

PPI Complaints - Complaints Not Fully Investigated by the Board
May 14, 2024 Board Work Session

Case No.	Description	Review
2024-01-003	Valid PPI Tow (no parking sticker, vehicle not registered with apartment as required, driver may not have been a tenant)	No Violation by Tower
2024-01-007	Vehicle towed from tenant's assigned spot in apartment complex without authorization.	Possible PPI Violation
2024-01-012	Vehicle towed from tenant's assigned spot in apartment complex without authorization.	Possible PPI Violation
2024-01-014	PPI from commercial lot; signs not posted in parked area, signed authorization was for different address and in a different area of town, authorization not signed, picture showed an empty lot, did not show the	Possible PPI Violation
2024-01-015	PPI from apartment during ice storm; 72 hours notice not given, tenant parked in compliance with apartment lease agreement	Incomplete Complaint
2024-01-021	PPI tow - unauthorized tow, photo and authorization not provided, tenant legally parked per rental agreement.,	Possible PPI Violation
2024-01-022	PPI commercial tow during business hours; tow not authorized, tower continued to hook up vehicle after owner arrived to "ensure payment" of the hook up fee.	Possible PPI Violation
2024-01-023	PPI commercial tow after hours; signed authorization does not show the owner was contacted or who authorized the time of tow; tow company representative misrepresented the requirements of ORS 98.853, conditions allowing towing.	Possible PPI Violation
2024-02-001	Vehicle towed from apartment after 72 hour notice posted; tenant not the registered owner of the vehicle.	No Violation by Tower
2024-02-002	PPI tow - unauthorized tow of a vehicle with permit, parked in appropriate parking spot.	Possible PPI Violation
2024-02-004	PPI tow - vehicle towed with parking pass displayed in windshield; tow company conceded mistake, required payment prior to release of vehicle.	Possible PPI Violation
2024-02-005	PPI commercial tow during commercial hours, no sign posted, tow not authorized.	Possible PPI Violation
2024-02-007	PPI commercial property; car was parked in loading zone with pavement marked, no signs posted. Vehicle left overnight, blocked deliveries and loading zone. City confirmed tow complied with city requirements.	Board Discussion Required
2024-02-009	Vehicle towed vehicle based on landlord representation of 72 hour notice to tenant to move vehicle.	No Violation by Tower
2024-02-011	PPI - tenant's vehicle was parked in appropriate space; car alarm activated, did not auto shut off, manager and police were unable to shut off alarm; tenant was away out of town, could not be reached. Police authorized tow per statute.	No Violation by Tower
2024-03-006	Vehicle tow requested and authorized by management. Vehicle parked in fire lane in a way that was blocking garage and sidewalk access; car unregistered and unplatd. Vehicle owner aware of parking registration requirements, had approximately 6 months to resolve parking registration prior to tow; elapsed time between the request for tow and completion of tow was over 1 hour.	No Violation by Tower
2024-03-009	PPI tow - tower refused to provide signed authorization or photo.	Possible PPI Violation
2024-03-015	PPI - vehicle towed from outside tenant's complex; more information required.	Incomplete Complaint

2024-03-016	Visitor parked in another tenant's assigned spot. Vehicle towed. Tow authorized by management.	No Violation by Tower
2024-03-017	New landlords/property owners are threatening to have tenant cars towed if the vehicles are not in the assigned spots. Tenants are sharing parking spots with neighbors, with permission, for many years. Landlord posted notices on the apartment doors informing tenants that if they park in unassigned spots, they will be towed.	Board Discussion Required
2024-03-019	Consumer/Tenant parked in an area of the parking lot designated "car wash area" at 10 p.m. due to lack of parking available in lot (holiday weekend). Tow company refuses to provide proof of authorization of the tow due to "private contract"; dispatch authorized the tow. Tow company refuses to provide photographs signed authorization.	Possible PPI Violations
2024-04-001	PPI - vehicle towed from home owner's driveway without notice or authorization and in violation of HOA rules.	Possible PPI Violations
2024-04-003	PPI - vehicle with parking pass displayed towed from tenants parking spot without notice or authorization from landlord. Tower demanded payment to release vehicle.	Possible PPI Violation
2024-04-005	PPI - attempted tow of vehicle parked in parking spot and with attached parking tag; owner arrived as the tower began hooking up vehicle; tower refused to stop hook up; landlord told tenant they had to negotiate with tow truck driver re: fees; neighbors collected \$200 demanded by tower prior to full hook up, vehicle released. Authorization and photos requested but not received.	Possible PPI Violations
2024-04-006	PPI - towed from apartment complex for no handicap placard; placard on dash of the vehicle. Authorization and photos requested but not received.	Possible PPI Violations
2024-04-011	PPI Tow from apartment complex. Visitor parked in parking area reserved for tenants, but did not display the placard. Tower did not provide signed authorization or reason for tow.	Possible PPI Violations
2024-04-012	PPI Tow – tenant parked in front of a dumpster and another vehicle, not in designated parking area. Authorization and photos requested but not received.	Incomplete
2024-04-013	PPI Tow - questions regarding ownership	No violation - DMV title issue.
2024-04-014	PPI Tow - No signs posted; consumer was touring a vacant townhouse with manager. Vehicle towed without authorization 7 minutes after the manager and potential tenants entered the townhouse. \$500 to retrieve the vehicle.	Possible PPI Violations
2024-04-016	Tenant observed tow truck parked illegally while taking her dog for a walk. Tenant went into apartment, and then noticed tow truck driver was beginning to back up to her vehicle. Tenant arrived prior to tower initiating hook up; tower continued to hook up vehicle demanding \$200 before releasing vehicle. Apt manager acknowledged at the time that they did not authorize the tow, but they could not prevent the tower from towing the vehicle.	Possible PPI Violations
2024-04-017	Vehicle towed from a commercial parking facility after hours; signed authorization dated 2022; required picture is taken from the interior of the tow truck; tow company refused to provide photos and signed authorization for a month. Required appointment to pick up vehicle during business hours; charged a gate fee for a 11 a.m. Monday, non-holiday, retrieval.	Possible PPI Violations

2024-05-002	Visitor parked with visible temporary visitor pass. Tower refuses to provide photos or authorization statement. Manager is referring tenant and guest to tower for resolution.	Possible PPI Violations
2024-05-003	Health care provider vehicle towed from client's parking lot. Tow company told consumer that the vehicle was towed under a contract allowing the tow company to patrol the parking lot; no authorization. There are more parking spots than assigned units within parking facility, there's no conditions in the tenant contract prohibiting guest parking. Tower refused to provide authorization or photos.	Possible PPI Violations
2024-05-005	Consumer parked in a commercial business parking lot overnight near a sign warning that vehicles would be towed. Complaint was not about the tow, but about the requirement to provide a title to retrieve the vehicle.	No violation - DMV title issue.
2024-05-006	Tenant's vehicle towed from apartment complex; assigned parking sticker was displayed in window as required. \$800 to retrieve the vehicle.	Possible PPI Violations