, the exhibitor floor’s energy and enthusiasm were hard to ignore!

Keynote Speaker Thurmon spent the entire day at Spectrum teaching additional classes, posed for photographs and signed copies of his book for his many fans. Dan asked, “Hey Spectrum attendees, is the future going to shape you or will you shape the future?”

Check out all of the Spectrum photos at Multifamily NW’s Facebook page: <https://www.facebook.com/multifamilynw>.



STAY INFORMED

With rental housing regulations changing all the time, it can be difficult to know when your business practice might violate a new law. Multifamily NW is here to help!

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RHA Oregon President’s Message

Can You Weather the Changes Ahead?

When we lived in Tennessee, the arrival of fall was accompanied by a much more dramatic change in the landscape than we experience here in Oregon.

The transition of the deciduous forests from a carpet of green to the warm orange, deep reds, and brilliant yellows is a sight that everyone should see. Of course, there’s no place like Oregon with its verdant evergreen forests. And we do have our share of changing colors among the street trees and landscapes in Portland’s diverse neighborhoods. But if you’ve never visited the Smoky Mountains in the fall, I encourage you to put it on your bucket list.

This fall, I am reminded that the business of being a landlord in Oregon, and especially a landlord in Portland, is changing as dramatically as the colors of the fall foliage. Based on feedback from the staff at RHA Oregon’s offices, there are hundreds, and likely thousands, of landlords that are still unaware of all the new laws and ordinances that are affecting our business.

More and more often, we advise these

landlords that they should probably consult their attorney. Why? Because no, you cannot raise your rents this year more than 10.3%. You do have to pay relocation costs to your tenants if the property is in the city of Portland and you did not file for one of the very limited exemptions before you signed the lease. And no, you may not turn down an applicant because they intend to pay using a “Section 8” voucher.

With even more rules and ordinances set to go into effect next March, the time has arrived to ask yourself whether you want to continue to be a landlord. If you are willing to run your rental property operation as a small business, you are in a great position to watch your investment grow as demand for rental housing increases.

If you are going to stay in the business, you should either delegate management of your properties to a competent, licensed, professional property manager or be prepared to spend the extra 5–10 hours per month per property learning and implementing the changes these new laws and ordinances have or will impose on

your business.

For example, you might increase your reserves to prepare for the day that you may need to pay relocation assistance. You need to build the new \$60 per year per unit registration fee into your cost structure.

As the U.S.-China trade war continues, you probably should be increasing your reserves to cover the increased costs of appliances, floor covering, and other items.

By the time the new security deposit ordinance is put into effect next March, you will need to have a depreciation schedule for every component of every property. As to the new screening ordinance, interim rules are supposed to be published this month; look to the RHA calendar for courses that will cover this material. However, I expect that many landlords will choose not to do their own screening any longer – the liability is simply too great.

Of course, all of these will significantly increase the costs landlords incur. Again,

if you are running your operation as a business, you will pass most of these costs on to your tenants.

Like many landlords, I have not always been rigorous in implementing annual rent increases. But I am now. You should be, too.

As surely as the trees change colors in the fall, our business is changing. Those who weather these changes will be in a good position in the long run. Others will decide it isn’t worth the hassle.

We are already seeing an increase in sales of rental properties, and conversion of older homes that had been used as plexes back into single-family owner-occupied homes. This is an unfortunate consequence of the heavy-handed regulatory environment in which we now operate, and it will almost certainly increase housing costs and reduce the diversity of our neighborhoods.

Next month I’ll share my thoughts about how to change this trend.

— **Ken Schriver,**
RHA Oregon President

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