



## In This Issue

Form of the Month: Maintenance Request

ICYMI: Taxes, Taxes and More Taxes

## Featured Articles:

Spring Property Maintenance Checklist for Your Rentals

Unit Repairs – What Does the FHA Say About It?

## Spring Property Maintenance Checklist for Your Rentals

By: **Brentnie Daggett** | March 18, 2024  
[www.rentecdirect.com](http://www.rentecdirect.com)



Looking out your window may not show it, but the calendar says spring is just around the corner. As those first rays of sunshine signal true spring weather, there's no better time to start thinking about caring for your rental property.

Now is the perfect time to start any spring maintenance for your rental properties to ensure that you've accomplished all those important tasks before spring fever truly hits. Complete these must-do spring to ready your property to ensure your rental is ready. As your tenants gather outside more frequently to enjoy the sunshine, and as those spring blooms come calling.

*continued on page 8*

## Events

### Landlord Bootcamp

Presented By: Tia Politi

April 6<sup>th</sup> from 8am – 4:30pm  
@ North Bend Library

### Marijuana & Landlords

Webinar Presented By: Violet Wilson

April 17<sup>th</sup> from 4 – 7pm

### Preparing A Rental Unit, Marketing and Market Rent

Webinar Presented By: Christian Bryant

April 23<sup>rd</sup> from 4 - 6pm

### The Dark Side

Webinar Presented By: Christian Bryant

April 25<sup>th</sup> from 4 - 7pm

**Make a Contribution TODAY!**

**Oregon Rental Housing**  
KEY PAC



# RENTAL OWNERS ASSOCIATION OF SOUTHWESTERN OREGON

## Who is the ROA?

Rental Owners Association of Southwestern Oregon is an organization that's been around for over 30 years and consists of landlords who care about practical, legal and profitable land lording practices. Through the association, they share problems, solutions, and ideas with other landlords and find information that comes from similar organizations in Oregon and around the country.



Our Association is currently comprised of over 200 landlords!

## Advertise Your Business in the ROA Newsletter!

The monthly newsletter reaches over 200 landlords who need your products/services to manage their rentals.

- Landscaping
- Contractors
- Electrical
- Security
- Flooring
- Pest Control
- Plumbing
- Insurance
- Painting
- Legal Aid
- Maintenance
- Carpet Cleaning
- Housekeeping
- Appliance Repair
- and much more...

### Contact us at:

2707 Broadway Ave.  
North Bend, OR 97459

info@roa-swo.com  
(541) 435-4376

**Book your spot today! Space is limited.**

## Half Page Ad

7.5" W x 4.5" H = \$60

Outside Back Cover = \$100

## Quarter Page Ad

3.5" W x 4.5" H = \$35

## Full Page Ad

7.5" W x 10" H = \$100

(example not shown)

## Business Card Ad

3.5" W x 2" H = \$20

# Unit Repairs – What Does the FHA Say About It?

By: Fair Housing Institute  
www.fairhousinginstitute.com



Ensuring compliance with the Fair Housing Act (FHA) is not just a legal requirement but also a commitment to fairness and equality. Episode 90 of the Fair Housing Insiders, featuring insights from Leslie Tucker, offers valuable guidance on how unit repairs fit within the context of the FHA. This installation aims to distill the essence of that discussion, offering practical advice for property managers on navigating repairs and maintenance while upholding the principles of fair housing.

## The Connection Between Unit Repairs and the Fair Housing Act

The FHA does not explicitly mention “unit repairs” or “maintenance work.” However, it was highlighted that the Act makes it illegal to discriminate in the provision of housing services based on protected categories. This interpretation extends to unit repairs, emphasizing that

all residents deserve equal treatment and access to services, including maintenance, irrespective of their protected status.

When Repair Delays Could Signal Fair Housing Violations  
Delays in addressing repair requests are not uncommon due to various legitimate reasons, such as scheduling conflicts or supply issues. However, when residents perceive these delays as discriminatory—especially if they believe that the delays are linked to their protected status—the situation could potentially escalate into a fair housing violation claim. This perception underscores the importance of communication and transparency in managing repair timelines.

*continued on page 5*

# LANDLORD BOOT CAMP

EDUCATE YOURSELF

**SATURDAY, APRIL 6TH**

**This is a FAST-PACED, one-day seminar!**

Remember, "Landlording" is a business! Educate yourself on how to better manage your business and to avoid costly mistakes. This class covers issues a landlord should know from screening and move-in, through move-out and deposit reconciliation. We'll also update you on the recent Law Changes!

Register online at [www.roa-swo.com/events](http://www.roa-swo.com/events)! SIGN UP TODAY!

**Are you and your employees up-to-date on current landlord/tenant laws?**

**Do You Need C.E. Credit?  
This class is worth 8 Credits!**

**Are you implementing NEW law changes? KEEP YOURSELF OUT OF TROUBLE!!!**

**@ NORTH BEND LIBRARY**

1800 Sherman Ave

North Bend, OR 97459

Saturday, April 6, 2024

8:00am – 4:30pm

\*Lunch provided.

Members : \$180/person

Non-Members: \$210/person

Questions? (541) 758-0347 x8212

**ROA**

# Helpline

**(541) 435-1492**

- Need help?
- Have a question about landlord/tenant law?
- Looking for advice on how to deal with a tenant?

Call the Helpline! Speak to a Property Manager who knows the law inside and out and who can speak from personal experience. FREE to all ROA members of the Southwestern Oregon Chapter.



**RENTAL OWNERS  
ASSOCIATION OF  
SOUTHWESTERN  
OREGON**

Calls are returned within one business day between the hours of 7am and 8pm. Helpline is closed weekends and Holidays.

Property managers must be prepared to defend their practices and decisions, particularly when accusations of discrimination arise. It is advised to maintain detailed records of work orders, including the reasons for any delays. Documentation should cover all interactions and attempts to address the issue, including logistical challenges like backordered parts or access restrictions due to resident availability or health concerns. These records are crucial for substantiating the non-discriminatory nature of delays and decisions.

### **Best Practices for Fair Housing Compliance**

To navigate the intricacies of the FHA in relation to unit repairs, property managers should adopt a proactive and transparent approach:

1. **Equitable Service Provision:** Ensure that all repair requests are treated with the same level of urgency and professionalism, regardless of the resident's protected status.
2. **Clear Communication:** Keep residents informed about the status of their repair requests, including any expected delays and reasons for them. Effective communication can alleviate concerns and mitigate perceptions of unfair treatment.
3. **Meticulous Record-Keeping:** Document every step taken to address repair requests, including dates, details of the issue, actions taken, and any communication with residents. This documentation can be invaluable in defending against potential claims.
4. **Training and Awareness:** Regularly train staff on FHA implications for unit repairs and maintenance to foster a culture of compliance and respect for residents' rights.
5. **Responsive Management:** Be quick to address and resolve any complaints or concerns related to perceived discrimination in repair services. Demonstrating a commitment to fairness can prevent escalations and reinforce trust among residents.



### **Upholding Fair Housing Principles in Unit Repairs: A Conclusion**

Unit repairs, though not directly mentioned in the Fair Housing Act, fall within its scope through the broader principle of non-discrimination in housing services. Property managers must navigate these waters carefully, balancing operational realities with the imperative to treat all residents equitably. Through diligent adherence to transparency, thorough documentation, and proactive management, property management professionals can successfully navigate the complexities of unit repairs, ensuring a well-maintained and welcoming community for every resident.



# Form of the Month

## MAINTENANCE REQUEST

09

Tenant(s): \_\_\_\_\_  
 Tenant(s): \_\_\_\_\_ et al (and all others)  
 Address: \_\_\_\_\_ Unit: \_\_\_\_\_  
 City: \_\_\_\_\_ OREGON Zip: \_\_\_\_\_  
 Tenant Email: \_\_\_\_\_ Tenant Phone: \_\_\_\_\_

**Describe exact nature of problem(s):**

**This constitutes authorization for Owner/Agent to enter the Rental Unit for the requested repairs. This authorization expires in seven (7) days unless repairs are in progress.**

Tenant	Date
--------	------

Term \_\_\_\_\_ Date \_\_\_\_\_

---

**Tenant**
**Date**

Owner/Agent acknowledges receipt of Maintenance Request.

Tenant	Date
--------	------

Tenant	Date
--------	------

Tenant	Date
--------	------

Owner/Agent	Date
-------------	------



## O9—Maintenance Request

### What this form is for:

The ***Rental Agreements (Form M1, M2 and M3)*** require Tenants to request repairs and maintenance in writing. This form enables them to notify you.

### When this form is used:

When your Tenant needs a repair or maintenance done, they should complete this form.

There are at least two major benefits to requiring Written Maintenance Requests. The first is that a procedure, regularly adhered to, is a strong defense in court. If your Tenants, now in FED court, allege that they asked you to fix the leaking roof numerous times and you never did and that's why they didn't pay Rent, your defense that you require all such requests be in writing (backed up by your providing piles of Maintenance Requests from this and other Tenants) is usually compelling to a judge.

Second, the Written Request then authorizes you or your Agent (like your maintenance guy or the plumber) to enter the property without further Notice. You can just go in. Remember that the authorization is only good for 7 days. If you haven't started the repair within 7 days, you need permission again. If the repairs are started but not finished within the 7 days, that's okay. You can continue until finished.

Some Owner/Agents use this form as a tool for themselves, as well. For instance, if someone calls you about a maintenance issue, you might fill in the form with what they told you. That would be your tool for getting the repairs made. Rather than getting the Tenant's signature, which can be inconvenient, you could ask the Tenant to leave a note on their door, or just inside it, authorizing your entry. Only if the form is signed by the Tenant does it authorize you to go in without further Notice.

### How the form is filled in:

This form is generally filled in by the Tenant, not you. In whatever way it's completed, here's what it should contain.

1. The Tenant(s) name(s), Property Address and contact information. You should call or e-mail to acknowledge receipt of the request.
2. The description of the problem.
3. If the form is unsigned, it's not an authorization to enter. So, get it signed and dated, if possible. One signature is sufficient.
4. Owner/Agent can sign to acknowledge receipt. The signature and date are for your records. File the request in the Tenant's file.

### Older editions:

- The most recent edition is "Rev. 4/16"
- Do not use older editions

## Spring Property Maintenance Checklist for Your Rentals

*continued from page 1*

### ANNUAL PROPERTY MAINTENANCE TO-DOS:

#### HAVE THE HVAC INSPECTED:

It's vital to have your property's heating system inspected, serviced and cleaned annually at a minimum (if not every alternating season). During the cold winter season, your tenants likely had the heating system working hard, now is the time to extend the life of your furnace by attending to proper maintenance. This can postpone an expensive replacement. Now is an excellent time to remind your tenants to change their air filters if they have not yet. These inexpensive maintenance tasks that can prevent major HVAC problems.

### TEND TO THE ROOF:

Your property's roof is a huge investment. Have a certified roofing professional inspect your roof. Even slight damage can lead to water exposure and deterioration leaving your plumbing, electrical and HVAC systems vulnerable.

### SPRING-SPECIFIC MAINTENANCE TASKS:

#### CHECK THE GUTTERS

You already know to clean your gutters in the fall, but it's important to clean your gutters before and after the wet seasons. After all, winter storms can bring along loose debris. Check your gutters and the downspout gooseneck for any gunk that can lead to a clog. Simply force loose debris out with a garden hose to prevent a clogged gutter that leads to a leaky roof and water damage to the exterior of the building.



## CLEAN FOUNDATION VENTS

Gutters are not the only victims of debris strewn from winter storms; foundation vents can also need addressing. These (generally) recessed screens become the perfect catch-all for leaves, twigs, and other organic materials throughout the fall and winter season. Simply clean the vents by hand or with a shop vacuum.

## ADDRESS MOISTURE BUILDUP

You know that winter and moisture go hand-in-hand, but don't forget that the child of this coupling can be mold or mildew on your property. Remind your tenants to check for any mold that can build up in the winter from interior humidity. Visit the property yourself and verify that there is no mold growth due to heavy rains causing small puddles in the attic or basement; if you're met with a musty smell, you may need a dehumidifier to ensure that no dangerous or property damaging mold can develop. If you do find, address it quickly.



## BOOST THAT CURB APPEAL

Spring is in the air, and flowers are in bloom. Make the best of this with some good old-fashioned landscaping. Spring landscaping can include lawn aeration, overseeding, fertilization, and pruning of shrubs or trees. Early spring is also a great time for pruning flowering trees and fruit trees since they will start budding soon. And, of course, now is the perfect time to plant those eye-catching perennials to ensure your tenants will have an appealing spot to enjoy the sunshine.

Rental maintenance tasks may be a chore, but completing them property each season will protect your investment. Preventing structural damage, saving energy, and keeping the property's systems running properly are all benefits of attentive property maintenance.

And ensuring that your property looks appealing and works efficiently, will guarantee that your renters will take notice of your attention to the space they live.

## Advertise Your Business in the ROA Newsletter!

Reach over 200 landlords  
who need your products/services  
to manage their rentals.

Book your spot today! Space is limited



541-756-0347  
info@roa-swo.com

# Welcome New and Returning ROA Members!

Vickie Hook, Paul Hutchinson, Susan Hutchinson,  
Wendy Pulliam, Georgia & Kenneth Robb

## Your ROA Board of Directors

**President:** Cindy Colter  
coltercindy@gmail.com (541) 404-8609

**Vice President:** Rebecca Jennings  
parksidevillagecoosbay@gmail.com

**Secretary:** Jessica Webber  
jessica@advancedpropertymgmt.biz

**Treasurer:** Dahla Allen  
dahlaallen@icloud.com

**Past President:** Regina Gabbard  
regina@eledwardsrealty.com (541) 756-0347

**Position #1:** Maria Menguita  
malumeng@gmail.com

**Position #2:** Regina Gabbard  
regina@eledwardsrealty.com (541) 756-0347

**Position #3:** Joan Mahaffy  
mahaffyje12@yahoo.com (541) 269-6562

**Position #4:** Danielle Eastwood-Swanner  
danielleswanner94@gmail.com

**Position #5:** Michelle Cantrell  
michelle@orbpm.com (541) 808-9040

**Position #6:** Joann Hansen  
jhrealty@frontier.com

Ever wonder what goes on at ROA Board meetings? Have any suggestions to share? Interested in joining the board? Bring your thoughts and/or ideas. Or just listen in and see what we're all about.

The ROA Board of Directors meets every month. Meetings are always open to members. Contact us for more information.



**roa-swo.com**

### Contact us at:

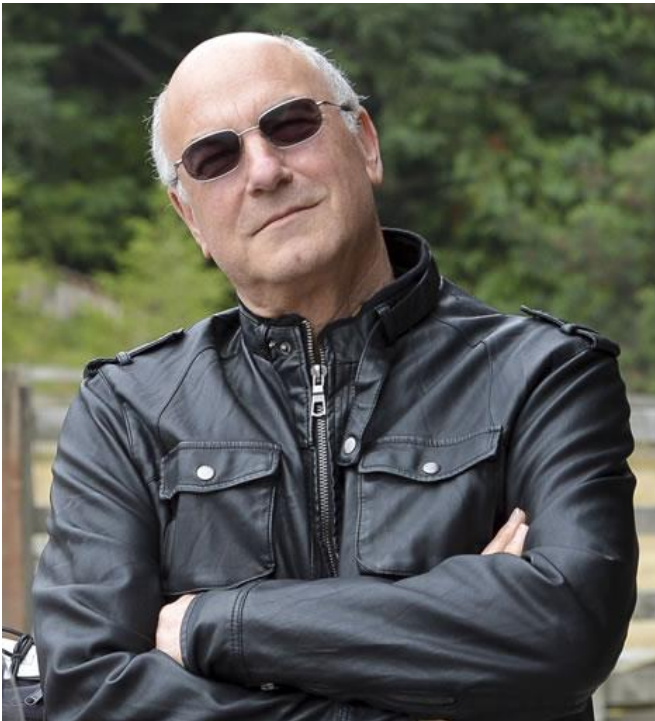
PO Box 1712  
Coos Bay OR 97420

info@roa-swo.com  
(541) 435-4376

This publication is designed to provide informative material to its readers. It is distributed with the understanding that it does not constitute legal, accounting, or other professional advice. Although the material is intended to be accurate, neither we nor any other party assume liability for loss or damage as a result of reliance on this material. Appropriate legal or accounting advice or other expert assistance should be sought from a professional.

## In Case You Missed It: Taxes, Taxes and More Taxes

March 14, 2024



On Thursday, March 14<sup>th</sup> at the North Bend Public library meeting room, our members had the pleasure of listening to a presentation by Michael Gordon. Formerly known as The Bean Counter, Mr. Gordon has helped educate our members on all things tax related for many years. Effective June 30, 2021, he officially retired, however 2 of his senior staff bought him out and now own and run the business. Even though he has retired, he still teaches seminars and occasionally takes on minor consulting engagements. Mr. Gordon says taxes are still his passion and he enjoys discussing a client's tax issues with them and helping them landscape their activities in a manner that saves them the maximum amount of taxes. During his presentation, Mr. Gordon covered the ins and outs of filing taxes as well as any new tax codes to be aware of in 2024. He provided valuable knowledge specific to property investors. He is a wealth of accounting knowledge and were fortunate to have him.

## Code of Ethics

Excerpt from the Bylaws of the Rental Owners Association of Southwestern Oregon

The objectives of this Association shall be:

- A. To unite, for their mutual good, rental housing owners, managers and/or their agents in the Southwestern Oregon area.
- B. To strive to maintain those standards of the residential rental industry which are of a high ethical and up-to-date business level.
- C. To stimulate cooperation among rental owners to the end that the best possible service will be rendered to the owners and renters.
- D. To provide appropriate information and educational opportunities on state/federal laws, rules/regulations, policies/procedures and rental housing management.
- E. To cooperate with other organizations having similar goals.

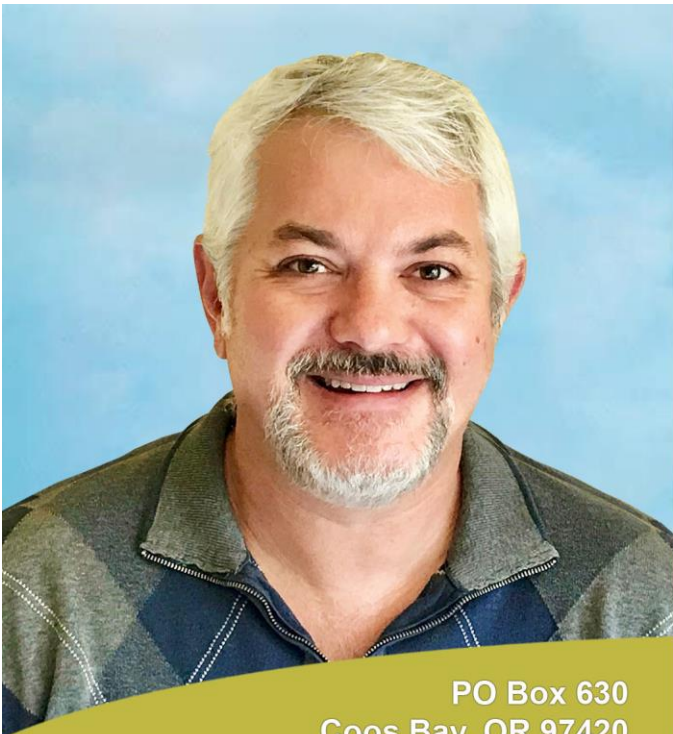




**RENTAL OWNERS  
ASSOCIATION OF  
SOUTHWESTERN  
OREGON**

**PO Box 1712**

**Coos Bay OR 97420**



**PO Box 630  
Coos Bay, OR 97420  
Phone: (541)756-2056  
assistant@pmtlaw.net**

## **Patrick M. Terry Attorney at Law**

**Representing Landlords on the  
Southern Oregon Coast since 2002**

As a landlord of 11 rental units, Patrick understands the needs of his clients and is eager to help.

He specializes in:

- Landlord/Tenant Law   - Real Estate   - Collections  
- Estate Planning       - Business       - Probate

\*Free 1-hr consultation only covers landlord/tenant matters. All other matters are subject to hourly charge. Inquire for details.



ROA SWO's attorney on retainer.  
Current members receive a **FREE**  
1-hour consultation annually, plus  
discounted rates for representation.