



July 2017

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NEW FEATURES

Do You Know? We'll be combing the world of rental housing to find interesting tidbits and information to surprise you.

News Around Oregon – We're gathering news from around Oregon. What's happening in LaGrande is just as important as what's happening in Portland, or Medford.

National Housing Headlines – We'll report on rental housing trends across the nation.

Housing Links – Want more information? Need contact numbers? Who, what, where and when? Check out these helpful links to sites that can help you.

Win, Win: Improving Cash Flow for Renters and Property Managers

Increasing acceptance of digital card payments is a giant leap forward for convenience and efficiency

In this era of digital payment for everything from groceries and plane tickets to city taxes and medical bills, the industries who have been early adopters have created a competitive dynamic over those who have not. One of the latest industries to expand their acceptance to electronic payments is the apartment rental industry. According to a survey by the National Multifamily Housing Council, almost 80 percent of renters would prefer to pay rent with a credit or debit card online or by smartphone. The industry is responding to these digital changes and is reaping the benefits of digital transactions. Over the last few years, apartment managers have taken heed to this statistic and are getting on board to implement a digital strategy.

Card acceptance by apartment managers can provide a significant increase in overall convenience

and efficiency. Payments that are processed digitally eliminate clerical work, freeing up staff and saving time and money. For tenants- especially millennials- who are used to paying their bills online, paying with a debit or credit card helps them pay rent on time and allows them to budget and plan better. According to the 2015 Census Bureau Survey, one in three renter-occupied households is millennials.

Responding to this emerging trend and opportunity, Visa and Entrata, a property management software company, are making it easier for property managers to accept and process digital payments, subsequently changing how renters are choosing and preferring to pay rent. Entrata enables property management firms to accept Visa cards, which significantly reduces the number of steps it

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OREGON RENTAL HOUSING ASSOCIATION
Board Meeting
Schedule
September 16, 2017
Bend Oregon

Increasing acceptance of digital card payments

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takes to process rent payments. The partnership set an industry precedent that helped broaden acceptance and implementation of electronic payments. Entrata data shows that properties using online payment technology can spend 65% less time processing rent and will decrease rent delinquencies by 50%. One property management firm, Trinity Property Consultants, has had great success with the card payment program.

As a national organization managing geographically diverse portfolio of over 23,000 units in 13 states, Trinity was looking to increase operational efficiency. Trinity has been accepting online payments since 2013 but they were interested in taking it to the next level by increasing adoption. Their goal in expanding acceptance to electronic payments was to establish a paperless office, with 100% of payments taken online.

Trinity estimates they have saved more than 51 employee hours a month with the increase in online payment adoption they have since the roll out of the Visa pilot program. By lowering the fee renters incur when using a debit card, Trinity has been able to substantially increase the number of residents paying rent electronically.

As a result of all of the positive outcomes, Trinity staff across the country is now specifically trained to encourage all residents to choose to make online payments through Entrata. As early adopters, Trinity Property Consultants has benefited greatly from the convenience and efficiency of accepting electronic rental payments.

PRESIDENT'S MESSAGE

By **Jason Miller**



As the new ORHA President, I have my work cut out for me. Terry Turner served with distinction as our last President, until her untimely resignation due to health reasons; she deserves recognition for her tireless work on our behalf. Erika Morris deserves our great appreciation as well for stepping in to help during this transition. Our new ORHA board is very enthusiastic; we are willing to work hard and ready to serve our membership.

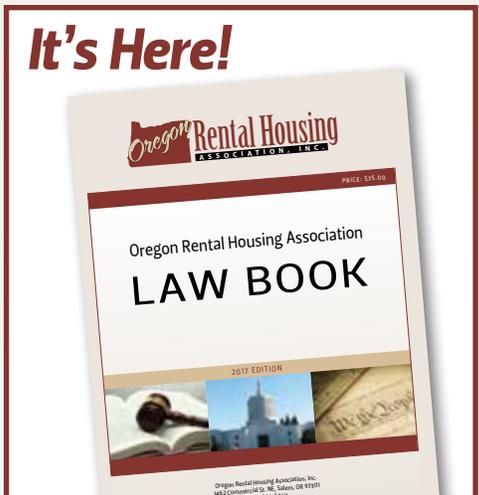
We had great news recently with the defeat of house bill 2004, but there is much more to do. Tenant advocate groups will push for more legislation to limit landlord rights. Why do they do this? They do this because of the actions of a few bad landlords. How do we fight that? By being the best landlords we can be. I believe ORHA exists to help landlords be good landlords with up to date forms, landlord education and great reference books. As an organization our focus should be updating and improving our forms,

classes and reference books, as these tools help landlords be good landlords. We want tenants' to think ORHA landlords are the best landlords.

We also need to stand strong and united against legislative issues that affect you as investment property owners, and continue to push for more legislation that will help landlords and their business.

I see great things in the future for ORHA and I am excited to serve as your president!

Thank You, Jason Miller
President ORHA



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www.NWTenantScreening.com

www.CascadeProcessServices.com

AROUND



Do You Want to Travel to One of Our Chapters for a Seminar? Here is the Class Schedule for July.

Tuesday, July 18, 2017 – 2 CE

5:30 PM – 7:30 PM

ORHA Forms

Central Point, OR

Call 541-842-7676 for more information

Wednesday, July 19, 2017 – 2 CE

12:00 PM – 2:00 PM

Delivery of Notices

Springfield, OR

Call 541-485-7368 for more information

Wednesday, July 19, 2017 – 2 CE

7:00 PM – 9:00 PM

Fair Housing

Klamath Falls, OR

Call 541-887-2317 for more information

Tuesday, July 25, 2017 – 1 CE

12:00 PM – 1:30 PM

Wide World of Paint

Portland, OR

Email info@PortlandAreaRoa.com for more information

Thursday, July 27, 2017 – 3 CE

11:30 AM – 3:00 PM

It's All About the Forms

Salem, OR

Call 503-370-4020 for more information

Legislative Update – VICTORY ON HB 2004!!

By **Jim Straub**, ORHA Legislative Director



ORHA members – our hard work has paid off! I couldn't be more pleased to announce that HB 2004 has died in the Oregon Senate.

After the Oregon House narrowly passed the bill 31-to-27 in early April, HB 2004 was never able to garner the support of the 13 Republican Senators and two key Democratic Senators, Sens. Rod Monroe (D-Portland) and Betsy Johnson (D-Scappoose). Many of the Senators cited our

members concerns when describing their decision to oppose this bill and its amendments, including the bill's attempts to remove no-cause notices, to require landlords pay tenants' relocation expenses, and the provision to lift the ban on rent control.

I know many of you spent countless hours emailing, calling, writing and testifying in front of the Oregon Legislature. We always believed those efforts would succeed in the end, and we couldn't have done it without your unwavering support. Thank you and congratulations, ORHA members!

Tips to renovate your rental to keep warm this coming winter

ABC Radio Melbourne By **Simon Leo Brown**

It's chilly, the nights are long, and there's still plenty of cold weather left before spring — so how do you keep your rental warm?

While homeowners have the option of renovating to make their homes more comfortable and energy efficient, it's harder for Australia's growing number of long-term renters.

"But there's still a fair bit they can do, particularly if you think about a renter being in a place for a long time," said Damien Moyse from the Alternative Technology Association.

Seal up draughts

Older rental homes can be draughty because of gaps around ceilings and doors.

Mr Moyse said renters could stop draughts by covering these gaps with removable sealing strips, which can



be purchased from most hardware stores.

"They're sticky on one side, you whack them on," he said.

An even more rental-friendly solution is the door snake, although Mr Moyse warned renters to choose a snake that was up to the task.

"[Make sure] when you look at it you are totally sealing up that gap and ensure it's made of a significant substance that will prevent heat transfer," he said.

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Tips to renovate...

Continued from page 3

An inset window, curtained with pelmet across top of frame.

Put up curtains

Installing quality curtains can stop heat escaping from a room.

“Curtains are best used with pelmets so you’re covering the top part of the curtains,” Mr Moyle said, adding that it doesn’t necessarily mean attaching anything to the wall.

“There are temporary structures you can place above the top of the curtains which block off that air movement from the window into the room and circulating out again.”

DIY insulation

Polished floorboards can be a popular choice for renters — no worrying about staining the carpet — but older floorboards can leave you exposed to the cold outside.

“You can have gaps straight through the floor, you can see the ground,” Mr Moyle said.

If you have safe access to underneath the house, under-floor insulation can be an option especially if you’re “a bit handy”.

“You can install it yourself, it’s just a foam or similar type material that you squeeze together and place in between the joists,” Mr Moyle said.

Choose efficient appliances

Saving electricity can also help free up your energy budget, leaving more money to spend on staying warm.

“Lighting is a classic; it’s about 10 per cent of your electrical load,” Mr Moyle said.

Tenants can make long-term savings by swapping incandescent and halogen bulbs with more energy-efficient alternatives such as compact fluorescent bulbs and LED lights.

When it comes time to buy new whitegoods, spending a little more for an efficient model will save you money in the long term.

Also, check the plate on appliances

which came with the house, such as heaters and hot water systems, to see when they were installed.

Mr Moyle said most hot water and heating systems had a lifespan of 10 to 15 years.

“If you think it’s coming up for replacement, talk to your landlord about co-investing a small amount to subsidise the purchase of a more efficient, higher star rating appliance.”

Links

<https://www.landlordology.com/questions-to-ask-screening-tenants/>
<http://www.rentprep.com/property-management/landlords-guide-patio-rules-regulations/>

FORMS HIGHLIGHT:

ORHA Forms are Available Online!

Oregon Rental Housing Forms are just a click away!

- 1** www.oregonrentalhousing.com

2 Click (top right): “Click to Get ORHA Forms Online”

3 Input your local association code in the field labeled “Enter Your Member ID” to receive ORHA forms **1/2 PRICE**

4 Choose a form

5 Click on the form
- 6** Input your information

7 Click “Generate PDF”

8 Click “Check Out” – This will direct you to PayPal

9 Follow payment directions. Once complete, PayPal will return to the ORHA Forms page to “Print Link.” This link will also be sent to your email address.

oregonrentalhousing.com

Officers 2017-2018

Erika Morris, *President*
 Jason Miller, *Secretary*
 Dennis Chappa, *Treasurer*
 Michael Steffen, *Past President*



For more information contact
 Virginia at: (503) 364-5468
 or office@oregonrentalhousing.com

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