



Rental Services Commission 2021 Public Testimony Compilation

Summary of Topics Raised During Public Testimony

	Jan.	Feb.	Mar.	Apr.	May	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Need for Anti-Harassment Protections	1	7	2		1		2	7		5	25
Manufactured Home Park Redevelopment and Closure	3	5	2		1	1	1				13
Right to Counsel				1	2	2					5
Substandard Housing			5								5
Loss of Landlords from Rental Market		1	1							1	3
Mandatory Relocation Assistance			3								3
Support for Houseless Individuals					2				1		3
Narrow Operating Margains by Small Landlords					1				1		2
Tenant Opportunity to Purchase		2									2
Emergency Rent Assistance			1		1						2
Expand Nonpayment of Rent Notice Period					1	1					2
Mandatory Filing of Termination Notices									2		2
Mandatory Tenants Rights Materials Given by LL						2					2
Tenant Fund						1					1
Vagueness of FAIR						1					1
Paperless Notices								1			1

Common themes within public testimony on the need for anti-harassment protections:

- Support for PTU's Tenant Protection Ordinance
- Increase in harassment and bullying during pandemic and need for protection
- Psychological harm from harassment

Common themes within public testimony on manufactured home park redevelopment and closures:

- City's responsibility to prevent and/or mitigate displacement of residents from Kelly Butte Manufactured Home Park
- Need for contemporaneous notice of submitted permits for redevelopment or extensive construction to tenants/manufactured home park residents living at subject property
- Tremendous cost and difficulty in relocating manufactured homes

- Need to amend Mandatory Relocation Assistance to increase amount of relocation assistance for manufactured home park residents

Detailed Public Testimony Received

JANUARY

Speaker 1

- Resident of Kelly Butte Manufactured Home Park (“KBMHP”), community of 11 homeowners who rent space from park owner.
- Lived in Portland since speaker was 13 years old. Priced out of Portland housing market and did not want to rent. Spent life savings of \$20,000 to purchase home. Planned to raise daughter in the community.
- Three months after purchasing home received notice that there was an offer to purchase the park. Residents came together to make offer on the park that was fair and heard no response. Eventually received notice that park was to be closed as of October 2021.
- Speaker requests that City review permits for redevelopment of the park under current law that went into effect three weeks before the redevelopment permits were submitted rather than old law.
- Does not have sufficient funds to relocate home nor a plot of land to move homes to. If speaker can not stay in home, speaker will be forced to walk away from everything.

Speaker 2

- Resident of KBMHP for the past 9 years. Eleven occupied homes primarily by low-income seniors, some of which are disabled. Park residents are diverse and have built a strong family-like community.
- Permits for redevelopment were submitted in 2018 and are still pending two and half years later.
- It will cost over \$45,000 to move and reestablish home outside of the park or speaker will be forced to abandon their homes.
- Residents have reached out to all of the agencies and resources that deal with MHPs. They were told that the park was too small for a nonprofit to purchase/operate park. Residents tried to purchase park which did not come to fruition.

Speaker 3

- Tenant organizer and advocate and former RSC commissioner.
- Wanted to provide additional information about the situation at KBMHP. Residents have two options: to move their homes which costs \$25,000-\$45,000 or walk away from their homes. Both are financially catastrophic. Park closure during the pandemic is not subject to the eviction moratorium.
- Speaker encourages the RSC to engage with this situation and intercept the displacement that is happening in “slowish motion.” Asks that RSC members to request a full debrief on this specific situation at the next meeting including finding out what the city could or couldn't do with regards to reviewing the permits so that you can make a recommendation to Commissioner Ryan's office.
- Asks for flexibility on the RSC Work Plan to address and respond to public testimony that may be time sensitive. Also encourages creation of subcommittee to respond to public testimony.

Speaker 4

- Wanted to speak to raise awareness and support for the Tenant Protection Ordinance (“TPO”).
- Seeking to put teeth in protection of tenants from harassment. Incidents of harassment have increased due to landlords being more frustrated with the moratorium and greater tenant protections.
- Speaker has been subject to harassment by landlord. Knows first-hand about misinformation and bullying by their landlord. Speaker has been assisting tenants who have received no-cause notices and notices for nonpayment of rent that are prohibited during the moratorium.
- TPO addresses reduction in the quality of housing and services, invasions of privacy, bullying, misinformation, enforcing rules that weren't enforced before, and construction projects. Violation would result in fines.

FEBRUARY

Speaker 1

- Member of PTU Organizing Committee. Wants to bring attention to tenant harassment and constructive eviction as an important issue right now. Harassment has increased since the pandemic.
- Urge RSC to add TPO to Work Plan and build a Rental Services Office that has a more protective role in addressing tenant harassment.
- Cities like Santa Monica and Berkeley have already adopted similar ordinances.
- According to recent survey of 188 renters, 30% owe back rent and 22% have experienced harassment from their landlord, 30% said maintenance has not been done, 17% reported amenities have been reduced, 16% reported rules have been enforced that were not previously enforced, 14% have been asked when they can pay back rent, and 14% have been bullied physically or verbally by landlord. Most tenants wrote letters to their landlords or sought help from RSO or Legal Aid, and only 3% reported that this resolved their issue.

Speaker 2

- Resident of KBMHP. Left Cuba in 1996 and arrived in Miami in a raft.
- He has never been late on rent and received high recommendations from employers. He is now retired and on fixed income. His family is about to become homeless as well as the other families in the park, including the elderly.
- Owner has chosen the worse time to force people to move during the pandemic.
- Residents have been in conversation with people from the state to express concern. Time and greed continue to be against them.

Speaker 3

- Resident of KBMHP. Speaking on behalf of self and neighbor who is very ill.
- Appealing for help in protecting their community from redevelopment and resulting loss of their homes. Even after recently learning that the City cancelled the permits, the notice to vacate is still in effect.
- Local law is silent on the rights of MHP residents. State law favors park owners. MHP tenants are excluded from some of the protections given to other residential tenants.
- Local land use code does not prevent an owner from closing a park.
- MHPs like theirs offers unusual opportunity to provide quality housing at an affordable monthly cost. These are real homes that cannot be hitched to a trailer and moved. Cost of moving home would be \$25,000 to \$35,000 plus additional costs related to move-in. Under state law, park owner is required to pay \$8,000. Their homes are major assets and loss of home will be loss of financial security.
- Seeking reasonable balance to the situation. City can lead the way in creating protections and balance. Some suggestions are:
 - If park owner chooses to sell or close a park, they should be required to deliver a 90-day notice to residents, state agency, and City. In the case of a sale, the notice should outline that residents have a right of first refusal, the prices necessary to purchase the park, and provide a 90-day window for negotiations. No other purchaser should be able to negotiate a price more favorable than the one in the notice. City funds should be available to support resident purchases.
 - If park closure, owner should be required to arrange for and pay for the relocation of the homes to new sites as well as other costs associated with resident relocation. City should establish a relocation fund to assist tenants. All structures left at the park should be removed within 180 days of closure to prevent squatting.

Speaker 4

- Resident of KBMHP. Purchased home and moved in within 60 days of receiving notice of park sale.
- Neighbors are going to act as a unified front. Residents made an offer to purchase that was not seriously considered by the owner.
- Being forced to move will decimate everyone in the park, especially those on fixed incomes.

- Speaker has lived in Oregon since 1981 and operated a small business since 1991. During the housing crisis, speaker lost home, savings, retirement, and partner of 8 years to ALS. Speaker has been rebuilding their life and could barely manage to qualify for the \$65,000 loan to purchase their home at KBMHP. KBMHP is the most charming MHP they had ever seen.
- Speaker cannot afford to move home and there's no parks that will take it because it's over 20 years old.
- Recommends meaningful notice: owners should be required to notify MHP residents as soon as building permits are submitted. Similar notification requirements exist for neighbors and neighborhood associations but not the actual people facing displacement. Residents were not notified of any proposed changes to the park until they received the park closure notice.
- Recommends meaningful resources: City should provide resources to help residents move their homes. Residents should be fairly compensated for the true costs of a park closure.
- Recommends Tenant Opportunity to Purchase and First Right of Refusal: When residents made offer, the owner already had redevelopment permits submitted by developer that would eventually become the owner. There were no good faith negotiations.
- Recommends Anti-Harassment protections for tenants/residents.

Speaker 5

- Lives at the St. Francis building downtown. Was homeless prior to obtaining voucher in 2016.
- Would like RSC to look at the anti-bullying and harassment policies and expand these policies for people with disabilities especially mental health disabilities.
- Has experienced harassment for two years since moving in involving both maintenance staff and landlord. Speaker was warned prior to moving in, that landlord was famous for turning away and driving out families. Speaker has 7-year-old child. Harassment entails enforcement of rules that were either not in place before or not being enforced against tenants that cannot pay their rent. Speaker has been harassed by noise complaints when management is aware that child is autistic. Maintenance request taking way too long to respond to.
- Today the power went out and did not have safety light in stairwell. They live on 7th floor. As speaker and child were ascending stairs, maintenance staff came out to harass them rather than assist getting upstairs safely.
- More people will end up on the street because conduct is driving people out of speaker's building because there is not protection against harassment of this nature.

Speaker 6

- Lives off NW 23rd. Has never been late with rent.
- On October 2, 2020 speaker heard new owners of building in the vacant unit next door. Owners had a conversation about upcoming demolition work the next day and their intention to convert entire building to Airbnb. Speaker explicitly heard owners state that they would encourage tenants to leave but that they were sure the construction would cause tenants to move out.
- Plumbing was regularly turned off without notice. Same for electricity. Speaker has been harassed through the walls and on the street. Called slurs related to sexual orientation and threatening remarks related to political affiliation.
- Construction work starts as early as 6 a.m. and has gone as late as 1 a.m. Construction is happening in unit above, below, and besides speaker. Dumpster has been located outside speaker's window.
- Speaker has asked for repairs and received a one-word email in response that said "nope."
- Living situation has caused disruption in sleep and paranoia because they do not know when they will be there and what will happen when they are there. The situation has impacted mental and physical health and work performance. Speaker had a mental breakdown and has had therapy session mocked by landlords or agents of landlord.
- Tenants need anti-harassment protections.

Speaker 7

- Tenant organizer and advocate and former RSC commissioner. Speaking to provide follow up details on the situation at KBMHP. Residents received both a notice of intent to sell and notice of park closure. Both

notices are being reviewed by lawyers. Permits for redevelopment were applied for before intent to sell notice was given to residents and before two residents even bought their homes.

- There is no mechanism for BDS to notify PHB or just notify tenants directly when redevelopment permits are applied for. City should have an anti-displacement plan in place and protections and resources at the ready so when tenants receive such notices they are not confused and misdirected. City needs to step in and explain what is happening, what tenant's rights are, and provide meaningful resources.
- Even with the land use changes, MHP can still close and Strawberry Acres is another MHP where 26 residents are expected to receive a closure notice in the future.
- Need meaningful notice at every level, meaningful resources, and meaningful protections. A relocation fund, help to buy land through a bridge loan, and tenant opportunity to purchase are needed.
- Also need to adopt an anti-harassment ordinance. Instances of harassment during COVID have increased.

Speaker 8

- Worked to support tenants and MHP residents for last 6 years. Want to emphasize need for transparency and advanced notice for all tenants if and when the owner of their property files for permits to redevelop or do any substantial construction. This has been done in other cities.
- Notice of active permits could affect property that tenants are considering moving into or spending their livelihood to pay for.
- Speaker is very worried that we are going to see more owners of rental housing seek to sell their properties just as we saw happen during the last economic crisis following 2008.

Speaker 9

- Speaker is a renter living in buildings that has experienced constructive evictions. There has been selective harassment of some tenants and selective enforcement of the rules. Targeted fines and looking for creative for-cause termination for people actively in community organizing.
- Tenants found out about building being sold by stumbling on it online. Speaker is worried about affordability of building may change and/or that they may expand and build more units.
- Speaker would like more guidance toward how to create a stronger voice for ourselves as a community.

Speaker 10

- Renter in the same building as previous speaker.
- Within two days of new owners taking over, they began demolition of four empty units and the basement. Notified landlord of damage to the walls and ceilings in unit as early as November 2nd. They reduced plumbing services and tenants are no longer guaranteed running water anymore. Landlord has refused to fix things until after move out.
- Landlords issued a termination notice and then took it back two months later saying it was ineffective.
- Landlords have locked tenants out of the basement which is where laundry and storage is.
- Landlords are trying to get tenants to leave. Commission needs to create protections for tenants addressing what is happening at speaker's building.

MARCH

Speaker 1

- Resident of KBMHP. Park still under closure notice and everyone is supposed to be out by October 1st. This will devastate and dismantle tight-knit community of mostly seniors who care for each other.
- There are extreme costs associated with moving homes. Estimate to move 1,848 square foot home that speaker bought 9 years ago is a minimum of \$35,000 and as much \$77,000.
- Because of the costs involved, some people in the park might walk away from their homes, declare bankruptcy, or go into credit card debt.
- Asking that City Council amend Mandatory Relocation Assistance to include a provision for manufactured home parks. When this ordinance was written it was intended for traditional residential tenancies and did not contemplate the costs of moving a MH. Existing relocation amounts do not deter

park closures as the former owner of KBMHP closed another park and left it vacant and undeveloped for years. Hope is that such change may compel owner to rescind closure notice.

Speaker 2

- Moved into Sandy Studios in 2015. It was supposed to be a remodeled unit. Remodel was done haphazardly and was not finished when speaker moved in (no toilet seat, cabinets were not stained, carpet was ripped, etc.).
- Pest control problem (rats, roaches, and bed bugs). They have had exterminator come one or two times but do not keep up with regular treatment. Speaker killed 15 rats in one day with snap traps which speaker purchased because landlord refused.
- Ongoing need for repairs including a hole in the bathroom ceiling for eight months, poor wiring, roof caved in and exposed black mold. Multiple repair requests have gone unanswered. Landlord is “putting a band-aid on a bullet hole” by doing roof patches and covering up black mold. Speaker does repairs for neighbors that do not have heat or running water.
- Landlord trying to get them to move into a shelter but they refuse to go. Manager has had a van he was temporarily using towed when they knew it was his. Landlord refuses to give them money to move and has not mentioned mandatory relocation assistance at all.

Speaker 3

- Deputy Exec. Director at MultiFamily NW. Two more important topics are subsidy for those struggling financially and supply in housing.
- Subsidy: Unsure of Landlord Compensation Fund will reach households that are larger B or C properties. Tenants in these buildings are relying on landlords to obtain rent assistance once they complete tenant declaration when under Fund’s criteria these buildings take lower priority than small landlords. These tenants cannot be left behind and they need to know where to obtain assistance. Need to focus on how to get assistance out quickly to the public. Opportunity to make 211 more user friendly.
- Supply: Need to look at how some of the local ordinances have impacted the supply of housing in Portland. It may be that single family rentals “are facing extinction in Portland” due to FAIR, nonpayment from the pandemic and exceedingly high home sale prices. Oregon relators confirm that small landlords are leaving market, and this is a generational problem. This is an important part of the rental market; it is nimble, serves large families, and folks that are better suited to be in single family residences.

Speaker 4

- Tenant organizer and advocate and former RSC commissioner.
- Underline what Beverly Smith said about needing the amend Mandatory Relocation Assistance to better serve residents of MHP. Asking RSC to advise Commissioner Ryan’s office or City Council to protect these residents.
- Testify regarding Sandy Studios, former hotel turned City funded supportive housing for veterans with repairs problems that make the building dangerous. Joint Office of Homelessness has been aware of repair issues and BDS first inspected building in 2017. Residents pay \$1,045 in rent. Rent is high for substandard housing that goes to a private owner. Units in such bad condition, BDS said units should be red tagged and vacated. There is no clear relocation plan for residents.
- Ask RSC to support residents right to safe housing and relocation assistance. They are being told that they are going to be moved or must move and there has been no information about Mandatory Relocation Assistance. Many of the residents did not know about their right to this assistance.
- Asking RSC to improve and maintain Sandy Studio as affordable housing and hold owner accountable for collecting thousands in rent for the most vulnerable while providing housing in dangerous conditions. City should use powers of receivership or eminent domain to take control of property.

Speaker 5

- Organizer at PTU and is working with tenants at Sandy Studios since August.

- 60% of residents still have no idea what is going to happen to them as no one is telling them about the future plans.
- Do Good Multnomah, the managing agent of the housing, needs to make decision on how to remedy situation quickly. Conditions at the building are unbelievable.
- Unfair for tenants to go into temporary housing when they need permanent place to live. Many residents have complicated medical issues.
- Tenants want transparency and to know what the next steps are for them.

Speaker 6

- Resident at Sandy Studio. Interested in getting money to help people living there.
- Put in request for Reasonable Accommodation in November and landlord denied it. Doing everything they can to “emasculate us and make us feel inferior.”
- Speaker was subject to severe physical threat by abusive ex-partner in front of manager and manager did nothing. Ex-partner came back two days later and did exactly what she threatened. Landlord still did not kick her out and she lives two doors down.
- Larger issues at the building include elevator not accessible by residents, did not have lock on door for three months, no sink in unit, and mailbox has been broken into.

Speaker 7

- Speaking about Sandy Studios and deplorable conditions including cockroaches and some units without heat in the winter. They let landlord know about the need for repairs and nothing gets done.
- No case management provided at housing despite representations that management is providing this service.

APRIL

Speaker 1

- Runs a nonprofit called the Commons Law Center. Mission is to revolutionize access to basic civil legal services.
- Board of Directors is seeking to have organization provide legal services to tenants to prevent homelessness. Evictions disproportionately impact communities of color, and black women in particular. Looking at Right to Counsel models in other cities that have success keeping tenants housed. Wondering if there is a movement locally for Right to Counsel and if the City or County would be interested in investing in a pilot.
- There is a lack of information and education for tenants around evictions. Could we work with community-based organization to educate tenants on what available resources may exist.

MAY

Speaker 1

- Deputy Exec. Director at MultiFamily NW.
- Comments about the challenges of obtaining emergency rental assistance.
- Concerns about Oregon Housing and Community Services prioritization for payment through their online portal for rent assistance. Organization has communicated with the state that they believe that anyone who is facing eviction for nonpayment of rent should go to the top of the list for available funds. Concern that the current prioritization does not take this into account.
- In the third round of the Landlord Compensation Fund, a housing provider could apply for rent assistance for a tenant who had moved out. The challenge is that landlords still need to obtain a declaration from the tenant even though they have moved on.
- Optimistic about new state-wide tenant-based portal. It will allow for case managers to help applicants upload information. Hopeful that it will allow immediate reporting and enable more people to access assistance.

Speaker 2

- Tenant organizer and advocate and former RSC commissioner.
- Support the list of recommendations before the RSC. Also supports a local ordinance that would extend the 72-hour period for nonpayment of rent to something more reasonable like 10 or 14 days and a 30-day notice. Moving out in 72 hours is practically impossible. 72 hours not enough time to connect with rent assistance. Expanding notice period would result in a decrease in the number of evictions based on nonpayment of rent. It would allow renters more time to connect with assistance (legal and rental) or move out.
- Testified at budget hearing to ask the City to either buy KBMHP outright to preserve homes or allocate funds to buy new lands, develop into a MHP and provide \$45,000 per home to move to the newly developed park. This seems to be only two ways to preserve community and homes. Ask that RSC continue to pay attention to this matter.

Speaker 3

- Speaking on behalf of C3PO and other camps across the City. Speaker has been working without City funding to support camps.
- Camps are growing as landlords are finding the smallest little things to evict people for that isn't nonpayment of rent so they can continue to conserve their resources.
- Camps have newlyweds, families with newborns, children as young as 6 or 7 months old, pregnant woman.
- The system is way beyond capacity and underfunded. Community organizations like TPI are seeking their donations falling through because COVID has impacted donors' finances.
- Camps are beyond capacity. You see tents everywhere you go in the City and speaker wonders what are we going to do with these people. We are not listening to the people that are out there every night. Situation is unprecedented. "This is not a what if, but a what when. We have to do something here and now."

Speaker 4

- Speaker supports extending the moratorium. Speaker is opposed to any means testing for services or protections which has a horrible history and is going to make the process more complicated.
- Would like to see a way for landlords who are not helping the people impacted by pandemic be punished.

Speaker 5

- Speaker assists houseless people and represents small landlords that do not have much cushion.
- Everywhere the speaker looks they see the sadness and misery of people living on the streets and wants to know what they can do to volunteer.

Speaker 6

- Organizer with Don't Evict Portland. They have been in the courtroom everyday since courts reopened in August 2020 watching what is happening.
- The narrative that there is a moratorium on evictions is false; it is a moratorium only on evictions for nonpayment. People are being evicted every day for things like parking in the wrong space or not having a screen on your window. Unrepresented tenants are being squashed by lawyers.
- If a tenant loses their eviction case, they will get a bill for prevailing party fees (\$200) and the landlord's attorneys fees. It is a profit-making scheme for landlords that win their cases.
- Supports universal eviction defense but if you are saying you are going to do it, RSC should actually do it. Make it universal and available to every tenant, regardless of income, even those that have facially correct notices but merit-based defenses. Increasing funding for Oregon Law Center still means tenants will have to make it through their intake process, which many do not.

Speaker 7

- Supports all bullets on the list. Thinks more are needed. Speaker watches evictions in Portland regularly. Moratorium allows ample opportunities for landlords to remove tenant that does something horrible. Landlords have enjoyed opportunity for the state to pay for rent arrears for months and have not used

them. Know this because have heard countless tenants whose landlords pursued illegal nonpayment evictions.

- A universal eviction defense would be a lie if we do not guarantee the right.
- State provides ample space for landlords to attack tenants physically and mentally to help them self-evicted. Speaker was helping a tenant who made 6 tiny drill holes and landlord nearly assaulted this person. This is a regular occurrence in the work the speaker does. We must protect people.

JUNE: No meeting due to quorum

JULY: No public testimony received

AUGUST

Speaker 1

- Speaker is a tenant advocate, artist, volunteer, and minorly published authority.
- Speaker thanks the RSC for the written recommendations to City Council earlier in the summer. Appreciated the recommendations of extending the moratorium, more legal counsel for renters, strengthening renter protections from harassment and abusing eviction loopholes, and getting more needed emergency rental assistance.
- Does not understand why City Council did not extend eviction moratorium locally.
- Hope to see right to counsel in Portland. Speaker also very interested in seeing landlords mandated to include several pages of tenant rights around evictions and where to get assistance with every termination notice. This would help balance out some of the power imbalance.
- Has been renting in Portland from 1986 to present, paying rent every month for 33 years into our local economy. Speaker is a significant contributor to the economy. Do not agree with homes being a source of unearned income for people who consider it an entitlement. Speaker's rent has gone to line other's pockets while speaker has nothing after that month passes.
- Speaker rented same place for 15 years and landlord said that they were best tenant and would never want to lose them. When partner left speaker was without income and had a hard time finding work. Within the first month that speaker could not pay rent, landlord evicted them. Speaker thinks that they deserve better, and Tenant Fund could help.
- Look forward to the commission including renters so they can be part of the solution to housing problems and power imbalances.

Speaker 2

- Tenant organizer and advocate and former RSC commissioner.
- Predicament for renters at KBMHP persists. No traction for residents' efforts to reach out to the City and owner for help in preventing and impending displacement.
- In addition to the 2018 ordinance that changed the zoning designation for MHP, the Consolidated Plan, Policy 537 also encourages preservation of MHP as low to moderate housing and encourages evaluation of potential redevelopment pressures on existing MHP and park residents.
- Speaker wants to make strong case for helping the tenants of KBMHP as the City's responsibility.
- Glad to hear about the money going to eviction defense. Also need to expand local protection for a longer period for nonpayment of rent notices. 72 hours is just not enough time especially given how long it is taking to distribute emergency rent assistance.
- Important that we record termination notices rather than wait to find out about evictions when case filed in court. This would allow for earlier intervention. There is currently no recording requirement and could be easily recorded in HMIS. This is "low-hanging policy fruit."
- Seattle requires landlords to hand out City created know your rights materials every year to renters. Speaker encourages the RSC to do the same. It would be an easy way to get the formation out to all tenants, especially because Portland has some of its own special protections.

Speaker 3

- Deputy Executive Director of MultiFamily NW.
- Wants to highlight the vagueness within the FAIR ordinance. Everyone who reads them finds them hard to figure out how to apply them. One of the requirements is to disclose the financial institution where security deposit is held. This is an example where someone may be complying with the real estate regulations on security deposits and client trust accounts and what Chapter 90 of Oregon law requires but not in compliance with FAIR. That is a tough one for some to understand.
- The security deposit Notice of Rights which landlords are required to give under FAIR is not on the PHB website or does not seem to exist.
- Speaker thinks that we should consider going paperless with notices. If there was a single area on the webpage for all the notices, a landlord could provide tenants a link so everyone would be getting the same notices and would cut down on 30-page application or move-in packets. People are printing out the entire section of the FAIR ordinance regarding security deposits to give has a notice to comply.

SEPTEMBER

Speaker 1

- Organizer with PTU. Have been developing the Tenant Protection Ordinance for a few years.
- Tenant organizers and renters know that harassment is a big issue and has increased in severity with the pandemic. Want to make sure that this stays on the Commission's radar. Have secured support from Commissioners and need Commissioner Ryan to introduce this for a hearing and a vote.
- Protections target bad faith behavior and harassment behavior from landlords to tenants. Similar policies already exist in about ten cities in California.

Speaker 2

- Tenant organizer and advocate and former RSC commissioner.
- Residents of KMBHP still facing closure of park. Residents have been meeting with the City more regularly and engaged with City to come up with mitigation strategy. Want to keep issue on RSC radar.
- Support PTU's Tenant Protection Ordinance. Topic is worth the time and attention of RSC.
- Landlord's presentation on how FAIR is working in practice was very informative and useful. To the extent that the RSC uses that information to recommend changes to FAIR, would ask that body balance that with information from the tenant perspective. Everything in ordinance is there for a reason. That does not mean that fine tuning should not be done but the yarn should not be pulled out from the sweater because it is a complex policy.
- People involved with FAIR spent a lot of time trying to make it as simple as possible. Almost all the complexity is because of advocacy from the landlord community.
- The fact that damages are high causing landlords fear is a huge difference from small mom and pop landlords that routinely didn't and don't follow the state application and screening laws which has damages of \$150. We must increase damages to assure adherence to the law.
- Follow up question from RSC member regarding any specific proposals that have been made to the City to assist resident of KBMHP. Speaker states that several different proposals have been made from modifying the amount of relocation assistance to the City purchasing a parcel of land behind the current park and developing it into a park or assisting the owner to do the same. Commissioner Ryan's office has not accepted any proposals in a concrete way.

OCTOBER

Speaker 1

- Volunteer organizer at PTU.
- Speakers wants to acknowledge how upsetting it is for people to tell their stories of harassment as living these experiences is traumatic. Harassment is demoralizing and sometimes ends in self-eviction, which is an eviction.

- Tenant Protection Ordinance is a policy solution. It is modeled after virtually identical ordinances in other cities. First anti-harassment ordinance enacted in 1996.
- A Portland state university study from July 2020 found 20% of all renters and 32% of all BIPOC renters reported harassment from their landlord.
- Ordinance proposes a robust budget for the Rental Services Office, so tenants have accessible resource for support when they face this troubling experience.

Speaker 2

- Lives in subsidized housing. About three years ago made a reasonable accommodation request that was denied. Speaker filed a HUD complaint. Speaker filed a federal lawsuit and has been harassed ever since. Annual certifications used to never be a problem and now they are not going to renew lease. That is retaliation.
- Speaker read that City has an ordinance on reasonable accommodation but it has no enforcement for it. Speaker's health would not be as bad as it is now if folks on a local level intervened and put a stop to this nonsense.
- Trying to age in place and not go through harassment. Fighting against a large landlord with money to fight with attorneys. Speaker does not have money to fight with attorneys.
- Speaker had to go through BOLI to get a parking space. Every week speaker comes out and there is a car parked next to theirs and blocking access to their car.
- This could have been resolved a long time ago and hope that Commission will think about this and "get your own thing going."

Speaker 3

- Retired schoolteacher and widow. Rents a small house in back of a large house occupied by the landlord. Speaker had to repeatedly remind the landlord that speaker needed to be home whenever anyone come into rented home. Documented two illegally entries into home. Landlord threatened many times by pounding on the door, yelling, and giving speaker the finger once when there were lots of neighbors out. Speaker felt publicly shamed.
- Landlord raised the rent when speaker applied for rent assistance. Rent was raised from \$1,000 to \$1,500 and landlord began to take away services such as wi-fi, turned off the water outside of home so could not water plants, cut off half of the electricity, and put a lock box on the breaker box. Landlord shamed speaker about applying for rental assistance and speaker experienced emotional trauma not knowing if landlord's verbal threats were going to turn into physical violence.
- Called the police and police told speaker to get in touch with PTU and speaker has been volunteering there ever since.
- Speaker has not been able to resolve these issues even though the rent increase and the lock on the breaker box were illegal. Attorneys said they were too busy with people who were being evicted. Speaker felt like they were being evicted.

Speaker 4

- Testifying on behalf of PTU's Tenant Protection Ordinance.
- Lifelong renter. Once speaker became low-income, harassment become unconscionable. We know bullying is wrong, but it is even more wrong when it happens in home sanctuary because one has nowhere that they can go to escape.
- Speaker had a landlord that tried to hit her. When landlord decided she wanted her out she violated speakers' rights repeatedly.
- When speaker lived in Gresham with boyfriend, they started charging more rent even though income went down, and the rent was supposed to be 30% of household income. Landlord ignored letter from legal aid and documentation of decreased income. Landlord leaned on boyfriend, so he eventually kicked speaker out
- Currently living at Milepost 5. Landlord issued a violation notice for a crime that speaker was not even present for and there was no proof. Landlord refuses to remove it from speaker's record. Six months later

speaker got another one for a cockroach infestation in unit when speaker has never had cockroaches. Notices probably because speaker is tenant organizer.

- Acknowledge that violations happen on both sides, but one side has profit and privilege and the other does not.
- The Tenant Protection Ordinance is well thought out and comprehensive to protect all renters including the most vulnerable. These protections exist in other cities for a reason.

Speaker 5

- President of organization that employs 6 people and a renter. Speaker wants to make an appeal to their own value to society.
- Landlord has subjected speaker to harassment. Has suddenly removed mailbox and wifi, both provided through the lease. Landlord cut off power. Landlord got drunk and yelled verbal abuse through the walls while blasting the same song on repeat. Next day, landlord aggressively pounded on the window while holding lawn maintenance equipment while speaker was sitting inside. Speaker did not feel safe.
- Speaker vacated before the rental agreement was over out of fear for personal safety. That came with personal and professional costs. Speaker lost a month's rent and \$1,800 in security deposit from self-eviction. Speaker is only ok because they have savings, a car and a girlfriend's family that they can stay with for a few weeks while they were homeless. If speaker was less privileged, situation would be a lot worse.
- The landlords have all the chips to play. It is a business calculation. A tenant has their entire life on the line. It is not a fair game. Tenants need protection.

Speaker 6

- Former renter at Red Rose Center Apartments managed by CNR. Speaker suffered a slip and fall on the property and from then, harassment started. Maintenance ignored repair requests. Pictures were taken of speaker's family to intimate. Management performed three inspections, during one they took batteries out of smoke detector and left it hanging there for a year. Ignored speaker's reasonable accommodation requests. After getting a lawyer, speaker was moved to lower level as an accommodation, but unit was in poor condition. Landlord would also not change parking space to accommodation disability causing speaker to fall again and suffer physical damage.
- When they moved out they had the unit professionally cleaned, and landlord turned around the charged them for the rug. Living there has caused speaker to suffer from harassment, caused depression, and ruining their credit. Landlord still harassing speaker after move-out by bad mouthing them to new landlord and they are not able to rent anywhere because the harassment follows them.
- Urges passage of Tenant Protection Ordinance because people like the speaker are suffering.

Speaker 7

- Corroborated what last speaker says about CNR. Volunteer with PTU and expresses urgent need for anti-harassment ordinance.
- Wants to rely another tenant's story of harassment who lived in a building for three years. Building was sold and new owners planned on remodeling and rebranding, which did not include current tenants. Tenant made request for repairs and landlord's answer was no. Extensive construction began and tenant were encouraged to leave. Framed photos came crashing down off walls as walls were banged on through the night. Two inches of standing water became mold. Construction contaminated water in some apartments resulting water being brown and testing at 125 times EPA standards.
- Construction workers operated at all hours and one worker unlocked the door of a tenant in the shower.
- Tenant was locked out of their storage unit. Tenants received a notice of a rent increase should they fail to move out.

NOVEMBER

Speaker 1

- Tenant and long-time tenant advocate
- Speaker is hearing from lots of tenants who are afraid that they are going to have a big rent debt that they can not pay at the end of the moratorium and end up on the streets.
- Lots of folks were already in trouble before COVID, working lower-paying jobs, some working two or three jobs, now they are down to one. Companies are going out of business. We are going to have a huge wave of desperate houseless individuals.
- City needs to be proactive and make a plan on how we are going to deal with this situation which means early triage. We need to treat it like we were the Red Cross.
- Small landlords are in trouble because they do not qualify for PP loans and things like that.

DECEMBER

Speaker 1

- Tenant who has been having harassment issues with landlord.
- Landlord recently gave speaker a letter stating that they need to either leave the property in 90 days or sign a new lease agreeing to pay three times the rent. They sought legal advice and learned that what landlord was doing was illegal. They wrote a letter notifying the landlord that landlord's actions were illegal and would be ignoring request. Landlord came the next day and harassed them for 45 minutes. Landlord tried to enter their home through the front door and basement windows until speaker called the police. Landlord only stopped because speaker told landlord they would be filing a police report.
- Landlord has taken every opportunity to harass them and attempt to get more money.

Speaker 2

- Lifelong renter. Since becoming a low-income artist, speaker has been living with unconscionable harassment. In the last 7 years, speaker rented a room in a woman's house and landlord was abusive to speaker and speaker's personal property. Landlord issued an illegal termination notice. On the day speaker had moved out but still had a few things at the house, landlord filed an eviction case that landlord failed to show up to for and had no intention to show up. Landlord just wanted to get something on speaker's record.
- Speaker also lived in Gresham in subsidized housing where landlord illegally raised rent.
- Currently living at Milepost 5 and was issued a violation notice for a crime committed that is completely out of character for speaker and which they had no proof of.
- Violations happen on both sides, but one side has profit, lawyers, and privilege while the other doesn't. Rights must be enforced with equally strong measures to discourage abuse. Support Tenant Protection Ordinance being passed into City law.

Speaker 3

- Tenant who has been living in NW Portland for 3.5 years without any issues. In October 2020, the building changed ownership. The day ownership changed, the new landlords came to the property and openly discussed their plans to change the entire building into Airbnb. Landlords discussed how they were to begin construction shortly. No dates on when the work would commence nor details were given.
- Extreme demolition began in the 4 unoccupied buildings and the common laundry, storage, and basement. Noise was unreasonable and it would last for as long as 18 hours a day. No lead precautions or lead certified contractors were used despite the fact that the building was over 100 years old.
- Individuals doing the construction harassed and disrespected tenants. They would scream at the top of their lungs every few minutes for no reason. Speaker is visibly queer and was pointed out by a worker on the street. Next day, there was extreme and rhythmic hammering on the other side of the wall from speaker's unit and the worker was repeated slurs based on one's sexual orientation.
- Landlord shared personal details about tenants including complaints tenants had made with others.
- Intensive interruptions to plumbing and water during pandemic when tenants were more often in units. Plumbing would be shut off for 8 hours a day with only one hour's notice or less.

Speaker 4

- Deputy Executive Director of MultiFamily NW.
- Organization has participated in a study to find out how many independent rental owners have left the market. Preliminary studies show that between 2017 and 2020, nearly 20% of the single family homeowners in the Portland metro area have sold and left the business. Relators are hearing daily from independent rental owners wondering how they can get out of the business.
- The reasons most cited by small owners for wanting to sell are that they cannot follow the complex rules that keep coming at them. Since the pandemic we have had three huge changes in the law. FAIR is causing people to leave market. Conversation around Tenant Protection Ordinance is probably enough for an independent rental owner to say it is time for them to put their unit up for sale when their tenant gives a notice to vacate.
- Sales market is hotter than it has ever been before and independent rental owners are thinking that they can cash out and no longer expose themselves to the risks that being created.
- Proposed protections created for those that are not operating in good faith. By and large, folks are operating in good faith.

Speaker 5

- Harassment is rampant. As tenants we feel so oppressed that we do not have the wherewithal to get the kind of support that we need.
- Speaker is a senior who lives in a HUD subsidized building. Speaker was forced out of prior apartment after 24 years due to continual rent increases. Moved into HUD apartment sight unseen and discovered it is next to a mechanical room. Noise is so grating and so annoying that I cannot sleep in the bedroom. Has notified the manager and asked if there could be a buffer between unit and mechanical room. Manager said maybe they could do something but then just ignored it. Ignoring is harassment. Speaker contacted regional manager, spoken to CAT, and was referred to a lawyer yet is still in the same position.
- Hoping that Tenant Protection Ordinance gets passed. It is essential for tenants who are struggling and have to continue fighting.

Speaker 6

- Tenant in the Lloyd District.
- The tenant protection ordinance is a direct response to demonstrable nationwide instances of landlords attempting to circumvent renter protections by resorting to harassment.
- Ordinance meant to correct an imbalance that landlords are exploiting.
- Speaker has had 6 property managers since COVID, none of them can respond to any pressing maintenance or safety concerns but can post a notice when the speaker is late on rent.
- Find it reprehensible that anyone would want to talk about statistics when people are bearing their soul to this Commission. People are living in constant fear. Hope Commission take into consideration the humanity of this Ordinance before anything else.