

Additional Resources for Renters

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

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

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

Resources for Currently Enrolled Students

UO: ASUO Legal Services
541-346-4273

LCC: Access the Law
541-686-4890

Resources for Property Owners and Managers

Rental Owners Association in Lane County
www.laneroa.com
541-485-7368

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

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



Rental Housing Program

The City of Eugene works with property owners and renters to ensure our community has safe and livable rental housing. The Rental Housing Code (Eugene Code 8.425) was adopted to establish minimum habitability standards and certain renter protections that all rental properties must meet and to provide assistance to renters and property owners or managers when there is a question about those standards.

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. Funding of the program helps ensure our community has safe and livable rental housing.



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 10-days for the owner to respond to a written complaint regarding non-essential services and 48 hours to respond to a written complaint regarding essential services.

To file a complaint related to rats or the structural integrity, heating, plumbing, weatherproofing, security, electrical, appliances, carbon monoxide, or smoke detection of a rental:

- 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).
- 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

eugenerentalcode.org
rentalhousing@ci.eugene.or.us
541-682-8282



Eugene Rental Housing Standards & Renter Protections



RENTER PROTECTIONS

HEATING
SECURITY
ELECTRICAL
SMOKE DETECTION
STRUCTURAL INTEGRITY
WEATHERPROOFING
CARBON MONOXIDE
APPLIANCES
PLUMBING
MOLD
RATS

The Rental Housing Code Covers the Basics.

The Rental Housing Code covers habitability standards for rental properties, as well as renter protections related to application fees, move-in/move-out documentation, references and tenant education.

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.



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.



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.



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.



CARBON MONOXIDE

Each unit containing or connected to a carbon monoxide source must have an approved and working carbon monoxide alarm.



RATS

Every dwelling unit must be maintained free of rats.



Mold is addressed through the weatherproofing and plumbing standards.



Tips for Renters

- [Oregon Senate Bill \(SB\) 608](#) says tenants cannot be evicted without cause after they have lived in a dwelling for more than one year, except for in select circumstances. Learn more in the Tenant Education Information flyer at [EugeneRentalCode.org](#)
- **The Rental Housing Code Also Requires the Following**
 - Move-In Documentation of Unit Condition
 - Move-Out Documentation of Unit Condition
 - References must be provided within five days of written request*
 - Tenant Education (See form at [EugeneRentalCode.org](#))
 - Applicant screening charges are limited to no more than \$10 per applicant

*View the full Tenant Education information flyer to learn more at [EugeneRentalCode.org](#)



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 property may not meet the code, you can:

- Learn more about the rental housing standards at [eugenerentalcode.org](#)
- 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 reverse for details.