



# Portland Housing Bureau

## Master Ordinance

City Council  
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# Neighborhood Housing Preservation Programs

## Homeowner Access Program:

PHB Homeowner Access Programs support the PHB mission of addressing the unmet housing needs of Portlanders by partnering with local nonprofit organizations to provide pre- and post-homeownership counseling and education, and by investing resources to support low income, first time homebuyers with down payment assistance.

## Home Repair/ Retention Programs:

The Home Retention program serves to prevent displacement of long-time community residents by helping homeowners retain their homes through home repair programs, such as foreclosure prevention counseling, and retention services. Funding for home repair grants through local nonprofits help low-income, vulnerable homeowners maintain their homes safely and age-in-place. Grant and loan programs are meant to improve the condition of existing housing and address the impact that unsafe housing conditions can have on health and safety.

# Neighborhood Housing Preservation Partners

## Homeowner Access & Home Repair Retention Programs



# Neighborhood Housing Preservation Team

## Homeowner access & Home Retention FY 20/21 annual targets

- Total households receiving homebuyer education and counseling: 975
- Total households receiving homebuyer subsidies: 45
- Total households receiving home repair grants: 430

## Rental Services Office

The Portland Housing Bureau's Rental Services Office (RSO) is responsible for fair housing and landlord-tenant services, developing code and administrative rules associated with local landlord-tenant law, processing exemptions to local mandatory relocation assistance, and providing technical assistance (in person, via email, and over the phone) to rents and landlords on general landlord-tenant law.

The RSO contracts with community-based organizations and non-profits to provide a diverse set of services to expand access to legal assistance, landlord/tenant education, landlord/tenant mediation, and tenant relocation.

# Rental Services Office Partners



# Rental Services Office Programmatic Targets

## Legal Access, Mediation, Relocation & Advocacy FY 21/22 targets

- Legal Access: 56 Fair Housing Cases, 191 Anti-Displacement Cases
- Expungement: 6 clinics serving 85 individuals
- Relocation: 25 – 50 households, 80% of households stabilized after intake & relocation
- Mediation Pilot: 70 – 100 mediations, 70% of mediations will result in a mediated agreement or otherwise be deemed successful
- Advocacy: 1,300 tenants will receive information or training about their rights, 1 – 4 multifamily buildings will receive leadership development

# Rental Services Office Programmatic Targets

## Fair Housing, Tenant & Landlord Education/Training FY 21/22 targets

- Fair Housing: 15 Fair Housing trainings, 500 calls on hotline, 50 Fair Housing investigations, 44 Fair Housing tests
- Landlord/Tenant Education: 16 – 20 landlord/tenant training webinars/workshops serving 160 – 300
- Specific targets for underserved BIPOC households: 75 individuals accessing training, 30 households accessing 300 hours of legal assistance
- Emphasis on culturally appropriate outreach and training





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Questions?