



Portland Housing Bureau

Rental Services Office

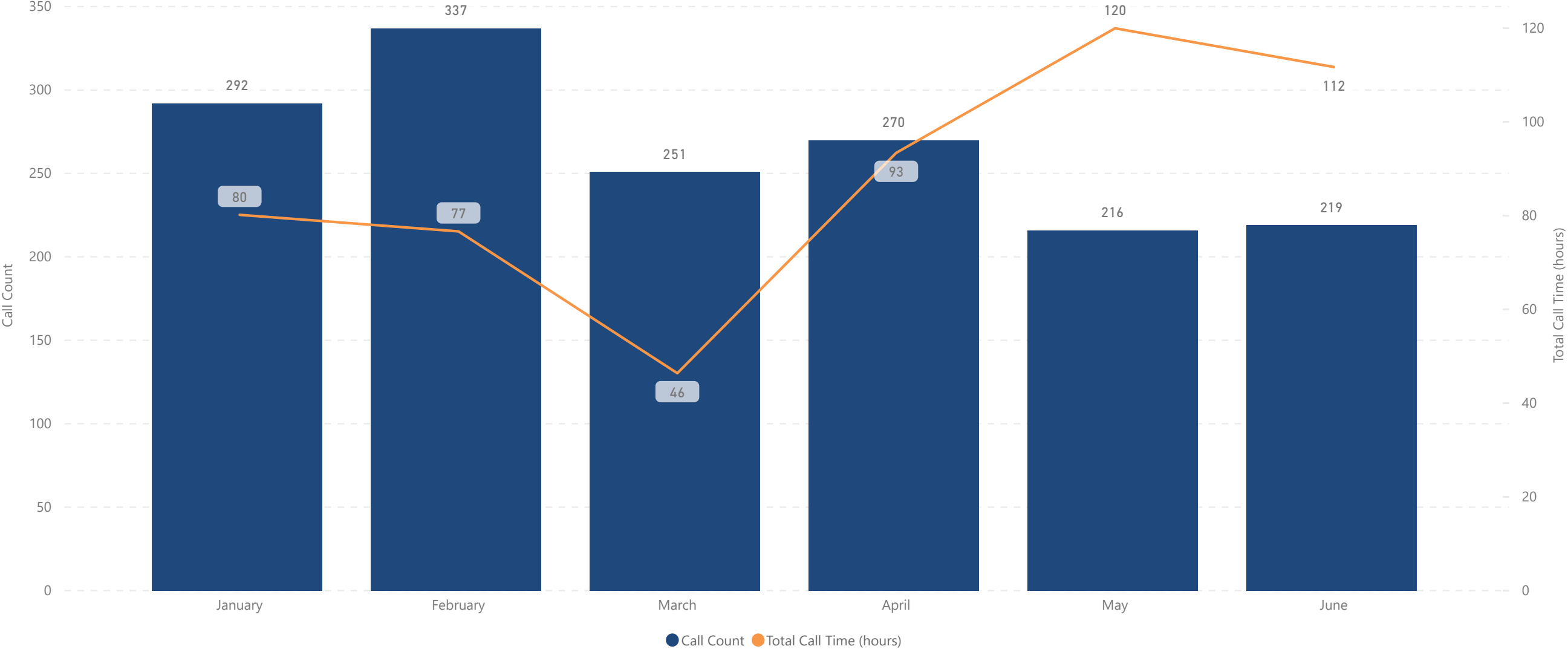
Mayor Ted Wheeler • Director Shannon Callahan

Rental Services Commission Briefing

(7/21/2020)

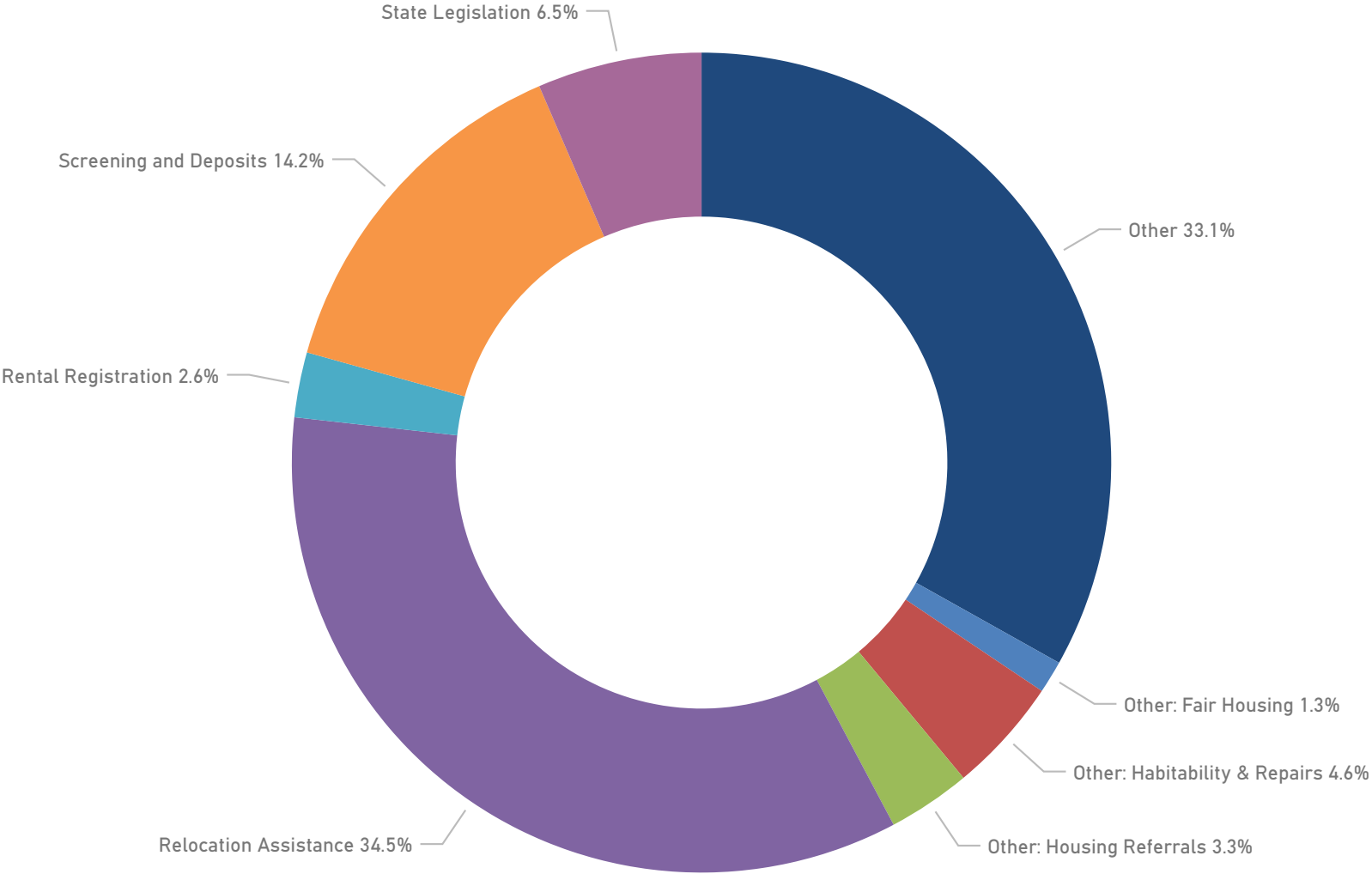
Rental Services Office Helpdesk Calls

Call Count and Total Call Time by Month



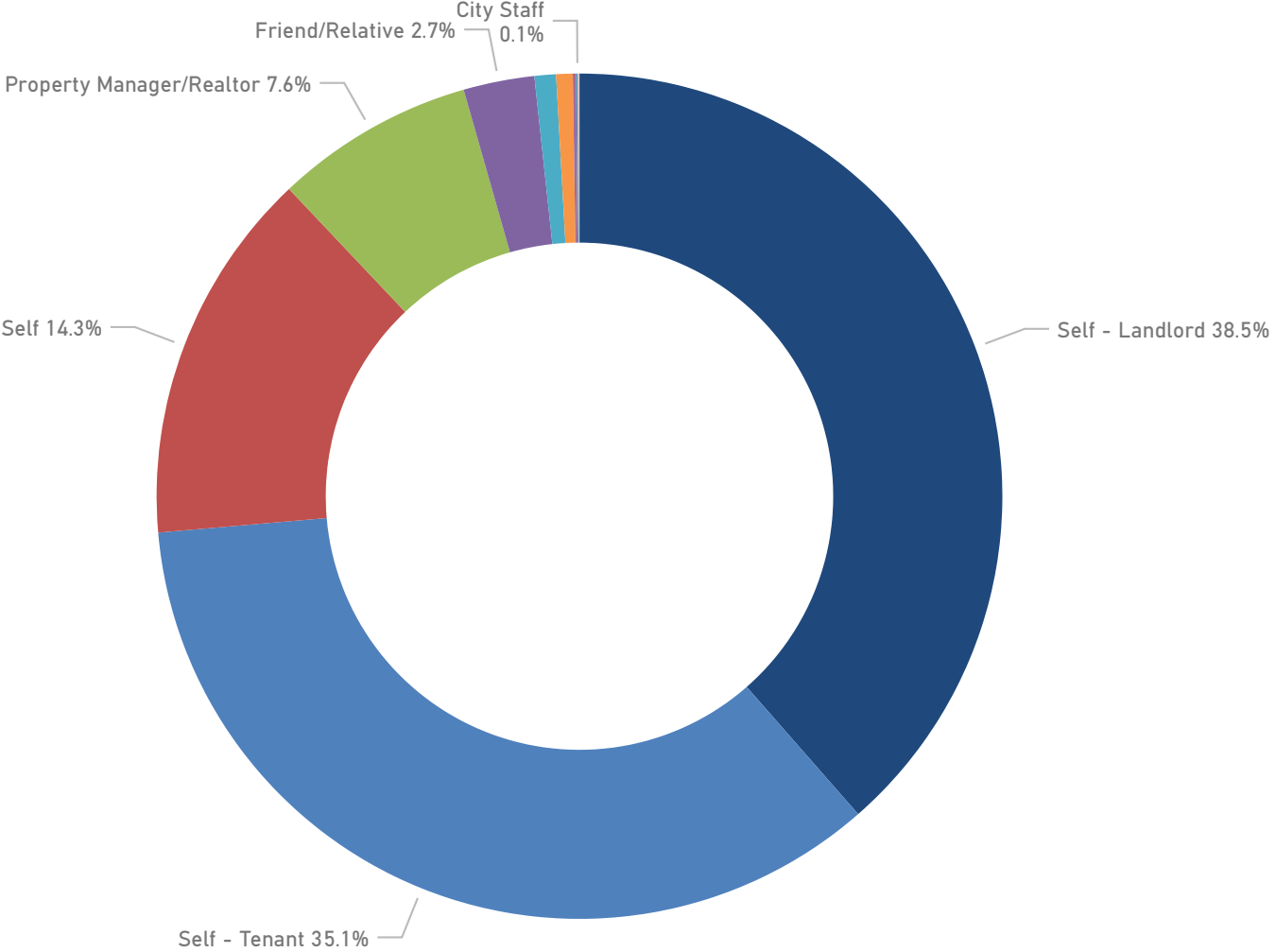
The total number of calls recorded by the RSO has dropped in recent months, but the length of calls has increased. The COVID-19 pandemic and eviction moratorium have created more complex conversations around standard call topics.

Call Count by Topic



Historically, Relocation Assistance has been the primary call topic for the RSO Help Line. Topics outside of the office's scope are categorized as 'Other'. Calls related to the eviction moratorium have been categorized as 'Other' and have greatly increased since April.

Call Count by Audience

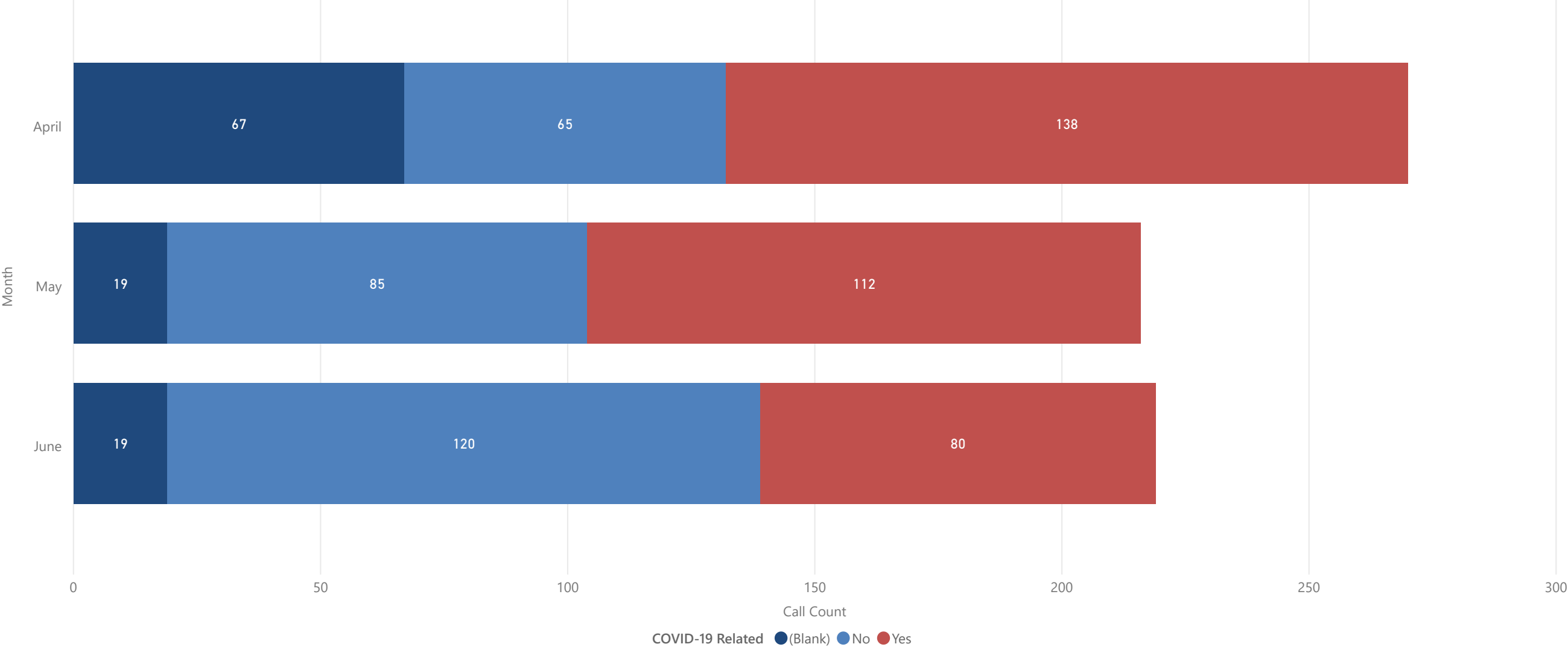


● Self - Landlord ● Self - Tenant ● Self ● Property Manager/Realtor ● Friend/Relative ● Legal Representative ● Nonprofit Community Services Org ● Organization ● City Staff ● Police

The RSO serves a variety of community members. Those that do not identify themselves are categorized as 'Self'. Landlord and tenant communities have historically remained relatively equal in identified call audience.

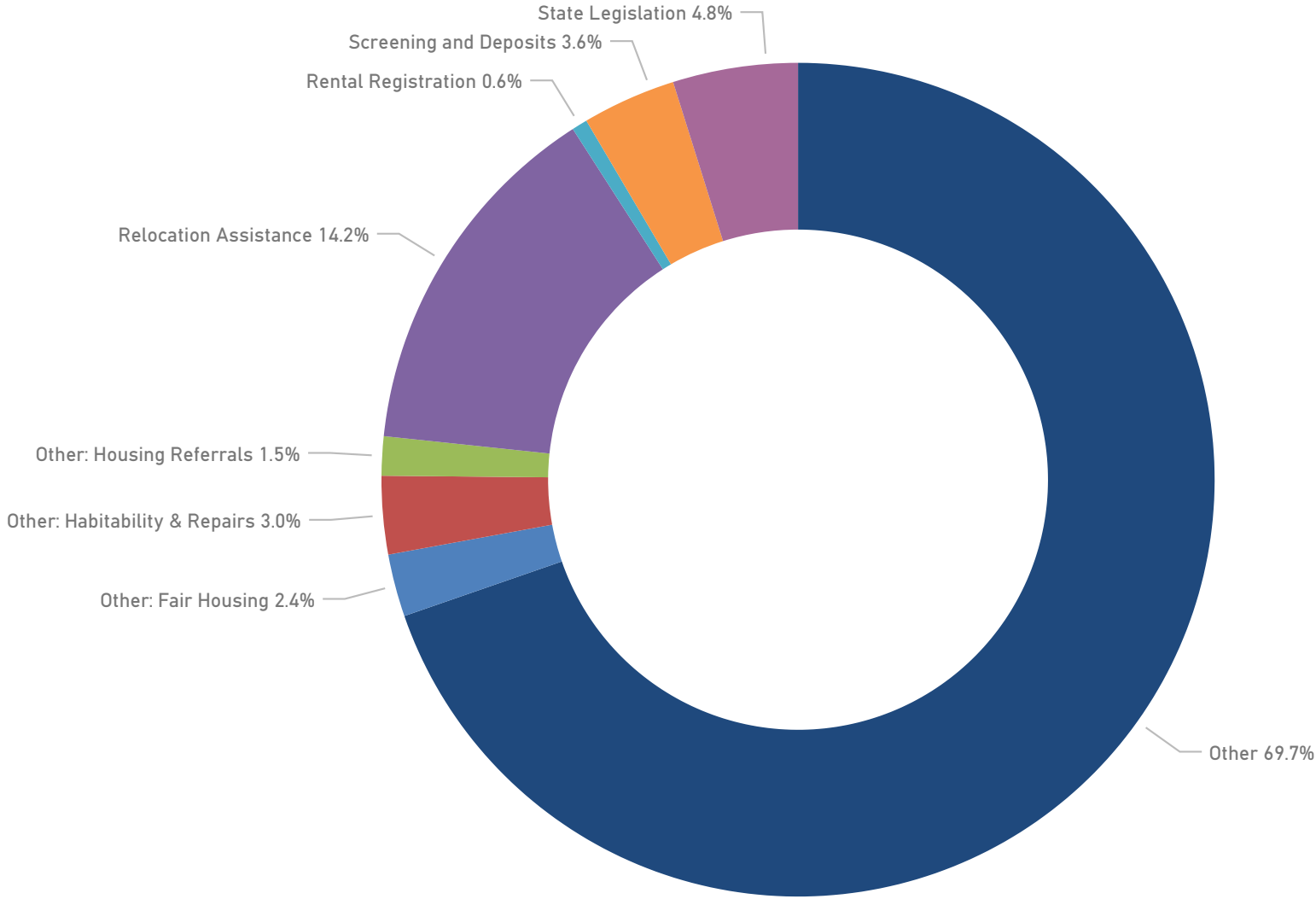
COVID-19 Helpdesk Calls

COVID-19 Calls By Month



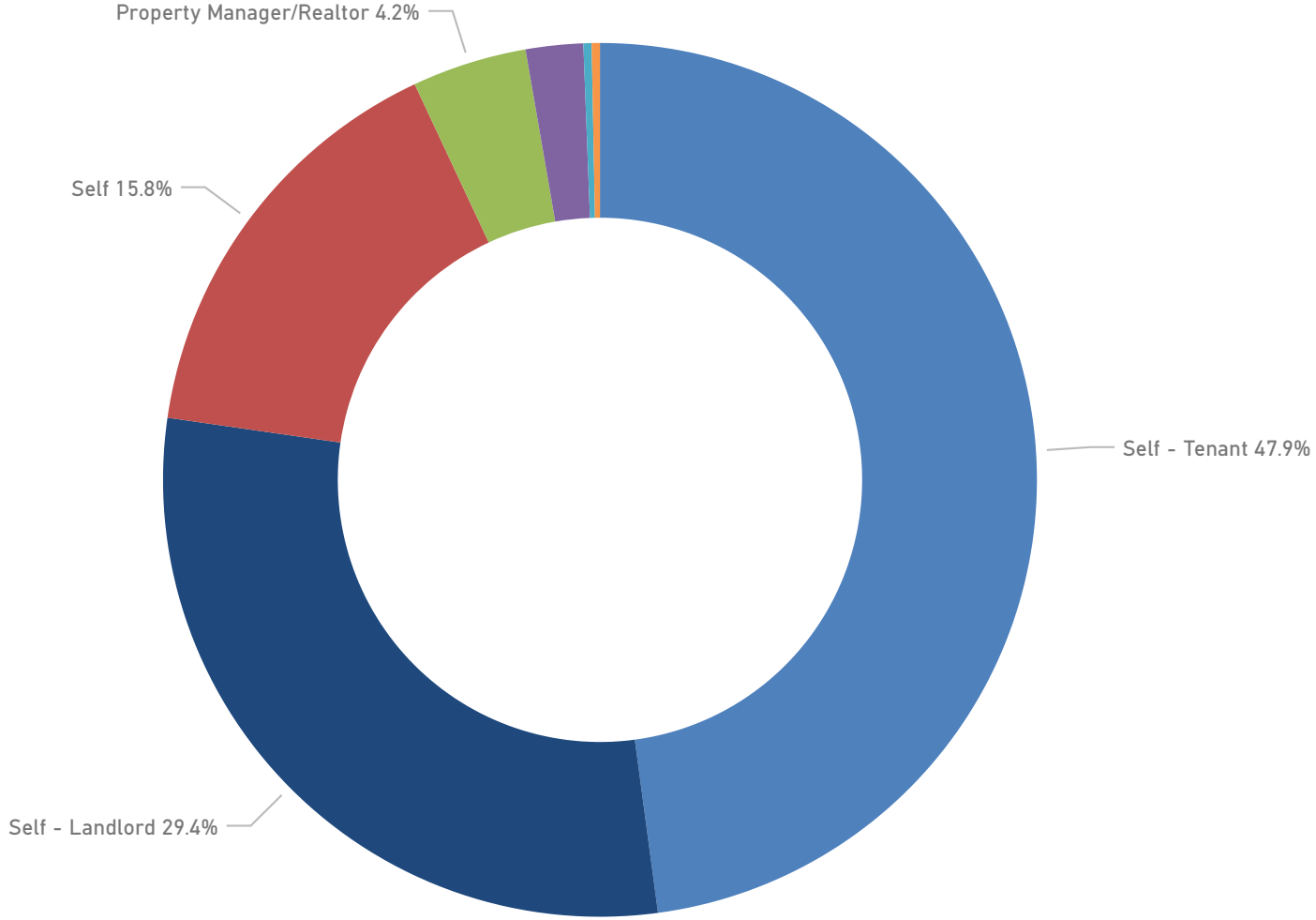
The RSO added a data field to tag COVID-related calls. Calls may have any primary call topic (Relocation Assistance, Other, etc) and are tagged as COVID-related if moratorium information is relevant. These types of calls have decreased from April.

COVID-19 Call Count by Topic



For calls tagged as COVID-19 related, the majority of callers are solely interested in moratorium information.

COVID-19 Call Count by Audience



● Self - Tenant ● Self - Landlord ● Self ● Property Manager/Realtor ● Friend/Relative ● Legal Representative ● Nonprofit Community Services Org

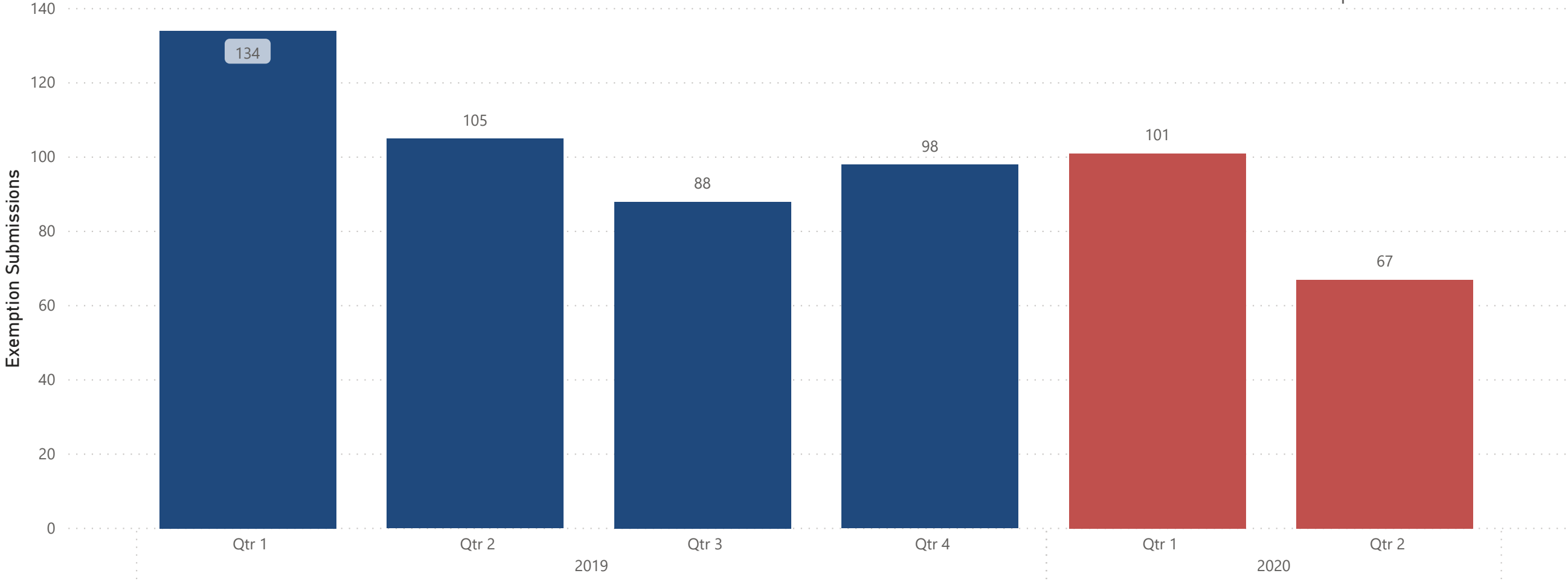
For COVID-19 related calls, tenants comprise 47.9% of identified call audience.

Relocation Exemption Applications

593

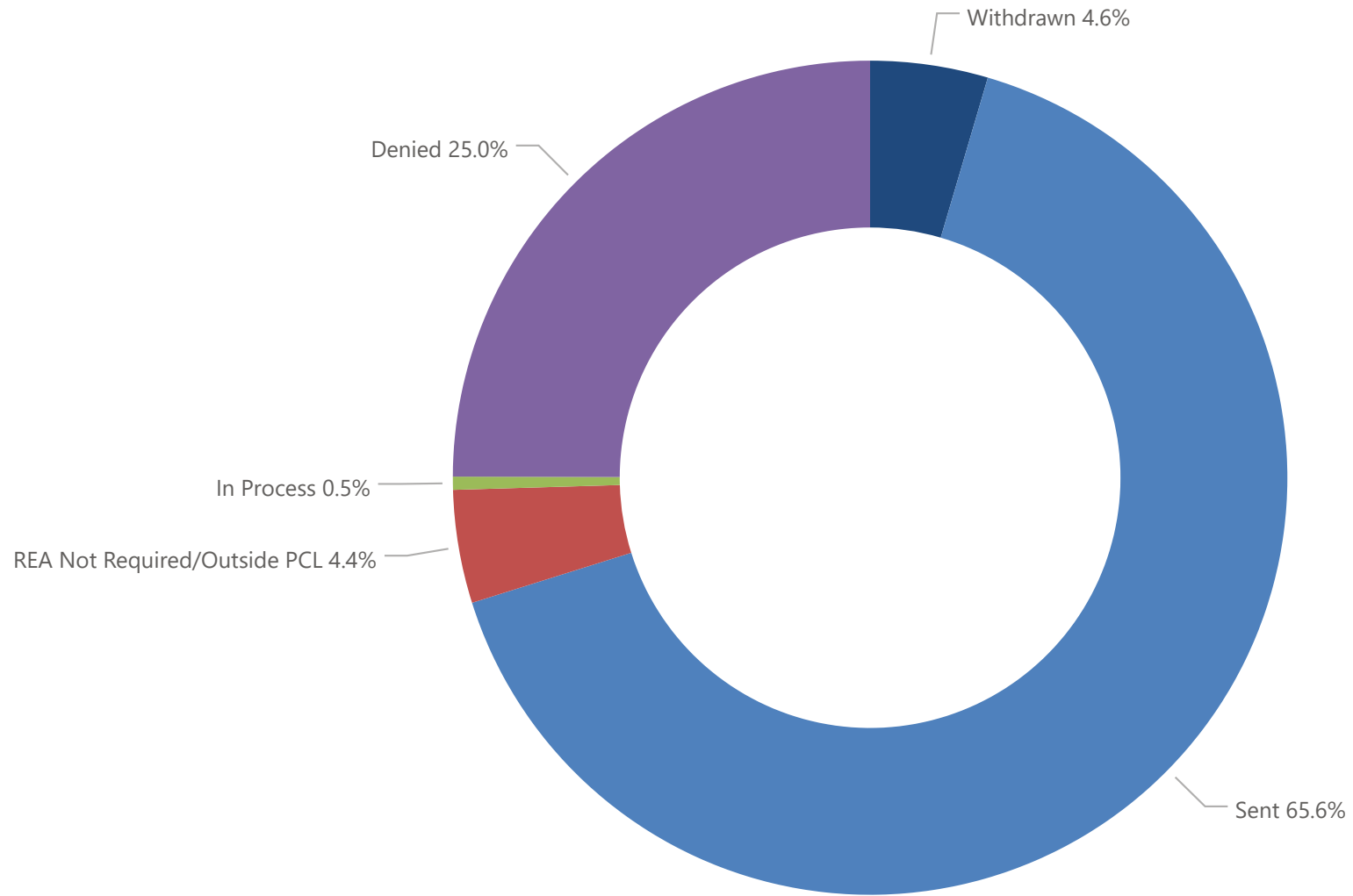
Exemption Submissions

Exemption Submissions by Quarter



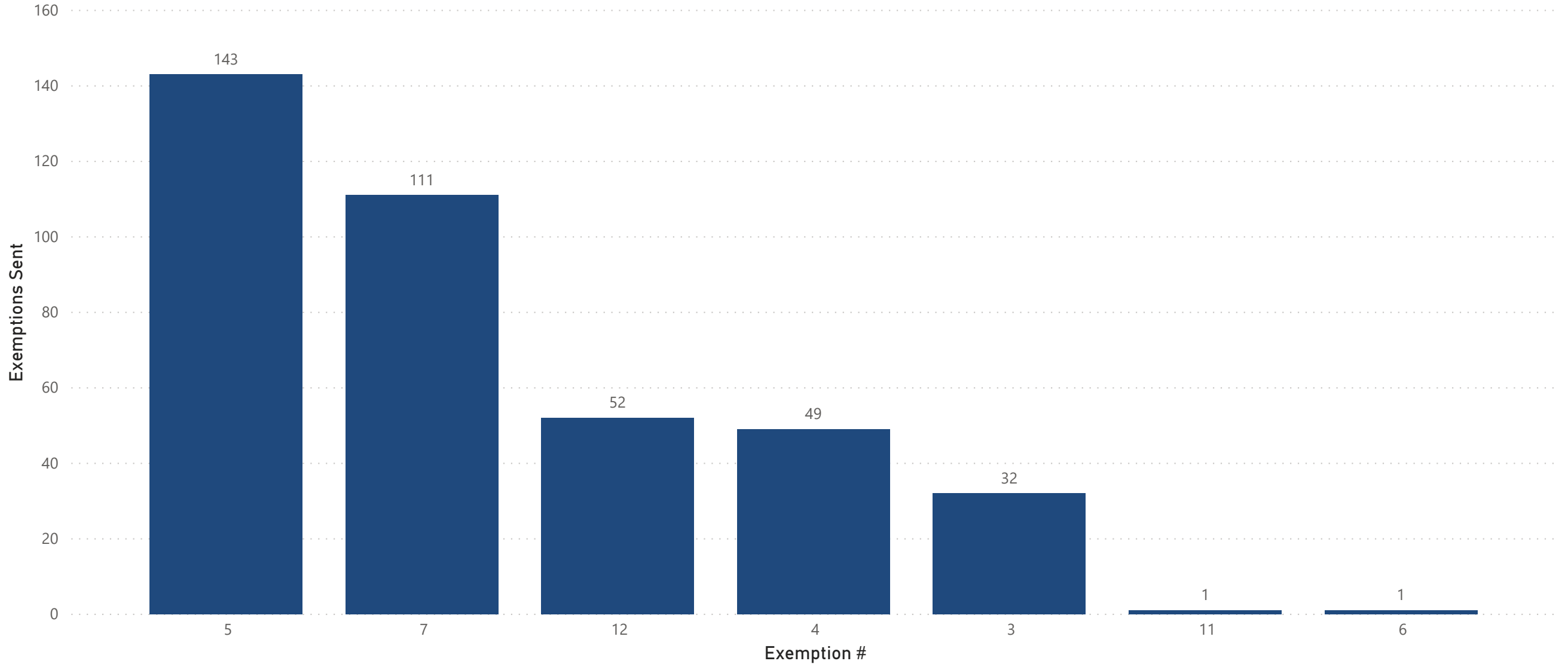
Exemption submissions represent all Relocation Exemption Applications (REA) that have been received by the Rental Services Office during the specified time frame.

Submission Status



Of all REA submissions received by the office, 65.6% are determined to meet the basic requirements of the requested exemption and landlords are sent an Acknowledgment Letter for use. Some REA submissions are withdrawn, do not meet the basic requirements of the exemption requested or an Acknowledgment Letter is not applicable.

Exemptions Submitted by Exemption



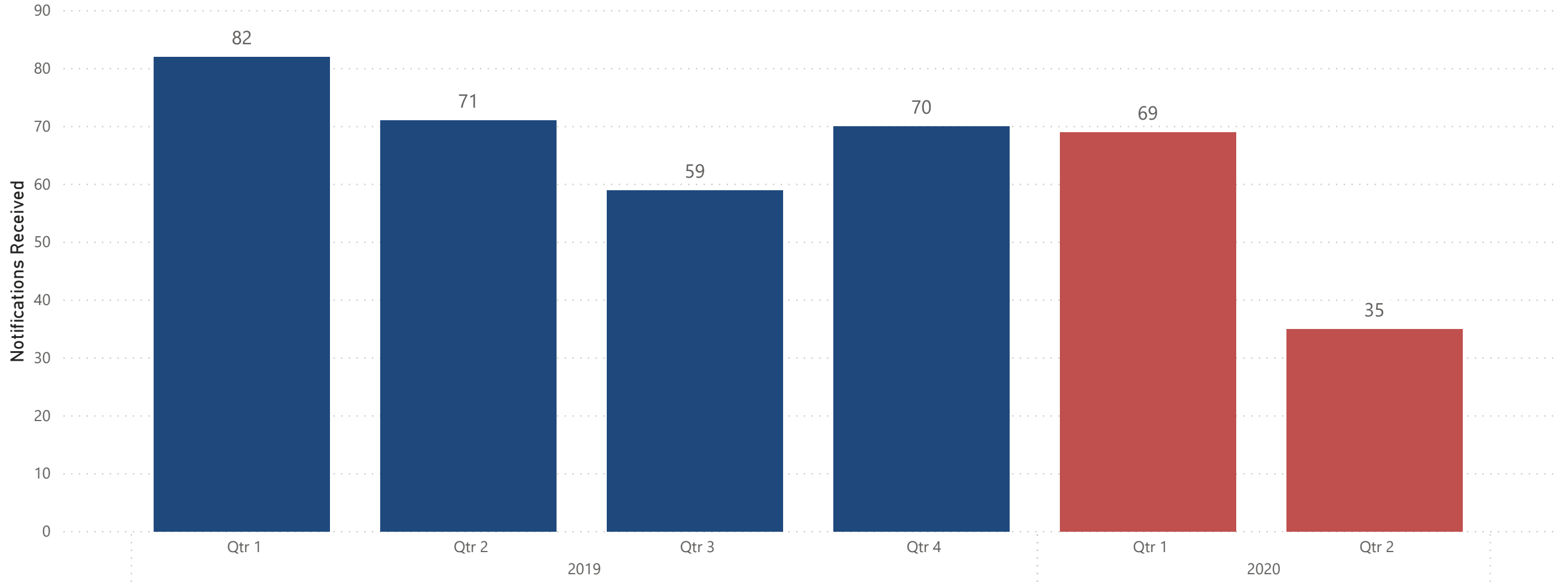
Of all Acknowledgment Letters that are sent, the most common is for Exemption 5 - a landlord that temporarily rents out their principal residence for a period of not more than 3 years. For all rental agreements beginning after March 8, 2018, the tenant must receive a copy of the Acknowledgment Letter prior to entering into a rental agreement. The second most common exemption that requires an Acknowledgment Letter is Exemption 7 - terminating a tenancy in order for an immediate family member to occupy the unit. The landlord, their spouse or domestic partner cannot occupy the unit for this exemption. The Acknowledgment Letter must be provided to the tenant prior to a notice of termination.

Notice of Relocation Assistance Payments

386

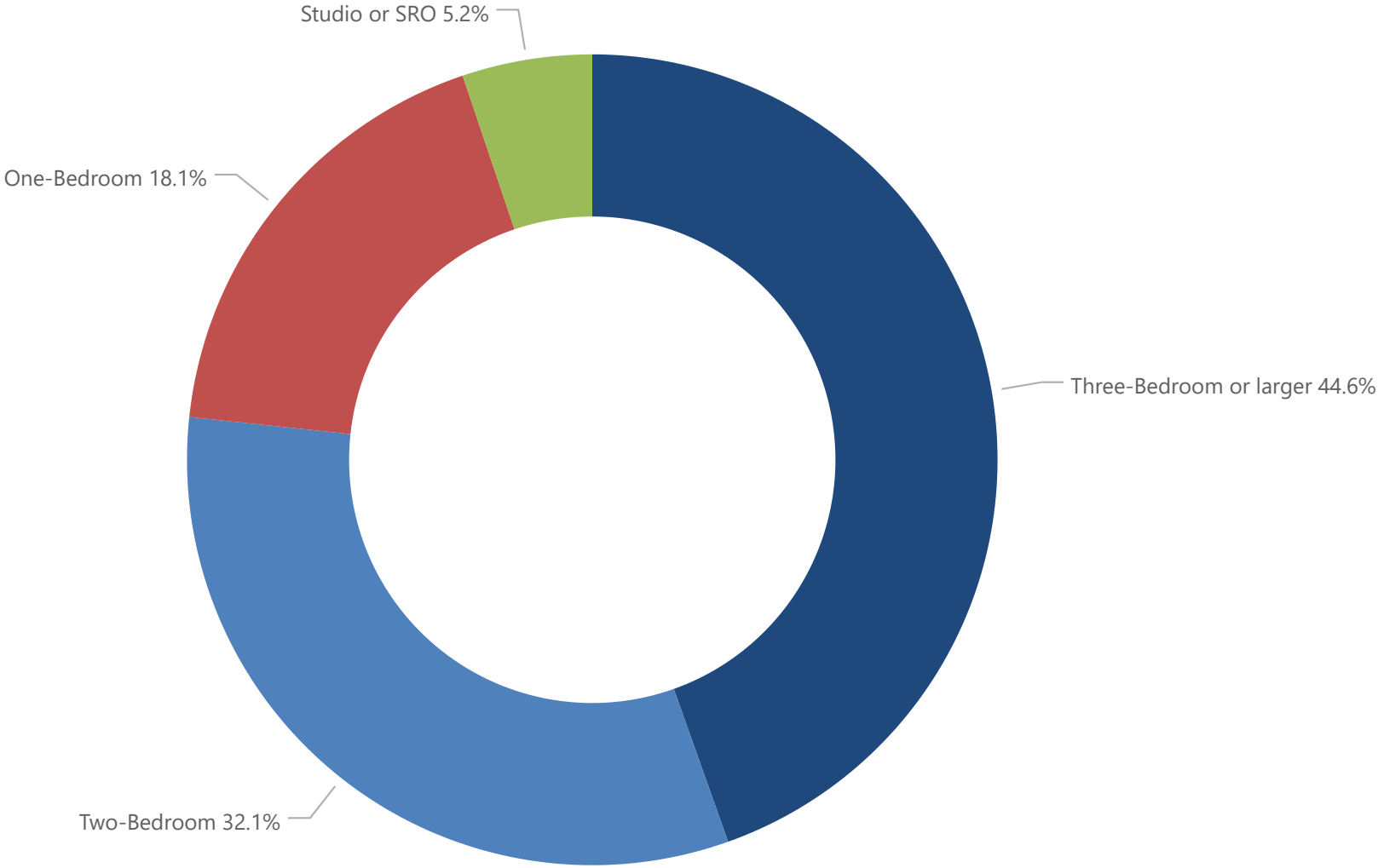
Notifications Received

Count of Notifications Received



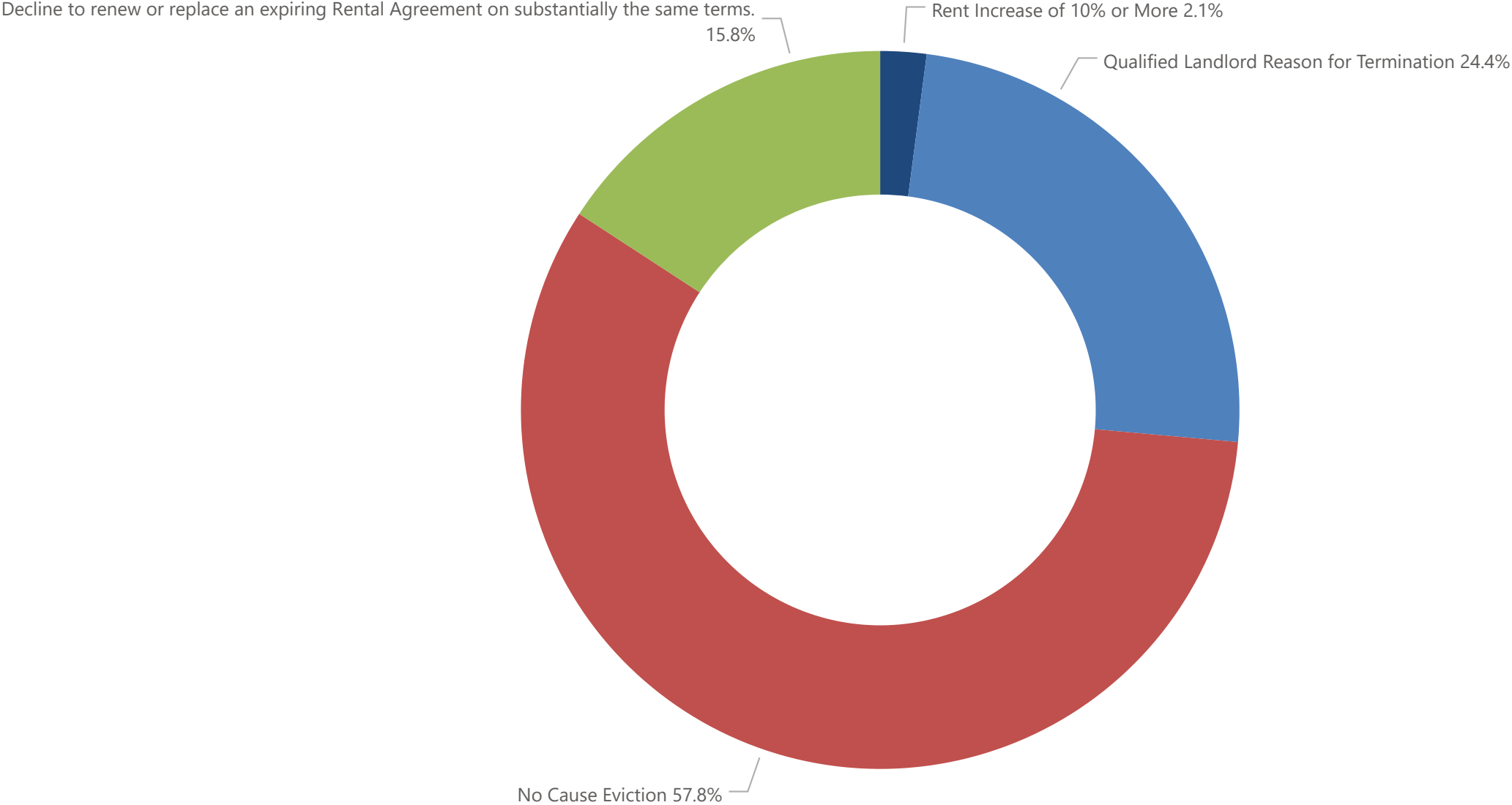
Per PCC 30.01.085, landlords are required to report Relocation Assistance payments made to tenants. This graph reflects the total number of payments reported to the RSO over the specified time period.

Dwelling Unit Bedroom(s)



Of reported Relocation Assistance payments, 44.6% are paid to tenants that occupy a dwelling unit with three or more bedrooms. The assistance amount required by code is \$4,500 for these units.

Triggering Event



The most common reason for payment is the issuance of a no-cause termination, followed by terminating for a qualifying landlord reason. [Click here to see data mapped.](#)