

The Rental Housing Program

The Rental Housing Program provides standards for rental properties and processes.

HEATING

There must be a permanently installed heating source able to provide a room temperature of 68°F. Heating devices must conform to applicable laws and fuel-burning appliances must be properly ventilated.



SMOKE DETECTION

Each unit must have an approved and working smoke alarm or smoke detector installed and maintained in accordance with the state building code.



TENANT EDUCATION INFORMATION

Landlords must distribute the City created Tenant Education Information flyer to tenants when any rental agreement is executed.



RENTAL HISTORY REFERENCE

References must be provided within five days of written request from the tenant.



SECURITY

Doors and windows must be equipped with working locks.



STRUCTURAL INTEGRITY

Roof, floors, walls, foundations and all other structural components must meet the building code.



SUPPORT SERVICES

City services and support to landlords and tenants, include a free tenant hotline, improved data collection, coordination with local organizations to strengthen opportunities for people with disabilities, conviction histories, and other classes of people that struggle to access housing.



TERMINATION OF TENANCY AND EVICTION REPORTING

Landlords are required to report landlord initiated terminations of tenancy and evictions to the City of Eugene for any termination notice that results in the tenant moving out.



WEATHERPROOFING

Roof, exterior walls, windows and doors must prevent water leakage into living areas; repairs must be permanent and use accepted construction methods.



PLUMBING

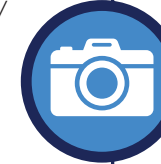
Systems must be in a safe and sanitary condition, free of defects, leaks and obstructions; repairs must be permanent and use accepted plumbing methods.



MOVE-IN/OUT DOCUMENTATION

Landlords must provide the tenant with itemized documentation, including photos and/or videos, that describe the condition of the unit at move-in and move-out.

The landlord must also itemize and provide photo or video documentation explaining withholdings from the return of a security deposit within 31 days of the tenant's move out date.



APPLICATION PROCESSING

Applications must be processed on a first-come, first-served basis and the unit must be offered to the first qualified applicant.

- Landlords must allow an applicant to hold their place in line for up to 24 hours if the applicant requests additional time because of a language barrier.
- In certain circumstances, a rental unit may be exempt from this rule.



ELECTRICAL

Electrical systems shall be in good working order and conform to applicable law at the time of installation. Repairs must be permanent and through generally accepted electrical methods.



APPLIANCES

All appliances that are furnished by the landlord must be in good working order and shall be maintained by the landlord.



SECURITY DEPOSIT LIMITS

Maximum of two times the monthly rent. Pet deposits are not included in the maximum. Additional deposit of up to one month's rent* allowed for:

- Applicants who do not meet screening requirements.
- Agreed upon lease modification after the first year of tenancy.

**Landlords must allow any additional deposits to be paid over 3 months.*



RELOCATION ASSISTANCE

Landlords must provide the tenant a payment equal to two months' rent if the landlord initiates certain triggering events.

Triggers for Relocation Assistance

- A termination of tenancy without cause in the first year of tenancy.
- Rent increases at or above the maximum annual percentage allowed by state law. (see other side for state law information)
- Qualifying landlord-based reason for termination allowed by state law.
- Non-renewal of a fixed-term lease of less than one year.

Exemptions for Relocation Assistance

There are eleven exemptions for when a landlord does not have to pay relocation assistance.



Mold is addressed through the weatherproofing and plumbing standards.

Forms and detailed program information available at eugene-or.gov/rentalhousing

Resources for Property Owners and Managers



Rental Owners Association in Lane County

laneroa.com
541-485-7368

Oregon Rental Housing Association, Inc.
oregonrentalhousing.com
503-364-5468

Rental Housing Alliance Oregon
rhaoregon.org
503-254-4723

State Law related to:

TERMINATION OF TENANCY WITHOUT TENANT CAUSE

ORS 90.427 - A landlord may not terminate tenancy without cause after they have lived in a dwelling for more than one year, except for in select circumstances.

RENT INCREASES

ORS 90.323 - Landlords are only allowed to raise the rent one time per year up to 7% plus inflation or 10%, whichever is lower. The maximum rent increase does not apply to units 15 years or newer.

Learn more at:

Oregon Laws - Chapter 90 Residential Landlord and Tenant

oregon.public.law/statutes/ors_chapter_90

Oregon State Bar

osbar.org/public/legalinfo/landlordtenant.html

Resources for Renters

Lane County Legal Aid/Oregon Law Center
oregonlawhelp.org
541-485-1017

Springfield-Eugene Tenant Association
springfieldeugenetenantassociation.com
hotline@SpringfieldEugeneTenantAssociation.com
541-972-3715

Fair Housing Council of Oregon
fhco.org
information@fhco.org
503-223-8197

Resources for Currently Enrolled Students

UO: ASUO Legal Services
asuolegal.org
541-346-4273

LCC: Access the Law
accessthelaw.org/
541-686-4890



Concerns About Your Rental Property?

The goal of the Rental Housing Program is to help renters and owners communicate with each other to resolve issues without further City involvement or legal action. If you are concerned your rental may not meet the code, you can:

- Learn more about the rental housing standards at eugene-or.gov/rentalhousing
- Talk to your property manager about your concern; follow up with written communication about the issue and keep a copy for your records.
- If your concern persists, you can file a complaint with the City of Eugene—see *back of brochure for details*.



How to File a Complaint

A complaint may be filed with the City only after the renter has sent written notice to the owner or the property manager. The renter must allow the landlord 10 days (or 48 hours for essential services, application processing, and security deposits) to respond to the written notice.

To file a complaint related to related to rental housing standards and protections:

- 1 Send a written notice to the owner or the property manager. It is recommended that you keep a copy for your records.
- 2 Allow 10 days for the owner or property manager to respond (48 hours for essential services, application processing and security deposits).
- 3 If there is no response, you can submit a complaint to the City online at www.eugene-or.gov/rentalhousing.

Complaint investigations will begin only after the steps above have been completed.

Contact the Rental Housing Program for further information or for help through the process.



Contact Us

[Eugene-or.gov/rentalhousing](https://eugene-or.gov/rentalhousing)
rentalhousing@eugene-or.gov
541-682-8282



Eugene Rental Housing Program

The City of Eugene Rental Housing Program sets standards, facilitates communication and provides resources for renters and landlords to ensure that rental housing in Eugene is safe, habitable and fair.

Funding

Costs for the program are paid by a \$20 per unit annual fee. The property owner (landlord) or owner's agent is responsible for paying the fee.

Register your rental and pay your invoice online at eugene-or.gov/rentalhousing.