



Portland Housing Bureau

Mayor Ted Wheeler • Director Shannon Callahan

Rental Services Office

503-823-1303

RentalServices@PortlandOregon.gov

www.PortlandOregon.gov/PHB/RSO

REFERRAL LIST

Organization and Contact	Referral For
Legal Aid Services of Oregon 503-224-4086 www.Lasoregon.org	Free or low-cost legal help for low-income callers
Oregon State Bar 503-684-3763 www.Osbar.org	Lawyer Referral Service (including the “Modest Means” program)
Disability Rights Oregon 503-243-2081 www.droregon.org	Free or low-cost legal services for disability-related issues
Independent Living Resources 503-232-7411 www.ilr.org	Information, referral and peer support for people with disabilities
211 211.org	Information and referral on government programs and community partners, including many housing-related resources
Resolutions Northwest 503-595-4890 www.Resolutionsnorthwest.org	Mediation service, free to Portland residents
Home Forward 503-802-8300 www.Homeforward.org	Information on low-income housing and rent assistance, services for residents in publicly supported housing
Community Alliance of Tenants 503-288-0130 www.Oregoncat.org	Tenant rights information and building-based organizing
Fair Housing Council of Oregon – Tenants 503-223-8197 x2 www.fhco.org	Information on Fair Housing law and enforcement for renters and homebuyers
Fair Housing Council of Oregon – Landlords 503-223-8197 x5 www.fhco.org	Information for housing providers on best practices for Fair Housing compliance
Portland City Inspector 503-823-2633 www.Portlandoregon.gov/bds	Inspection requests for units in the City of Portland with reported housing code violations, information on housing codes and inspection records
Oregon Law Center 503-295-2760 www.Oregonlawcenter.org	Free or low-cost legal help for low-income callers
VA Portland Regional Office 800-827-1000 www.benefits.va.gov/portland	Information on federal benefits and services for veterans
Mental health crisis line 503-716-9769	Free, 24/7 mental health support and referral to low-cost mental health providers
Gresham City Inspector 503-618-2248 www.greshamoregon.gov/building-and-permits	Inspection requests for units in the City of Gresham with reported housing code violations, information on housing codes and inspection records
Multifamily NW 503-213-1281 www.multifamilynw.org	Information on rental property management best practices, landlord, property manager and apartment maintenance technician trainings. Provides services throughout Oregon.
Portland Area Rental Owners’ Association 503 714 6153 www.portlandareaora.com	Information on rental property management best practices, trainings for landlords, property managers and real estate licensees. Provides services primarily in the Portland Metro area.
Rental Housing Alliance 503-254-4723 www.rhaoregon.org	Rental Housing management and owner association for owner advocacy and education.



New Landlord-Tenant Laws

- **2019 Oregon Senate Bill 608 (Effective February 28, 2019):** Amends ORS 90 to limit rent increases, state-wide, and to eliminate no-cause evictions after the first year of occupancy in most instances. Requires fixed terms leases to become month-to-month upon expiration (unless the Landlord and Tenant mutually agree to renew) in most cases. Creates a limited number of specific “Qualifying Landlord Reason” causes for termination of a Rental Agreement after the first year of occupancy and requires payment of state Mandatory Relocation Assistance in an amount equal to one month’s rent in some instances.
- **Portland City Code 30.01.085 (Previously an emergency ordinance, became permanent on March 8, 2018):** Provides additional protections for renters inside Portland city limits. Establishes city Mandatory Relocation Assistance for Tenants who are involuntarily displaced without a Tenant-based cause, including for a Qualifying Landlord Reason, or who receive rent increases totaling 10% or more in a 12-month period. Institutes timelines and amounts of Mandatory Relocation Assistance payment based on the number of bedrooms in the Dwelling Unit. Provides a limited number of specific instances in which a Landlord may claim exemption, subject to Administrative Rules, from paying city Mandatory Relocation Assistance. Establishes extended notification periods for Portland renters. Establishes specific consumer rights advisory rights notification requirements.
- **Portland City Code 30.01.086 (Effective March 1, 2020):** Provides additional protections for applicants for residential rental units inside Portland city limits. Establishes a first-come, first-served system for screening of rental applications. Prioritizes individuals with mobility disabilities for ADU rental units. Limits screening fees and income-to-rent ratios. Provides preferred low-barrier screening criteria and requires individualized assessment when any screening criteria other than the preferred low-barrier criteria are used. Establishes specific consumer rights advisory notification requirements.
- **Portland City Code 30.01.087 (Effective March 1, 2020):** Provides additional protections for renters inside Portland city limits. Established limits on security deposit amounts. Establishes requirements for how security deposit funds must be held, administered, and accounted for. Establishes documentation and depreciation requirements, and additional constraints when security deposit funds are used for repair. Establishes specific consumer rights advisory notification requirements.
- **Portland City Code 7.02.890 (Effective July 25, 2018):** Requires owners of residential rental property inside Portland city limits to register rented unit(s) each year when they file their city business income tax returns, or when requesting exemption from paying city business income tax. Establishes legal authority for the City of Portland to implement a registration fee (currently \$60 per unit, per year) to recover the administration costs of the program and related services.



Other Important Landlord-Tenant Laws

- **Federal Fair Housing Act: 42 U.S.C. §§ 3601-19**
Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), as amended, prohibits discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions, because of race, color, religion, sex, familial status, national origin, and disability. It also requires that all federal programs relating to housing and urban development be administered in a manner that affirmatively furthers fair housing.
- **Federal Fair Credit Reporting Act: 15 U.S.C. § 1681**
Enacted to promote the accuracy, fairness and privacy of consumer information, this law covers a range of financial interactions. With specific regard to Landlord/Tenant interactions, this law restricts ways in which a Landlord may use a Tenant's credit history for screening purposes. A Landlord must get an applicant's permission to run a credit report, provide information on the credit reporting agency used, and inform the applicant if information contained on the credit report was the basis for denial or adverse action.
- **Oregon Rental Statutes Chapter 90 (ORS 90):** *The section of Oregon state law where most of the laws regulating rental housing are found. Establishes legal definitions and general provisions. Establishes requirements for methods used for serving notices. Establishes limitations and requirements for what can be included in a Rental Agreement. Establishes limitations and requirements relating to fees and deposits. Establishes specific and miscellaneous rights, obligations and remedies for both Tenants and Landlords. Provides additional renter protections in matters relating to domestic violence, sexual assault or stalking.*
- **Portland City Charter Title 23: 23.01.010 Policy. Civil Rights** *(Amended by Ordinance Nos. 175158 and 189396, effective March 29, 2019.) It is the policy of the City of Portland to eliminate discrimination based on race, religion, color, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity or source of income. Such discrimination poses a threat to the health, safety and general welfare of Portland community members and menaces the institutions and foundation of our community.*
- **Portland City Charter Title 29:** *The purpose of this Title is to protect the health, safety and welfare of Portland citizens, to prevent deterioration of existing housing and the exterior of non-residential structures, and to contribute to vital neighborhoods by establishing and enforcing minimum standards for residential structures regarding basic equipment, facilities, sanitation, fire safety, and **residential maintenance**.*