



Portland Housing Bureau

Mayor Ted Wheeler • Director Shannon Callahan

Rental Services Commission

Tuesday, March 19, 2019

2:30 p.m. – 5:00 p.m.

Portland Housing Bureau

421 6th SW Ave., Suite 500

Portland, OR 97204

Rental Services Ideas

Rental Services Brainstorming

At our February meeting, we took some time to brainstorm what services you would like to see provided by the Rental Services Office (RSO) of the Portland Housing Bureau. The full list of items recorded are listed below.

- **Education** – One stop shop for tenants, page of phone numbers/agencies and service, RSO staff to assist high-barrier tenants, link to know your rights information, broadcast updates and changes to laws, quick response to questions by phone, tracking physically accessible rental units, expand landlord training (online, more frequently), expand tenant protections team (culturally-specific tenant assistance), renter's rights hotline expansion, provide materials around best practices (market rent, wear and tear, roommates, etc.), housing provider hotline, financial education (especially for new renters).
- **Legal Services** – meaningful mediation in place of FED court, assistance for low-income landlords, expand FED Pilot, renter assistance, lawyer on RSO staff, Fair Housing testing and enforcement, culturally-specific fair housing, housemate mediation.
- **Social Services** – investigation/case management, third-party letter writing, reasonable accommodations information and assistance, landlord licensing, mandatory housing inspections, translation services for rental interactions, provide translated common landlord forms and letters, rental market analyses, homelessness diversion, relocation assistance pool for landlord hardship, list of affordable housing & how to apply.
- **Other** –

Rental Services for Further Discussion

Staff heard a particularly high amount of interest from multiple Commission members around three services in particular. Our recommendation is to focus conversation on these three items to provide deeper input from the Commission.

1. Expand the City's Landlord training, particularly looking at online training and more frequent training.
2. Expand culturally-specific Tenant education and advocacy, modeled after the tenant protections team.
3. Mediation to reduce FED filings, modeled after the mandatory mediation required by Marion County.