



## RSO Help Desk TA Report

FY 22.23 Q1 & Q2

The RSO Helpdesk provides technical assistance and information related to Portland City Codes and Oregon Landlord/Tenant Laws (ORS 90). The Helpdesk staff can provide general information, referrals, and resources. Staff is unable to provide business advice, legal advice, or interpretations of laws and policies.

These numbers below represent outgoing calls made by the helpdesk staff during Q1 and Q2 of fiscal year 22'-23'.

Total calls made: **807**

Average calls per month: 135 (over this 6-month period)

### Top Three Caller Types:

- Tenants with **502** (or 62%) of calls returned to tenants.
- Landlords with **212** (or 26%) of calls returned to landlords.
- Self with **59** (or 7%) of calls categorized as Self. The "self" caller type is primarily used when the call taker is unable to reach the community member or during the call, the call taker is unable to identify which caller type is most appropriate.

### Top Primary Call Topics:

- **298** (or 37%) of calls were categorized under one of the State Legislation buckets.
- **175** (or 22%) of calls were categorized as Relocation Assistance.
- **63** (or 8%) of our calls were categorized as Rent Assistance.
- **62** (or roughly 8%) of calls were categorized as Habitability & Repairs.



## Breakdown of “State Legislation” Primary Call Topics:

- 114 (or 38%) of state legislation calls were categorized under State Legislation-Other
  - *Themes: adding/removing tenant from existing lease, contract verbiage, request for standard lease forms, 24-hour notice of entry.*
- 89 (or 30%) of state legislation calls were categorized under State Legislation- For Cause
  - *Themes: specifically issuing and receiving notices of termination based on non-payment of rent.*
- 49 (or 16%) of state legislation calls were categorized under State Legislation- No Cause
- 46 (or 15%) of state legislation calls were categorized under State Legislation-Rent Increase

## Breakdown per Caller Type:

- Tenants
  - 42% of calls were categorized under one of the State Legislation buckets.
  - 13% of calls were categorized under Relocation Assistance.
  - 11% of calls were categorized under Rent Assistance and Habitability & Repairs.
- Landlords
  - 44% of calls were categorized under Relocation Assistance.
  - 33% of calls were categorized under one of the State Legislation buckets.
  - 7% of the calls categorized under Application and Screening.

Call Day Variation (RSO Helpline Days are Mon, Wed & Friday): **20** calls were returned outside of our normal call's days. Calls outside of RSO normal helpline days will typically consist of the following:

- Calls to Landlords regarding an Relocation Exemption Application if clarification is needed.
- Extended callback times to ensure we meet our turnaround commitment to the community.
- Follow-up phone calls if the previous conversation required further follow-up.
- Booking's appointment confirmation.