

Report on the findings of the  
Rental Housing Research Stakeholder Group  
May 2015 to July 2016

Report to the Landlord Association  
June 24, 2016

*This report was prepared by Alexander Scott, representative of the Landlord Association of the Inland Northwest, for the Rental Housing Research Stakeholder Group. The report presents the views of the author.*

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*June 25, 2016*

## Appreciation

As a community-based process, many people deserve recognition and thanks for their significant contributions that make up this report. Thanks go to primary participants, the Landlord group (Kevin McKee, Steve Corker, Alexander Scott, Eric Besset, Patty Webster, Cicely Bradley, Heleen Dewey, Chris Bornhoft), the Tenants group (Phillip Smith, Cesar Stoddard, Ron Toston, Sarah Turner, Gretchen Chomas, Terri Anderson), Neighborhood group (Julie Banks, Arielle Anderson, Sarah Tosch, Ron Myers, Cathy Gunderson, Traci Swank, Daniel Marshall), and City officers (Heather Trautman, Melissa Wittstruck, Suzanne Trusko, Jackie Caro, Sarah Kintner, Daniel Clark).

A special thanks to Roger Trainor, Ron Davenport, Keith Reekie, and the other members of the Landlord Association who attended many meetings, provided their perspectives and insights and supported the process fully.

Thank you also to the many members of the public who added their voices to the process.

Certainly this is not a comprehensive list, so a blanket thanks to all the participants in this 14-month project who contributed over 1,500 hours collectively.

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## Executive Summary

This report was prepared for the Landlord Association of the Inland Northwest (LLA) by Alexander Scott as the representative of the Landlord Association at the City of Spokane's Rental Housing Research Stakeholder Group.

The City of Spokane's Community Assembly sought to identify issues associated with residential rental housing units, resources and existing policies, ordinances and organizations, and to identify the gaps in issues and resources. The City's Code Enforcement and Neighborhood Services managed the process and assisted Landlord, Tenant, and Neighborhood representatives who assisted voluntarily through a 14 month process. Presentations were made by City of Spokane Police Department, Fire Department, Building Services, Code Enforcement, City Attorney, regional Health Department, and housing agencies. A panel of attorneys gave a presentation about the Washington State Landlord Tenant Act and discussed court and eviction processes. Each stakeholder group also presented their own issues and concerns.

The landlord, tenant, and neighborhood stakeholders volunteered their time and energies, and our appreciation extends to those participants, to the Chair, Julie Banks, and the City's staff led by Heather Trautman.

A list of the issues raised from each of the meetings and presentations is summarized in a matrix aimed at identifying KEY THEMES, to gain a better understanding of the issues raised and to present possible solutions.

It is clear that landlords, tenants, neighborhoods, City departments and housing agencies are struggling to provide sufficient affordable housing within the City of Spokane. There are enormous community benefits to be gained from building healthy communities, with affordable and fit-for-purpose housing as one of its pillars. Simultaneously, the challenges of low income, poor behavior by landlords and tenants, the cost of maintaining aging properties, and shrinking government housing funding is shifting the burden of providing housing to private landlords. It is essential that our law-makers and the community have a sound understanding of all aspects of housing and the implications that arise from creating new laws or ordinances.

The KEY THEMES identified from a methodical review of the data presented are these ten:

1. **Use a Holistic approach** to address the underlying issues requiring affordable rental accommodation – poverty and low income, employment, mental health, incarceration and availability of rental housing
2. **Increase Employment Income**, average family income, reduce poverty and increase affordable housing
3. **Modify unproductive behavioral actions** of landlords, tenants, and neighborhoods
4. **Change the existing adversarial approach** to dispute resolution between landlords, tenants, and public agencies
5. **Co-ordinate resources** to assist tenants, landlords, and agencies in the rental housing process
6. **Improve understanding of legislation** relating to residential rental accommodation
7. Develop and share the understanding of the methods, costs and funding sources to **extend the useful life of existing aging houses**
8. **Improve data collection and analysis** associated with rental properties, including ownership, contact details and problems encountered in residential rental processes
9. **Modify the systems and scope of existing City departments**, stakeholder groups and housing agencies to better service rental needs
10. Thoroughly investigate and **understand the implications of any new Legislation and Ordinances** before implementation

The KEY THEMES analysis undertaken herein has been a methodical approach linking every issue from every meeting into a theme. The KEY THEME analysis approach gives additional insight into the issues and forms a basis from which further information can be gleaned before taking actions. Such investigations may best be undertaken by the City with the collaboration of its various departments and with existing housing agencies. Possible solutions are proposed in the analysis of each theme.

## **Project Charter: The Goal**

To identify issues associated with rental housing units, resources and existing policies, ordinances and organizations that are related to housing unit rentals, and identify the gaps in issues and resources of rental housing.

## **Background**

The Community Assembly indicated an interest in researching and understanding the current conditions for rental housing units in the City of Spokane. The Community Assembly asked the Public Safety Committee to work towards identifying issues associated with rental housing units, resources and existing policies, ordinances and organizations that are related to housing unit rentals, and to identify the gaps in issues and resources of rental housing.

The Public Safety Committee convened a stakeholder group to review existing conditions regarding rental housing in Spokane and make recommendations or solutions, if needed. The Public Safety Committee identified researching rental housing units as a goal of the Committee for 2015. The Public Safety Committee Chair, Julie Banks, chaired the Rental Housing Research Stakeholder Group. The intent is that the Rental Housing Research Stakeholder Group presents its findings to the Community Assembly.

## **The Process**

The process following is outlined via the 11 Appendices. For the various Agenda, Minutes, and presentations, please refer to the City of Spokane website: <https://my.spokanecity.org/neighborhoods/community-assembly/standing-committees/> (Select Public Safety Committee – Rental Housing Research Stakeholder Group)

Stakeholders representing the City of Spokane's various neighborhood groups, tenant groups and landlord groups attended meetings from May 2015 to June 2016. While 5 representatives were expected from each group, the voluntary nature, length of time and other commitments meant individual participants could not attend all meetings, resulting in a loss of continuity. As a note for future community groups, it may be more beneficial to establish shorter term project timelines or smaller focused goals and to report on those separately.

The City of Spokane's Code Enforcement staff provided assistance to the group by facilitating meetings, preparing agendas, taking minutes, co-ordinating presenters, collating information, storing information on the City of Spokane web pages. The Director of Neighborhood Services and Code Enforcement, Heather Trautman, is commended on her personal contributions and also for that of her team to ensure the success of the project. Without the resources, support and guidance from the City, the Stakeholder Group would not have been able to undertake its tasks.

*Appendix 1 - rental-housing-project-scope-2016-04-01.* The Rental Housing: Issues, Resources and Gaps Work Plan outlines the Goal, Background, Work Plan, Guiding Principles, Participant Roles, Ground Rules for Meetings and Selection of a Voting Model.

*Appendix 2 - Timeline rental-housing-timeline-2015-11-10.* The initial project timeline was revised on several occasions. The final Timeline is included meetings from May 2015 to September 2016. Presentations were made by the following agencies and community representatives:

- Spokane Police Department
- Spokane Regional Health
- City of Spokane Building Department
- City of Spokane Code Enforcement Department
- City of Spokane Fire Prevention Bureau
- City of Spokane Attorney
- Spokane Low Income Housing Consortium
- Spokane Housing Authority
- Panel discussion by: Attorney Jose Trejo and Attorney Tom McGarry
- Landlord Stakeholder Group
- Neighborhood Stakeholder Group
- Tenant Stakeholder Group

*Appendix 3 - Programs assisting tenants, neighborhoods and landlords* is a list of programs providing assistance to tenants, neighborhoods and landlords.

*Appendix 4 – Data – Demographics, Housing* includes information relating to:

- Population demographics
- Income / Poverty
- Housing stock
- Investment in Rental Properties, Contribution to City of Spokane Income, Rental Income as % of GDP.

A brief commentary is made on the statistical data.

The landlord, tenant and neighborhood groups each made a group presentation to highlight their issues and concerns. The key issues, resources, conclusions and recommendations are listed in this report.

- *Appendix 5 - Presentation Landlord Stakeholder Group 20160322*
- *Appendix 6 - Presentation Tenant Stakeholder Group 20160510*
- *Appendix 7 - Presentation Neighborhood Stakeholder Group 20160426*

Survey Tools and National Research information is included in:

- *Appendix 8 - Survey and Research data sources*
- *Appendix 9 - Article - How Long do Buildings Last*

*Appendix 10 – Matrix Issues and Themes:* Issues brought up at each meeting, from presentations, questions and minutes was numbered and referenced to ensure completeness. These issues were cross referenced into common themes from which to draw conclusions.

*Appendix 11 – Key Theme by #:* KEY THEMES are those considered most important or contentious or that have an immediate impact on housing and community well-being. Each key theme describes the problem, assesses the impact (who and what is impacted), rates the importance (rating the importance of the issue with a higher score indicating higher importance), identifies existing laws that impact or mitigate the issue, identifies additional information required, possible solutions, and how easily can the solutions can be implemented.

MINOR THEMES are those that are considered of lesser importance or which the Group did not have opportunity to comment upon given timing and knowledge and can be gleaned from Appendix 10.

## Data Highlights

*Appendix 4 - Data - Demographics, Housing:* The following points are highlights from the data presented:

- 47% of housing are rental properties
- Average of 2.5 persons per household – 99,944 people live in rental properties
- 19.9% (42,201) people in poverty are concentrated in rental housing
- Investment in rentals exceeds \$3 BILLION
- Property taxes generate \$39 million, utilities \$33 million (10% of City budget)
- Rental Income generated is over \$297 million (12% of Spokane GDP)
- Low profitability of residential housing especially for small landlords (return after setting aside costs of long term repairs)
- Aging infrastructure (large number of very old rental properties)
- High cost of investment relative to the rental income (after accounting for replacement cost)

## Comments on data

Rental housing is extremely important to Spokane's social wellbeing. 47% of Spokane's housing units are rental properties, accommodating approximately 100,000 people.

Rental housing is extremely important to Spokane's economic wellbeing. Investment in rental residential housing property exceeds \$3 billion. Property taxes and utilities from rented housing totals \$72 million (10% of the City budget). Rental income equates to 12% of Spokane's gross domestic product.

Poverty and low family income is a great challenge for our community well-being. 42,000 people, 20% of Spokane's population, are classified as living under the poverty threshold. People living in poverty are concentrated in rental housing. Hillyard, North Central, West Central and East Central are predominantly rental housing areas. Low family income has implications for where people can afford to live, what standard of housing they can afford and has implications for health and education.

The lack of government funding for housing is shifting the burden of providing affordable housing to private landlords. Federal and State Government funding for accommodation has reduced over the past decade. There is less government owned housing and support for low income tenants is mainly through financial aid, channelled through housing agencies offering section 8 voucher programs.

Lack of affordable housing, poor quality housing, and social health attitudes adds to declining community health standards and to the poor academic performance of school children. The Spokane Health Department presentation suggested that landlords are deliberately providing poor quality of housing, and that mandatory property inspections are essential to improve the quality of housing. Landlords believe this view is unfair and incorrect as it ignores social health issues, individual choices and puts an unfair onus on property providers for social health.

The cost of keeping aging housing to an appropriate level and to new building standards will become prohibitive and result in fewer affordable homes available for rent. Spokane's rental housing is VERY OLD. 73% of properties are over 25 years old, 60% is over 55, and 27% is over 85. The cost of extending the life of very old properties requires repairs of the house, its foundations, internal support structures, sewers, septic, plumbing and electrical wiring. Technical obsolescence such as lead paint and asbestos contributes to major replacement costs. Increased compliance such as mandatory registration and mandatory inspection for health and functionality standards brings additional costs that landlords will either pass on to the tenant or the property will not be a viable as a rental property.

## Summary of Landlord, Tenant and Neighborhood presentations.

### Landlord Stakeholder Group Presentation

#### Background:

- Much of Spokane's rental woes are about high poverty, aging infrastructure and high reliance on privately provided accommodation (landlords)
- **Poverty** - 19.9% of people living below the poverty line, assuming that these people rent, and 44% of rental properties are to those under the poverty line.
- **Large number of aging properties** - rental properties will become re-purposed if unprofitable or too cumbersome leading to further housing pressures
- **Poor data collection** - by existing public agencies don't capture accurate complaints data so unknown full extent of the renter/landlord or property condition problems
- **Ineffective agencies** - existing systems in place and in effective. It is more cost effective to strengthen existing systems rather than bring in new systems
- **Rent increases** - Additional costs pushed to the tenant or less rental housing
- **No incentive programs** - encourage housing investment
- **No mediation systems** - Problem resolution is limited, combative, costly and takes a long time

#### Specific Concerns of landlords:

1. Low income (can't afford housing and housing standards need to be low)
2. More aging properties (old properties require costly replacements)
3. Fewer rental properties (if repairs and compliance become costly, rentals become unviable and unavailable)
4. Lack of affordable housing (lack of govt. funding, low vacancies, insufficient properties, who will fund)
5. B.A.D. Neighborhoods, Landlords, Tenants behaviors:
  - Breaching Rules: Acting against legislation (Landlord Tenant Act), Condoning criminal or illegal activities
  - Antisocial Behavior: Condoning unsafe behavior in property, not reporting unsafe matters
  - Damage to Property: Unclean or unhygienic property (waste, debris); Condemned properties; Sub-standard housing
6. Existing compliance systems don't work
7. Mandatory Inspections are ineffective, costly and won't resolve issues

#### Comments on issues to be addressed:

1. Collect appropriate data on tenant / landlord / building issues
2. Improve the economy - Increase the number of jobs to increase income, reduce high poverty levels
3. Reduce high reliance on private rentals and low rent properties, stimulate home ownership
4. Legislators and City department should work with landlords as key stakeholders to providing housing solutions. Don't implement Ordinances that will reduce investment and in turn reduce the number of available rental properties
5. Understand that increasing compliance costs will be passed to tenants
6. Look for ways to encourage and landlords to continue investing
7. Look for ways to avoid costly evictions
8. Implement low cost and accessible mediation
9. Rental properties are aging and will reduce as repairs compliance increases
10. Build good neighborhoods which provide social cohesion
11. Lack of accurate data on tenant / landlord / building issues
12. Existing agencies are ineffective to resolve problems



## **Tenant Stakeholder Group Presentation**

### **Issues:**

1. Spokane tenants are rent burdened. Low income tenants have few housing options.
2. There is not enough subsidized low income housing in Spokane.
3. There is a fear of unreasonable evictions by tenants.
4. There is a lack of data collection on rental housing and tenant assistance in Spokane.
5. Substandard housing is a health hazard for the tenants and neighbors.
6. Substandard rental housing is costly for all Spokane residents including tenants.
7. Healthy and stable housing is good for tenants, landlords and neighborhoods.

### **Resources:**

1. Resources to assist tenants in Spokane are scarce, limited or nonexistent.
2. Landlord Tenant Act regulates rental property in Spokane (repairs, housing condition, discrimination, retaliation).
3. City of Spokane Code Enforcement, Building Department, SPD, Fire Department, Spokane Regional Health District.

### **Recommendations:**

1. Spokane should adopt a Housing Security Ordinance that will eliminate no cause evictions.
2. Spokane should establish a rental registry and inspection program.
3. Spokane should adopt provisions in the Landlord-Tenant Act to provide relocation assistance to tenants and hold landlords accountable.
4. Spokane should establish an Office of Tenant Services to enforce notice requirements, assist tenants and collect data, and offer tenant education classes.
5. Spokane should offer no cost mediation to landlords and tenants in disputes that would otherwise result in legal action.
6. Spokane should provide financial assistance for small scale landlords who require repair due to malicious destruction to property that would otherwise remove the property from the rental market.
7. Spokane should increase the number of subsidized low income rental housing in Spokane

## Neighborhood Stakeholder Group Presentation

Top issues regarding rental housing in Spokane neighborhoods

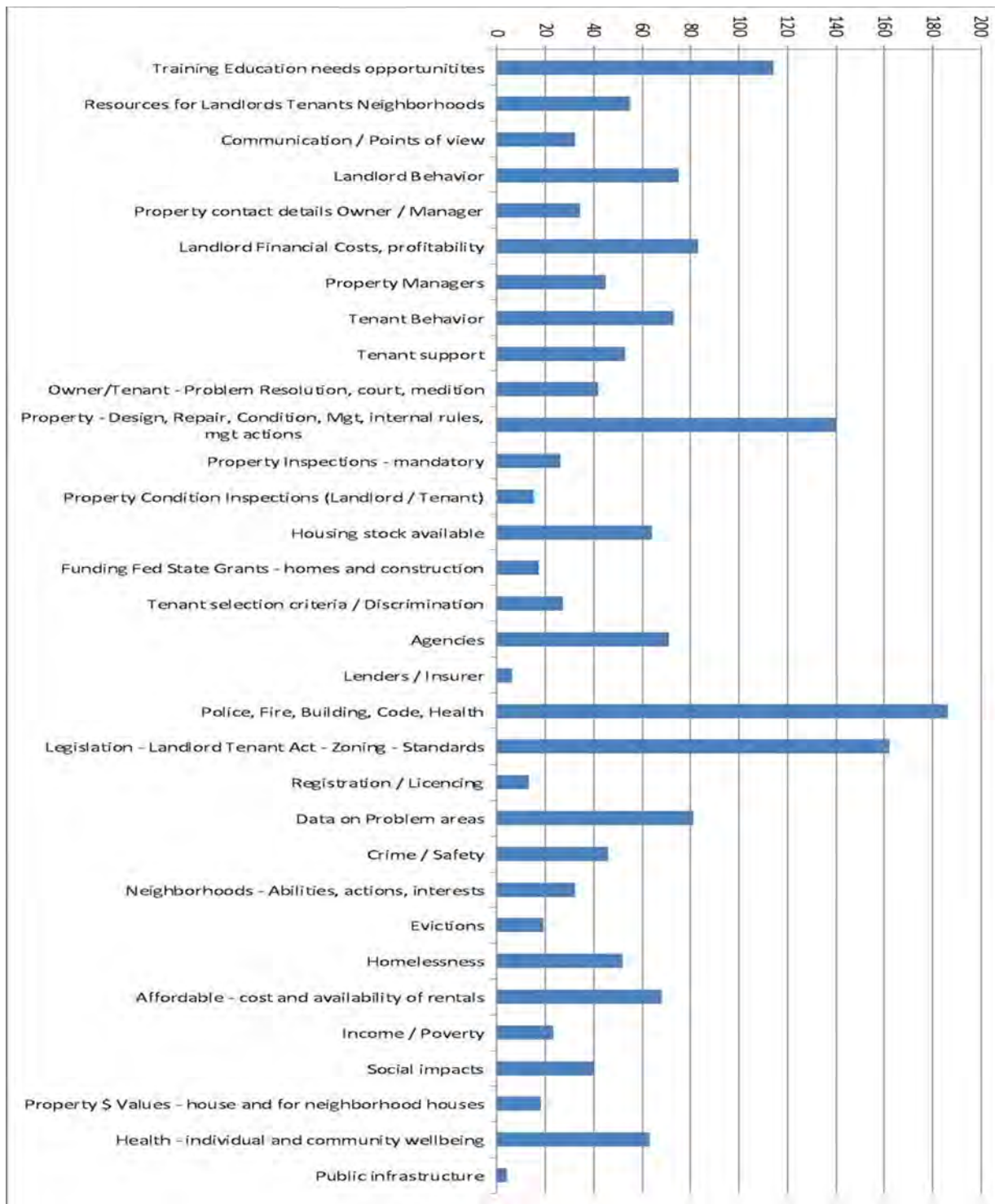
1. Negative impacts of poorly maintained rental properties
  - Health
  - Safety
  - Property value
  - Quality of life
2. Absentee landlords
  - Inability to contact responsible parties
  - No oversight
  - Delayed response to property issues
  - Neighborhood erosion due to lack of accountability
  - Owner = manager?
3. Transiency within neighborhoods
  - Lots of moving
  - Hard to get to know neighbors
  - Loss of mutual trust between neighbors
  - Lack of stability for children
  - Loss of sense of neighborhood security and identity
4. Lack of legal protection/recourse for neighbors
  - Only recourse available is filing a complaint with code
  - Enforcement
  - Only addresses external issues
  - Difficulty in identifying accountable party
  - Fear of retaliation from filing complaint

Conclusion:

1. The #1 gap in mitigating the top issues regarding rental housing for neighborhoods is ACCOUNTABILITY.
2. It is unclear whom to hold responsible for poorly maintained rental properties.
3. Without a local contact for absentee landlords there is no ability to resolve issues with rental properties.
4. Frequent movers in and out of neighborhoods diminishes social capital for all generations.
5. Neighbors have no resources, beyond Code Enforcement, to remedy negative impacts.
6. Neighbors need a process for mediation with tenants and/or landlords to mitigate negative impacts.

## Analysis of identified issues

The following graph shows often issues were raised during meetings and presentations.



## Key Themes

Key themes are those considered most important, contentious, or that could have an immediate impact on housing and community well-being. Each key theme is described more fully using a template, to enable a complete understanding of the problem, its impact, and to provide possible solutions. The current analysis is done with limited knowledge and should be analysed by the organisations mentioned.

The following key themes and recommendations could be used by applicable stakeholders to develop appropriate solutions:

1. Use a Holistic approach to address the underlying issues that make affordable rental accommodation necessary
  - a. Poverty and low income (increase family income)
  - b. Employment opportunities (increase family income)
  - c. Mental health and incarceration (providing accommodation options)
  - d. Availability of affordable rental housing (having many housing choices)
2. Increase employment, average family income, reduce poverty and increase housing affordability
3. Modify unproductive behavioral actions of landlords, tenants and neighborhoods
  - a. B.A.D. landlord behavior – impacts and options
  - b. B.A.D. tenant behavior – impacts and options
  - c. neighborhood options
4. Change the existing adversarial approach to dispute resolution between landlords, tenant, public agencies
5. Co-ordinate resources to assist tenants, landlords and agencies in the rental housing process
6. Improve understanding of legislation relating to residential rental accommodation
7. Property Issues - develop and share the understanding of the methods, cost and funding sources to extend the useful life of existing aging houses
  - a. Poor property conditions - impact on individual health, cost to the community, existing inspection regimes
  - b. Aging housing
8. Improve data collection and analysis associated with rental properties - ownership, contact details in case of emergency, and code and other violations encountered with the property
9. Modify the systems and scope of existing City departments, stakeholder groups and housing agencies to better service rental needs
  - a. Organizational issues change focus of existing City Departments – existing scope and systems are ineffective, high costs of compliance, new compliance systems must be effective, affordable
  - b. Use supporting agencies in the process – landlord, tenant and not-for-profit housing agencies
10. Thoroughly investigate and understand the implications of any new legislation and ordinances prior to enacting the new rules
  - a. Applicable legislation
  - b. Landlord / tenant problem resolution alternatives – mediation and court actions
  - c. Evictions
  - d. Just-Cause ordinance
  - e. Nuisance ordinance
  - f. Mandatory Inspections

## Minor Themes

Minor themes are those that are considered less important and are not commented upon given the lack of time or lack of knowledge. Further information can be gleaned from the *Appendix 10 Matrix Issues and Themes*.

## Conclusion

This research process was a significant task and in some sense too large to expect from a voluntary group of stakeholder representatives who are doing this ancillary to their normal working lives. Specific and focused outcomes with shorter timeframes are more appropriate to seek input from voluntary participants.

The purpose of the Rental Housing Research Stakeholder Group was to identify issues associated with rental housing units, resources and existing policies, ordinances and organizations that are related to housing unit rentals, and identify the gaps in issues and resources of rental housing. This outcome has been largely achieved through this report.

*Appendix 10 - Matrix and Themes* identifies the issues raised, groups those into themes and shows the frequency those items were mentioned.

*Appendix 11 - Key Themes by #* identifies 10 KEY THEMES. These are described, assessed for importance, and possible solutions are proposed.

A key observation during this process is that there is opportunity for collaboration, education and alternative dispute resolution which can greatly improve the relationships between landlords, tenants, (agencies and government). Collaboration would be of enormous symbolic and functional benefit so that we as a community can reach solutions to our housing issues.

Landlords are seeking assistance from the City of Spokane to identify funding sources, investment incentives, resource support, collaboration with City Government and agencies, and no new compliance costs in order to play an active role in providing rental housing and support affordable housing in the future.

It is recommended that the LLA takes initial steps to work with tenants and the City to demonstrate its willingness to be part of developing lasting and transformative solutions. This can initially be achieved by reaching out to the Tenant Union to get a bi-partisan understanding of the proposed just-cause-eviction recommendations. The Landlord Association should seek representation as a “Significant-Industry-Stakeholder” on City of Spokane’s Community Housing and Human Services Board.

## Appendices

*Appendix 1 - Rental-housing-project-scope-2016-04-01*

*Appendix 2 - Timeline rental-housing-timeline-2015-11-10*

*Appendix 3 - Programs assisting tenants, neighborhoods and landlords*

*Appendix 4 – Data – Demographics, Housing*

*Appendix 5 - Presentation Landlord Stakeholder Group 20160322*

*Appendix 6 - Presentation Tenant Stakeholder Group 20160510*

*Appendix 7 - Presentation Neighborhood Stakeholder Group 20160426*

*Appendix 8 - Survey and Research data sources*

*Appendix 9 - Article - How Long do Buildings Last*

*Appendix 10 – Matrix Issues and Themes*

*Appendix 11 – Key Issue by #*

1. **Use a Holistic approach** to address the underlying issues requiring affordable rental accommodation - poverty and low income, employment, mental health, incarceration and Availability of Rental Housing
2. **Increase Employment Income**, average family income, reduce poverty and increase affordable housing
3. **Modify unproductive behavioral actions** of landlords, tenants, and neighborhoods
4. **Change the existing adversarial approach** to dispute resolution between landlords, tenants, public agencies
5. **Co-ordinate resources** to assist tenants, landlords and agencies in the rental housing process
6. **Improve understanding of legislation** relating to residential rental accommodation
7. Develop and share the understanding of the methods, costs and funding sources to **extend the useful life of existing aging houses**
8. **Improve data collection and analysis** associated with rental properties, including ownership, contact details and problems encountered in residential rental processes
9. **Modify the systems and scope of existing City departments**, stakeholder groups and housing agencies to better service rental needs
10. Thoroughly investigate and **understand the implications of any new Legislation and Ordinances** before implementation

Appendix 1 - rental-housing-project-scope-2016-04-01

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Appendix 10 - Matrix Issues and Themes

Appendix 11 - Key Issues by #

1. *Address the underlying issues requiring affordable rental accommodation*
2. *Increase Employment, average Family Income, reduce Poverty and increase Housing Affordability*
3. *Modify unproductive behavioural actions of Landlords, Tenants and Neighborhoods*
4. *Change the existing adversarial approach to dispute resolution between Landlords, Tenant, public agencies*
5. *Co-ordinate resources to assist tenants, landlords and agencies in the rental housing process*
6. *Improve understanding of legislation relating to residential rental accommodation*
7. *Property Issues - Develop and share the understanding of the methods, cost and funding sources to extend the useful life of existing ageing houses*
8. *Improve data collection and analysis associated with rental properties physical including ownership, contact details and problems encountered in residential rental processes*
9. *Modify the systems and scope of existing City departments, stakeholder groups and housing agencies to better service rental needs*
10. *Thoroughly investigate and understand the implications of any new Legislation and Ordinances and Legislation before implementation*
  - 10A Mandatory Registration of all Rental Properties
  - 10B Mandatory Inspections of all Rental Properties
  - 10C Just Cause Eviction
  - 10D Discrimination of tenants – Source of Income
  - 10E Discrimination of tenants - Criminal Convictions



## Rental Housing: Issues, Resources and Gaps

**Project Charter (Goal):** The Community Assembly has indicated an interest in researching and understanding the current conditions for rental housing units. The Community Assembly has asked the Public Safety Committee to work towards identifying issues associated with rental housing units, resources and existing policies, ordinances and organizations that are related to housing unit rentals, and identify the gaps in issues and resources of rental housing. The Public Safety Committee has decided to convene a stakeholder group to review existing conditions regarding rental housing in Spokane and make recommendations or solutions, if needed.

### **Background**

The Community Assembly has requested that the Public Safety Committee research the issues, resources and gaps related to rental housing units. The Public Safety Committee has identified researching rental housing units as a goal of the Committee for the 2015 year.

### **Work Plan**

#### **Task 1: Research/Study Issues**

- Convene Stakeholder Group
  - Develop a broad stakeholder group to garner sufficient participation to ensure the recommendation is viable.
- Coordinate with guest speakers to learn and identify issues
  - Coordinate with service providers to develop an understanding of the resources currently provided in Spokane.
- Generate a list of identified issues currently associated with rental housing units

#### **Task 2: Identify programs/policies/ordinances/programs that may solve identified issues**

- Connect issues with potential solutions
  - a. Collect information on existing policies, ordinances and programs related to rental housing units.

#### **Task 3: Explore gaps between the issues and existing solutions**

- Identify gaps with issues that have no identified solution
- Develop recommendations based on gaps in issues and solutions

### **Guiding Principles (For Stakeholders)**

Stakeholders involved in the process will be asked to review and adhere to several guiding principles. These principles are meant to create a conducive work environment:

***Collaborate*** between City Departments, speakers, and other stakeholders

***Facilitate*** a process to review current issues and solutions proposed/implemented in other municipalities.



**Create** a distinct environment that provides for input from a broad spectrum of representatives and produces an option that is viable and benefits the Spokane community.

**Mitigate** issues of common concern.

**Recommend** solutions if necessary.

### **Participant Roles:**

**Stakeholder Members**-will represent the area of expertise you have been asked to participate for (neighborhood, tenant or landlord) and vote accordingly:

1. Attend the meetings. If you are not able to attend, please work with the staff on an alternate to participate to ensure consistent participation;
2. reviewing in a timely manner the workgroup notebooks and other materials circulated by Office of Neighborhood Services;
3. engage each other in a productive dialogue during the issue discussions; and
4. work toward consensus recommendations where possible;
5. ensure considerate inclusion of diverging views;
6. consider the “real world” aspects of implementing workgroup recommendations.

Rental Housing Issues Stakeholder Group	Name
Chair, Public Safety	Julie Banks
Neighborhoods	
West Central	Arielle Anderson/Sarah Tosch
East Central	Ron Myers
Logan	Daniel Marshall/Jon Martinez
Chief Garry Park	Cathy Gunderson/Betty Kraft
Hillyard	
Tenants	
Disability	Alfredo Llamedo
Minority, Market Rate	Ron Toston
Student	
Low Income, MF/SF	Gretchen Chomas/Jonathan Barnes
Tenants Union of Washington	Terri Anderson
Landlords	
Landlord Association	Alexander Scott
National Association of Residential Property Managers	Eric Besset/Debbie Peak
Spokane Housing Ventures	Patty Webster
Spokane Housing Authority	Cicely Bradley/Val Mcnell
Smaller Scale Landlord	Heleen Dewey/Chris Bornhoft

**General Meeting Attendees-** will observe meetings, allowing the stakeholder members and ONS staff to address the various topics on the agenda. Meeting attendees may provide comment when recognized by a stakeholder on issues addressed during the meeting. General meeting attendees will not be given a vote at the table.

**Office of Neighborhood Services (ONS)-**will provide neutral, goals-focused support. Staff will facilitate the meetings, be a technical resource to the workgroup, preparing the stakeholder's recommendations, develop and disseminate project information, enforce stakeholder agreed ground rules, prepare agendas and meeting packets, ensure effective use of time.

Staff Resources	
Name	Role
Suzanne Tresko	Staff Liaison to Public Safety Committee
Heather Trautman	Director of Neighborhood Services and Code Enforcement
Melissa Wittstruck	Neighborhood Housing Specialist
Daniel Clark	ONS Intern

### **Ground Rules for Meetings**

The ground rules for the stakeholder meetings are simple, and designed to help the process forward in a considerate, productive manner:

1. Treat each other, the organizations represented on the stakeholder members with respect and consideration at all times – put any personal differences aside.
2. Work as team players and share all relevant information. Express fundamental interests rather than fixed positions. Be honest, and tactful. Avoid surprises. Encourage candid, frank discussions.
3. Ask if you do not understand.
4. Openly express any disagreement or concern you have with all workgroup members.
5. Offer mutually beneficial solutions. Actively strive to see the other's point of view.
6. Share information discussed in the meetings with only the organizations/constituents that you may represent, and relay to the stakeholder group the opinions of these constituents as appropriate.
7. Speak one at a time in meetings, as recognized by the facilitator.
8. Acknowledge that everyone will participate, and no one will dominate.
9. Agree that it is okay to disagree and disagree without being disagreeable.
10. Support and actively engage in the workgroup decision process.
11. Do your homework! Read and review materials provided; be familiar with discussion topics.
12. Stick to the topics on the meeting agenda; be concise and not repetitive.
13. Make every attempt to attend all meetings. In the event that a primary workgroup member is unable to attend, that member is responsible for notifying Office of Neighborhood Services about alternative arrangements.

### **Select a Voting Model**

***Consensus*** – the stakeholders work toward consensus on issues. A unified recommendation, though there may be more than one recommendation proposed.

***Voting*** – one vote for each stakeholder (5 tenants, 5 neighborhoods, 5 landlords) Chair will be a non-voting member. With this model a majority of votes at a meeting moves the action item forward. There may be majority and minority recommendations with this model.

## Rental Housing Issues Timeline (Subject to Change as Needed)

<b>1) Research/study the issues</b> (group has agreed to meet bi-weekly)	<b>Timeline (tentative)</b>	<b>Presenter</b>
Stakeholder Process Overview	May 12th	Office of Neighborhood Services
Base Housing Data –Institute of Real Estate Management	May 26th	Thomas Hix, Kim Sample
Lawyers RESCHEDULED TO COME BACK	June 9th	Jose Trejo-Northwest JusticeBarry Funt, Center for Justice
Spokane Police Department	July 7th	SPD-Sgt. Ervin
Base line Data, Spokane Regional Health Department	August 4th	James Caddie, City of Spokane, Spokane Regional Health District-Peggy Slider
Code Enforcement Department, Building Department	September 1st	Building Department– Dan Skindzier, Code Enforcement– Heather Trautman
Follow Up and Question answer session	October 6th	Stakeholder group, Heather Trautman, Dan Skindzer
Fire Department	November 10th	Spokane Fire Department-Mike Miller
Housing	January 12th	Housing Speakers– TBA
Landlord Tenant Act	February 9th	Tim Szambelan, City of Spokane Attorney
Legal/ Landlord Tenant	February 23rd	Jose Trejo– NW Justice, Eric Stevens– Attorney
<b>2) Identify the programs-policies/ordinances that might solve identified issues</b> (group has agreed to meet once a month)	<b>Timeline (tentative)</b>	
ICC, applicable codes	March 1st	
Spokane Municipal Codes	March 1st	
Permitting Processes	March 1st	
RCW-Landlord Tenant Laws	April 5th	
Substandard Building RCW 35.80	April 5th	
CPTED (Crime Prevention Through Environmental Design)	May 3rd	
Crime Free Multifamily Housing-COPS Program	May 3rd	
<b>3) Explore gaps between issues and existing solutions</b>	<b>Timeline (tentative)</b>	
Align issues with potential solutions/resources	June 7th	
Identify Gaps in solutions/resources and issues	August 2nd	
Formulate recommendations based on gaps	September 6th	

### Appendix 3 - Programs assisting tenants, neighborhoods and landlords

	Program Organization	Summary of assistance provided
1	C.O.P.S. Block Watch and Neighborhood Observation Patrol	Allows neighbors and volunteers to become the eyes and ears of law enforcement in their neighborhoods
2	C.O.P.S. Code Enforcement Reporting	Assists citizens with reporting code violations
3	C.O.P.S. Crime Free Multi-Housing Program	Program for landlords of multiple units to help reduce crime in and around their rentals
4	C.O.P.S. Safe Streets	Provides support and guidance to neighbors of nuisance properties
5	City of Spokane Building and Developer Services	Enforces city building codes by inspecting and approving new building construction; and offers safety inspections in existing buildings to tenants or homeowners for a fee.
6	City of Spokane Code Enforcement	Enforces land use complaints; and city health and safety codes and ordinances; in buildings deemed unsafe or uninhabitable
7	City of Spokane Nuisance Property Ordinance	Section of Spokane Municipal Code outlining civil and criminal remedies available for properties with consistent criminal activity that may result in the building being ordered vacated for a year
8	Gonzaga Center for Law and Justice, University Legal Assistance	Free legal representation, advice, and counseling to low-income persons 60 years of age and older
9	Landlord Association of the Inland Northwest Landlord Education and Legal Fund	Legal advice, witness program, forms and books, and landlord classes for association members
10	Northwest Justice Project CLEAR Hotline	Toll-free hotline that provides legal assistance to low-income individuals
11	Rental Housing Association of Washington Member Resources	Tenant screening, landlord education, and forms for association members
12	SNAP Weatherization Program	Provides assistance for improvements or repairs to increase energy efficiency in owner occupied homes or renter occupied homes with the owner's permission. Also checks for home safety hazards including carbon monoxide, lead, & asbestos
13	SNAP/Living Green DIY Minor Home Repairs	Workshop teaching minor home repairs
14	SNAP/Living Green Healthy Homes	Workshop to reduce home allergens
15	Solid Ground Tenant Services	Informational website and phone line that provides tenant counseling and resource referral services
16	Spokane County Bar Association Volunteer Lawyers Program	Free legal assistance to low income residents
17	Spokane Fire Department Permit System	Conducts site inspections to ensure compliance with code and safety requirements as part of the issuance of sprinkler operating permits for commercial and residential buildings 5 units or larger
18	Tenants Union Tenants Rights Hotline and Walk-In Clinics	Free phone and walk-in counseling services from trained non-attorney tenant counselors
19	Washington DSHS Additional Requirements for Emergent Needs (AREN)	Emergency assistance for individuals under TANF, State Family Assistance, or Refugee Cash Assistance. AREN provides emergency rental or relocation assistance, and covers repairs when there is a health risk and it is more expensive to move
20	Washington Landlord Association Member Services & Advice Line for Landlords	Forms and screening services for association members. Advice line for association members and tenants
21	Washington Law Help	Guide to free civil legal services for low-income persons and seniors
22	Washington State 211	Referrals to rental assistance resource agencies
23	Washington State Bar Association Moderate Means Program	Housing-related legal representation for moderate income families
24	Washington State Landlord Tenant Act	Revised Code of Washington covering legal requirements and responsibilities of landlords and tenants related to the leasing of residential property in the State of Washington
25	Washington Web Lawyer Legal Advice	Free online legal advice to low income residents via messaging system from volunteer attorneys
26	EPA	
27	FULCRUM	
28	HUD	
29	NW Fair Housing Alliance	
30	Public Housing Agency	
31	SNAP Rapid rehousing	
32	Spokane Housing	
33	Spokane Health Department	
34	Transitions	
35	VET programs	
36	Women's Hearth Responsible Rental Program	

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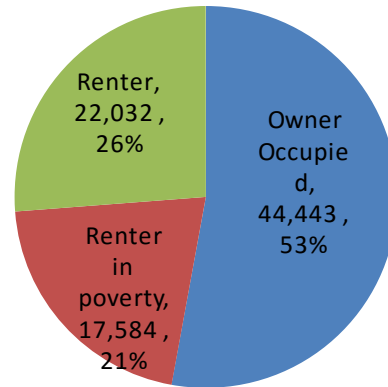
## Population Demographics

	Spokane County	City of Spokane	
Population			
<b><i>Persons below poverty line</i></b>	<b>76,910</b>	<b>42,201</b>	
<b><i>Est: Households below poverty line</i></b>	<b>30,764</b>	<b>17,584</b>	
<b><i>Est: % of rental units occupied by households under poverty line</i></b>		<b>44%</b>	
Population	484,318	212,067	
Per capita income	26,235	24,848	
Median household income	50,249	43,694	
Household income under \$50k	50.0%	55.0%	
Persons below poverty line %	16.4%	<b>19.9%</b>	42,201
Poverty Children (under 18)	20.0%	25.0%	
Poverty Seniors (65 and over)	9.0%	12.0%	
Number of households	187,603	85,300	
Persons per household	2.5	2.4	
Number of housing Units	206,106	95,947	

Source: <https://censusreporter.org/profiles/16000US5367000-spokane-wa/>

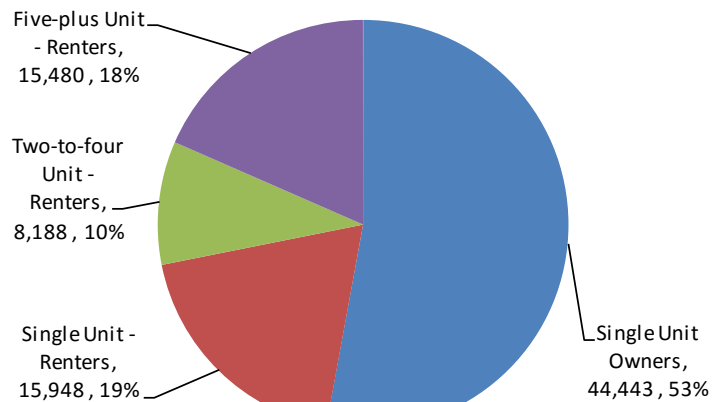
### Households and Renters below Poverty Line

Owner Occupied	44,443	53%
Renter in poverty	17,584	21%
Renter	22,032	26%
Total Households	84,059	100%



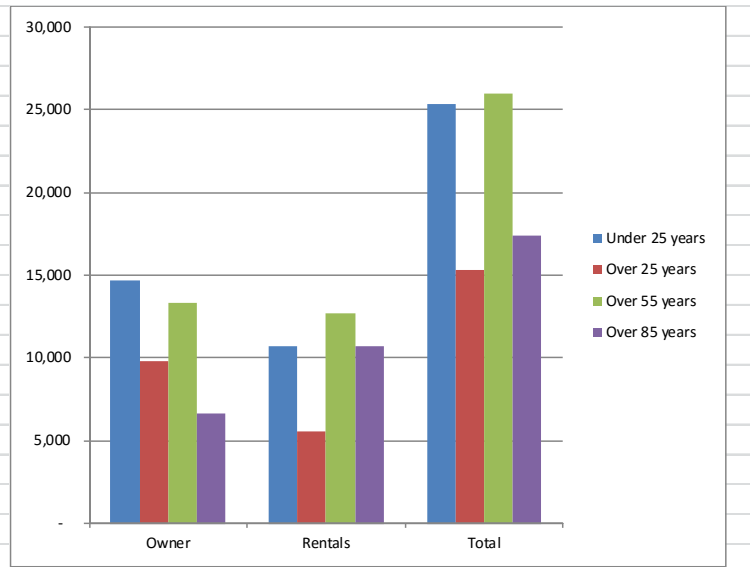
### Housing Unit Types – Owner and Rentals

	#	Pct
Single Unit Owners	44,443	53%
Single Unit - Renters	15,948	19%
Two-to-four Unit - Renters	8,188	10%
Five-plus Unit - Renters	15,480	18%
	84,059	100%



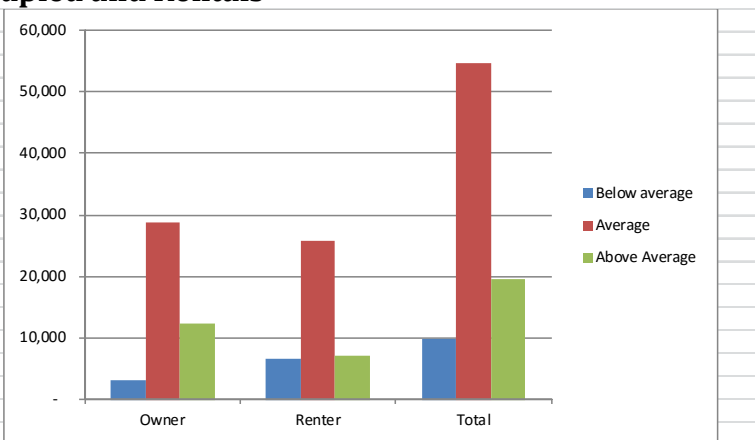
## Age of Housing - Owner Occupied and Rentals

Age of Housing	Age	Owner	Rentals	Total
1991 to Current	Under 25 years	14,666	10,696	25,363
1961 to 1990	Over 25 years	9,777	5,546	15,324
1931 to 1960	Over 55 years	13,333	12,677	26,010
1930 and prior	Over 85 years	6,666	10,696	17,363
		44,443	39,616	84,059



## Condition of housing - Owner Occupied and Rentals

	Owner	Renter	Total
Below average	3,111	6,735	9,846
Average	28,888	25,750	54,638
Above Average	12,444	7,131	19,575
	44,443	39,616	84,059



## Estimated Value of Investment in Rental Properties (City of Spokane)

	Renter Properties	Property Values	
		Avge \$	Total \$
Single Unit	15,948	115,000	1,834,020,000
Two-to-four Unit	8,188	55,000	450,340,000
Five-plus Unit	15,480	50,000	774,000,000
Total Renter Properties	39,616		3,058,360,000



## Estimated Value of Property Tax and Utilities from Rental Properties (City of Spokane)

		Property Taxes		Utilities		City Income
	Renter Properties	Avg / yr	Total/yr	Avg / mth	Total / yr	Total / yr
Single Unit	15,948	2,000	31,896,000	100	19,137,600	51,033,600
Two-to-four Unit	8,188	750	6,141,000	50	4,912,800	11,053,800
Five-plus Unit	15,480	750	11,610,000	50	9,288,000	20,898,000
Total Renter Properties	39,616		49,647,000		33,338,400	82,985,400
% of City 2016 Budget			6%		4%	10%

## Estimated Economic Impacts - Gross Income from Residential Property Rentals (City of Spokane)

		Rental income	
	Renter	Avg / mth	Total / yr
Single Unit	15,948	800	153,100,800
Two-to-four Unit	8,188	500	49,128,000
Five-plus Unit	15,480	500	92,880,000
Total Renter Properties	39,616		295,108,800
% of City 2016 Budget			36%

## Estimated Economic Impacts - % of GDP - Housing Rental Income (City of Spokane)

	\$ M	
GDP 2008 City of Spokane	17,640	
Real Estate and Rental and Leasing	2,041	12%

<http://econpost.com/gdp/spokane-washington-gdp-table-2008>

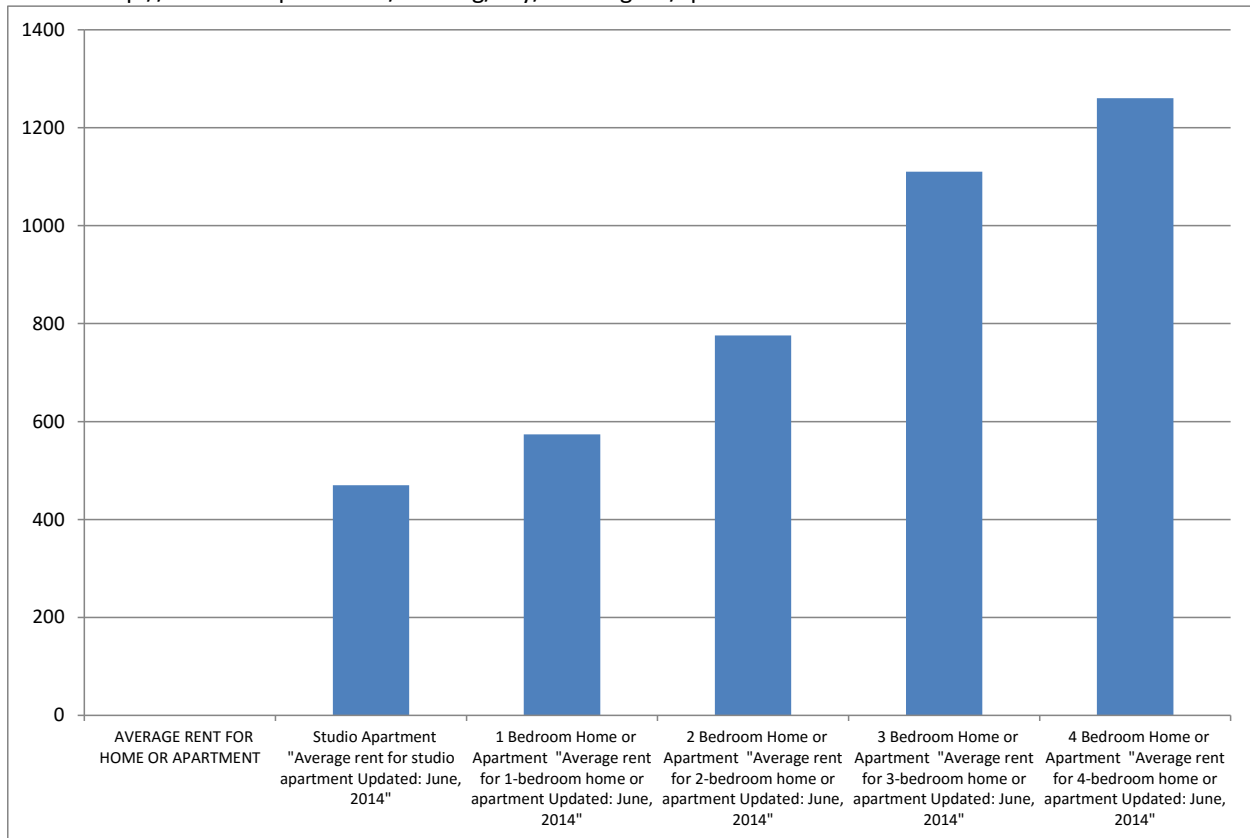
## Renters Paying 30% or More of Their Household Income for Rent

Location	Measure	2010	2011	2012	2013	2014
United States	Share	53%	53%	52%	52%	52%
Washington State	Share	51%	51%	51%	51%	50%
Spokane County	Share	53%	54%	56%	54%	52%
City of Spokane	Share	55%	57%	54%	57%	52%
City of Spokane Valley	Share	57%	49%	53%	58%	54%

[http://www.communityindicators.ewu.edu/graph.cfm?cat\\_id=6&sub\\_cat\\_id=2&ind\\_id=1](http://www.communityindicators.ewu.edu/graph.cfm?cat_id=6&sub_cat_id=2&ind_id=1)

### AVERAGE RENT FOR HOME OR APARTMENT (2014)

Source: <http://www.bestplaces.net/housing/city/washington/spokane>



## Rental Housing Review

Presentation by Landlord Stakeholders:

- Landlord Association
- National Association of Residential Property Managers
- Spokane Housing Ventures
- Smaller Scale Landlords

## Facts: Importance of rental housing

Importance of Private Housing:

47% of housing are rental properties

Avg of 2.5 persons per household – 99,944 people in rentals

19.9% (42,201) people in poverty concentrated in rental housing

Investment in rentals exceeds \$3 BILLION

Property taxes \$39 million, utilities \$33 million (10% of City budget)

Rental Income generated is over \$297 million (12% of Spokane GDP)

YET:

Dwindling pool of rentals (govt and private)	Low profitability
Ageing infrastructure	High cost to provide rental housing
Confrontational problem resolution – litigation focused	More governance – mandatory registration and inspections
Little support for landlords	No investment incentives

## Facts: Profit myth Single Family Residence

				Profit /yr	Cash on Cash return
<b>Single Family Home</b>					
Property Value			120,000		
Loan	70% of property value	70%	84,000		
Building Value	Say 80%	80%	96,000		
Rent	Monthly rent say		850	10,200	10,200
Vacancy Rate			3%	(255)	(255)
Property Management			8%	(816)	(816)
Taxes	City Taxes		2,000	(2,000)	(2,000)
Insurance			500	(500)	(500)
Repairs - annual	1% of property value	1%	960	(960)	(960)
Repairs - structural repairs	Replace house in 27 years	27	3,556	(3,556)	
Interest Rate	Est 5%	5%	4,200	(4,200)	(4,200)
(Loss) / Profit \$				(2,087)	1,469
(Loss) / Profit on Property Value %				-1.74%	1.22%

## Facts: Profit myth Apartment

				Profit /yr	Cash on Cash return
<b>Apartment - 2 bedroom</b>					
Property Value			70,000		
Loan	70% of property value	70%	49,000		
Building Value	Say 80%	80%	56,000		
Rent	Monthly rent say		600	7,200	7,200
Vacancy Rate			3%	(180)	(180)
Property Management			8%	(576)	(576)
Taxes	City Taxes		2,000	(2,000)	(2,000)
Repairs - annual	1% of property value	1%	560	(560)	(560)
Repairs - structural repairs	Replace house in 27 years	27	2,074	(2,074)	
Interest Rate	Est 5%	5%	2,450	(2,450)	(2,450)
(Loss) / Profit \$				(640)	1,434
(Loss) / Profit on Property Value %				-0.91%	2.05%

## Major concerns

Much of Spokane's rental woes are about high poverty, ageing infrastructure and high reliance on privately provided accommodation (landlords)

**Poverty** - 19.9% of people living below the poverty line, assuming that these people rent, and 44% of rental properties are to those under the poverty line.

**Large number of aging properties** - rental properties will become re-purposed if unprofitable or too cumbersome leading to further housing pressures

**Poor data collection** - by existing public agencies don't capture accurate complaints data so unknown full extent of the renter/landlord or property condition problems

**Ineffective agencies** - existing systems in place and in effective. It is more cost effective to strengthen existing systems rather than bring in new systems

**Rent increases** - Additional costs pushed to the tenant or less rental housing

**No incentive programs** - encourage housing investment

**No mediation systems** - Problem resolution is limited, combative, costly and takes a long time

## Specific concerns

- Low income
- More ageing properties
- Less rental properties
- Lack of affordable housing
- B.A.D. Neighborhoods
- B.A.D. Landlords
- B.A.D. Tenants
- Existing compliance systems don't work
- Mandatory Inspections are ineffective, costly and won't resolve issues

## 1. Low income

Population - 212,067

Low household income levels (Spokane \$43,694 US \$51,939)

Unemployment 6.4%

High poverty (19.9% Persons below poverty line 42,201)

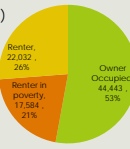
High proportion of rentals (47% Rented properties 39,616)

Low home ownership (Spokane 53%, US 63.8%)

30% of owners pay 30%+ for housing costs (2014)

52% of renters pay more than 30% of Household income for rent (2014)

44% of renter units live under poverty line



**Conclusions:**

- Need for economic growth, more jobs, job security, higher paying jobs

## 2. More Ageing Properties

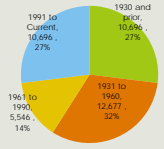
39,616 rentals

60% of rentals are over 55 years old

73 % of rentals are over 25 years old

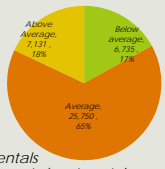
17% of properties are "below average"

No data on "not suitable for rental"



**Property complaints data non existent:**

2014 – 5 of 39,616 properties (Code enforcement)



**Conclusions:**

- Ageing properties cost more to repair
- Rents must include some costs toward repairs
- Unprofitable properties will be repurposed
- Eventually older houses will be decommissioned as rentals
- What support is available to keep the properties as rentals (tax breaks)

## 3. Less Rental Properties available

**LESS: Private Housing available as owners sell out**

- Increase in housing prices means properties can be sold after recession
- Rental Property Investment is high risk and low return
- Housing stocks is ageing - increased repair costs
- Increased business risks due to more compliance
- Rents are not keeping up with operating and replacement costs
- Improved economy means landlords are more selective
- Landlords move to more friendly investment environments (S. Valley)

**Conclusions:**

- Increasing cost of repairs of older properties
- Relatively low rents, few property condition complaints
- Very little new housing in City of Spokane
- Fewer rentals as older properties are not profitable and are retired
- Incentives to keep property stocks available
- Landlords will be more selective in tenant quality

## 4. Less Affordable Housing

**LESS: Govt. owned housing – reliance on Private Housing**

**MORE: Demand for Affordable Housing from Impoverished 19.9%**

- Increase in levels of poverty - All Ages 2015 - 76,910 or 16.32%. City of Spokane 19.9%
- Rent 1 bed West Central \$463, Hillyard \$442 (12% of GHI)
- Rent 2 bed West Central \$599, Hillyard \$648 (18% of GHI)
- Rent 3 bed West Central \$805, Hillyard \$799 (22% of GHI)
- Rent 4 bed West Central \$907, Hillyard \$898 (24% of GHI)

**MORE: Demand for Agencies such as Spokane Housing Ventures, Charities**

**Conclusions:**

- Fight poverty / Increase jobs / Assist home buyers / Increase govt. assistance/ Encourage private housing by supporting Landlords and reducing obstacles

## 5. B.A.D. Neighborhoods

**Breaching Rules:**

Criminal activities / Illegal habitation (squatters) / Illegal activities (drugs, prostitution)

**Antisocial Behavior:**

Unsafe neighborhoods / Gangs / Unsafe / Threats

**Damage to Property**

Rubbish (streets, verges, houses) / Vacant properties (foreclosures, inability to repair) / Damaged buildings (boarded up properties). High home ownership and secure tenants strengthens community

**Conclusions:**

- Lack of pride and social cohesion, Unsocial behavior, more property damage, more lawlessness, health and safety, property prices decrease, owners wont invest in housing
- Empower Code Enforcement and Police to deal with these issues

## 6. B.A.D. Landlords

**Breaching Rules:**

Acting against legislation (Landlord Tenant Act), Condoning criminal or illegal activities

**Antisocial Behavior:**

Condoning unsafe behavior in property, not reporting unsafe matters

**Damage to Property**

Unclean or unhygienic property (waste, debris): Condemned properties: Sub-standard housing

No Empirical Data about the number type and nature of complaints. Take action on the few bad landlords already known to the City Legislation and Code Enforcement systems available but ineffective

- Many services and avenues (unknown?)
- Issues are not reported but the systems are in place

**Conclusions:**

- Focus on a few bad landlords: will require broad expensive solutions that don't fix the underlying issues
- City to provide support and work with Landlord Association
- Landlords training
- Make mediation available.

## 7. B.A.D. Tenants

### **Breaching Rules:**

Acting against legislation (Landlord Tenant Act), Condoning criminal or illegal activities.

### **Antisocial Behavior:**

Condoning unsafe behavior in property, not reporting unsafe matters

### **Damage to Property**

Unclean or unhygienic property (waste, debris); Condemned properties; Sub-standard housing; Damaging property with inability to repair

*No Empirical Data about the number type and nature of complaints. / Difficulty to force tenants to comply (privacy, legislation) / Expensive to enforce compliance or evictions / Long time to resolve and terminate tenants / Limited ability to recover damages from tenants / Few support avenues available to Landlords / Cant manage tenants behavior - health, hygiene / Tenants cant pay for damage / Tenants cant afford to move - themselves or possessions*

### **Conclusions:**

- Landlords cannot absorb costs. Reduced quality of buildings or reduced amount of buildings for rent. Costs will be passed back to tenants tenant training. Make mediation available.

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## 8. Existing Systems Ineffective

Landlord Tenant Act - provides remedies and support (litigation based)

Code Enforcement - limited data, jurisdiction, resources

Building department - limited data, jurisdiction, resources

Police - unable to resolve behavior issues

Fire Department - process allows for inspections but many recurring issues

Health Department - reporting and information systems exist

Courts - expensive, takes a long time, credit history, angry people, damage to property and people, public humiliation

Mediation limited and expensive

Very few options but to go to court

### **Conclusions:**

- Refocus and empower code existing enforcement systems to deal with major issues
- "Pareto principle" - 80% of problems are resolved with 20% effort
- Implement training and mediation for Landlords and Tenants.
- Reduce costs and time to resolve unlawful detainer actions

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## 9. Mandatory Inspections are ineffective, costly and won't resolve issues

No Empirical Data about the number type and nature of complaints.

No register of issues, bad landlords and bad tenants

Mandatory inspections cannot resolve behavioural problems, poverty

Who will undertake inspections? What will be inspected? When will the inspections be done?

What about tenant privacy?

What are the Costs? For the City of Spokane / For the Tenant / For the Landlord

Costs will eventually be passed on to tenants

More stringent screening of tenants, industry register of problem tenants / eviction registers

Landlords will reduce number of rental properties or affordable rentals

### **Conclusions:**

- Refocus and empower existing systems. Implement training and mediation.
- Costs will be passed onto Tenants
- Tenants will have less privacy in the home

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## Conclusions for Spokane

1. Lack of accurate data on tenant / landlord / building issues
2. Low income, high poverty and high unemployment
3. High reliance on private rentals, low home ownership
4. Rental investment over \$3billion, 10% of City taxes and utilities revenue
5. Rental income is 12% of Spokane's GDP
6. Increasing costs will be passed to tenants
7. Look for ways to encourage and landlords to continue investing
8. Look for ways to avoid costly evictions
9. Implement low cost and accessible mediation
10. Rental properties are ageing and will reduce as repairs compliance increases
11. Build good neighborhoods which provide social cohesion
12. Lack of accurate data on tenant / landlord / building issues
13. Existing agencies are ineffective to resolve problems

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*Issue 1:*

Spokane tenants are rent burdened. Low income tenants have few housing options.

- 43% of Spokane residents rent their homes. (Project materials: Rental Housing Data, May 26, 2015)
- 55.4% of tenants in Spokane pay more than 30% of monthly income for rent and 47.1% pay more than 35% (U.S. Census Bureau: 2010-2012 American Communities Survey)
- Rent eats first. Tenants must pay rent first which leaves little left to make repairs when the landlord fails to respond to requests.

*Issue 1:*

Spokane tenants are rent burdened. (cont.)

- Costly for tenants to move- approximately \$2000-\$3000 for rental applications, background check, deposits, first and last month rent, missed work, and moving costs.
- Vacancy rate is very low: 2% in subsidized housing and 3.7% in market rate housing (Spokane Low Housing Consortium)

*Issue 2:*

Not enough subsidized low income housing in Spokane

- Only 12 out of 100 very low and extremely low income tenants are able to obtain subsidized housing in Spokane. (SLHC)
- Subsidized rental units require annual condition inspections.
- Market rate rental housing has no condition inspection requirement.

*Issue 3:*

Eviction and reasonable fear of eviction by tenants.

- Washington Residential Landlord-Tenant Act provides for a no cause termination and eviction with a 20 day notice. Tenants are aware that they can be forced to move for no reason whatsoever.
- Fear of eviction prevents tenants from requesting repairs to improve housing conditions. (Oregon Community Alliance of Tenants, 2013)

*Issue 3:*

Eviction (cont.)

- Tenants who cannot move within 20 days can be evicted even if they are current in rent and never violated a rental agreement.
- Tenants with families fear a CPS referral and removal of their children if they are evicted.
- Evictions cause poverty by creating barriers to future housing, creating job instability, establishing an eviction action on a tenant's record, and making tenants ineligible for subsidized housing.



*Issue 4*

Lack of data collection on rental housing and tenant assistance in Spokane.

- No city department collects data on rental properties or landlord/tenant actions.
- The city of Spokane does not have a department of tenant services to answer questions or assist tenants.
- There is no way of knowing if a tenant moves, is evicted or remains after the problem is solved once they receive a notice to terminate.

*Issue 5*

Substandard housing is a health hazard for the tenants and neighbors. (Spokane Regional Health District presentation)

- Substandard housing causes illnesses and injuries to tenants and families.
- Children living in unhealthy homes suffer from illness, injury and depression that negatively impact education.
- Substandard property can attract rodents and pests and associated risks.
- Tenants living in substandard housing risk exposure to lead and other environmental hazards.

*Issue 6*

Substandard rental housing is costly for all Spokane residents including tenants.

- Spokane Police Department responds to a higher number of incidents in substandard rental property.
- Fire Department reports fire hazards on substandard rental property.
- Building Department does not currently have a budget to inspect rental property, purchasers of building permits pay for those inspections.
- Homelessness is costly to all Spokane residents and financially devastating for tenants.

*Issue 7*

Healthy and stable housing is good for tenants, landlords and neighborhoods

- Tenants contribute to diversity and vibrancy of neighborhoods.
- Tenants spend money in their neighborhoods and contribute to local economy.
- Tenants who have stable housing in a healthy home environment have a greater chance of success in employment and education.
- Tenants who feel safe and stable are more likely to stay in their neighborhoods and become involved with their community.

*Resource 1*

Resources to assist tenants in Spokane are scarce, limited or nonexistent.

- Legal resources at no cost for tenants is limited to the Center for Justice and the Northwest Justice Project.
- The statewide CLEAR legal line is difficult to access and tenants often do not receive legal representation.
- Volunteer lawyers, available at unlawful detainer court do not represent tenants and only negotiate move out dates. (landlord attorney presentation)
- Financial rental assistance is available to homeless individuals and families but not available to pay the rent to prevent eviction. (Spokane Homeless Coalition)

*Resource 1*

Resources to assist tenants in Spokane are scarce, limited or nonexistent.

- Tenant education classes and workshops are not widely available, many tenants are not aware they exist.
- Tenants rights information is available to tenants but difficult to find and access. Two statewide tenant rights hotlines are located outside of Spokane.
- Mediation services are available but only for a fee.



*Resource 2*

Landlord Tenant Act regulates rental property in Spokane

- If damage is caused by tenant, the landlord can serve a 10 day notice.
- All other repairs are the responsibility of the landlord but tenant must initiate and enforce remedies.
- The only remedy a tenant has is to follow the Act and pay for repairs and deduct from rent.

*Resource 2, cont.*

Landlord Tenant Act, cont.

- Most repairs that tenants request are not housing condition issues. When landlords refuse to make those repairs, tenants have no city agency to call.
- Provisions to terminate the rental agreement with a 20 day notice require no reason. The only defense to a 20 day notice is retaliation or discrimination; the tenant must prove these defenses which is difficult to impossible to do.

*Resource 3*

City of Spokane Code Enforcement, Building Department, SPD, Fire Department, Spokane Regional Health District

- Tenants risk eviction if they report conditions that result in the building being condemned so tenants are incentivized to stay quiet.
- There is no registry of rental property to foster communication between city agencies and landlords.
- All of these agencies recommended a rental inspection program to fully address rental housing issues.

**Gaps in Resources to Address Issues:**

- No laws protecting tenants from no cause rental termination and eviction
- Inadequate legal representation for tenants in unlawful detainer actions
- Inconsistent and insufficient tenant assistance programs
- Not enough subsidized affordable housing for low income tenants
- No registration or inspection of market rate rental property

**Gaps in Resources to Address Issues, cont.**

- No reporting agency to review notices to tenants and establish records and statistics
- Tenant education classes and workshops do not reach enough tenants. Tenants are not prepared when they are served with a notice or need repairs.

**Recommendations:**

- Spokane adopt a Housing Security Ordinance that will eliminate no cause evictions.
- Spokane establish a rental registry and inspection program
- Spokane adopt provisions in the Landlord-Tenant Act to provide relocation assistance to tenants and hold landlords accountable.
- Spokane establish an Office of Tenant Services to enforce notice requirements, assist tenants and collect data, and offer tenant education classes.



**Recommendations, cont.:**

- Spokane offer no cost mediation to landlords and tenants in disputes that would otherwise result in legal action.
- Financial assistance for small scale landlords who require repair due to malicious destruction to property that would otherwise remove the property from the rental market.
- Increase subsidized low income rental housing Spokane.

**Thank you!**

## APARTMENTS

“Current occupancy in the Spokane region is at historical highs, averaging over 98% in some areas.”



Mitch D. Swenson CCIM



Kim Sample



Jason J. Jackson ARM

# Apartment Market Remains Robust.

Spokane is experiencing a boom time for apartment owners. With over 2,200 new units coming on the market in the last three years, including 707 new units in 2013, it would be expected that the strong occupancy rates seen for the last two years would have begun to trend down with supply finally catching up and surpassing demand. However, this has not been the case. In a limited survey, current occupancy in the Spokane region was found to be at historical highs, averaging over 98% in some areas.

All of this new construction has also led to an increase in overall rental rates, although there is a divide between new apartment rents and older apartment rents; sometimes as much as \$0.25 per square foot. The increase in new construction rents has allowed many owners of existing properties to raise rents. A rising tide lifts all ships.

Despite low interest rates that usually drive single-family home demand, a large segment of the population now have a preference for the flexibility and upgraded amenities that come with renting versus owning. We expect this apartment demand to continue, but with another 874 units currently permitted or under construction and another 1,087 units planned, it seems inevitable that we will see supply catch up with demand sometime next year. Rental rates should still remain strong throughout 2015.

## Spokane County

Within the last 12 months we have seen continued upward trending in rents, despite historically high levels of new construction. Concessions were practically non-existent. Property owners and developers are still viewing this as a green light to build more apartments, and lenders are still on board.

Average rents for all unit types for March 2014 in the Spokane area were \$739. By summer 2014, average rents had risen to \$842. This hike is largely due to new construction coming online at considerably higher rental rates. The increase in rents was nearly \$0.10 per square foot.

The average overall vacancy rate in March 2014 was 3.5%, which dropped to 2% by summer (well below the 5% vacancy rate viewed by many as a point of equilibrium). Looking at unit type, the lowest vacancies seen were studio units at 0.0% and three-bedroom/two-bath units with vacancies at 1.4%.

Apartment sales in Spokane County totaled \$66,000,000 in 2014. A few larger sales helped increase the sales volume for the year. Those larger sales included the sale of the 210-unit Eagle Rock Apartments, the 132-unit Rock Creek Apartments in Cheney, and the 196-unit Canyon Bluff



# Issue Brief

## Health Effects of End of Tenancy Notice

September 11, 2013

### Background:

The Oregon Landlord Tenant Act (State Chapter 90) states that in a month-to-month rental, the landlord and tenant are not required to give a reason or cause for ending a tenancy and that either party may terminate the tenancy with at least 30 days written notice if the renter has lived in the rental unit for less than a year. The right for a landlord to end an eviction in this manner is legally known as a no cause eviction.<sup>1</sup> In a no cause eviction, a tenant has two possible defenses, which are retaliation or discrimination. No cause evictions create a simple avenue for landlords to practice illegal retaliation and discrimination because either of these defenses is a difficult task. In contrast, in the case of a for-cause eviction, the landlord must give a valid reason for the eviction and a tenant has the right to many defenses to prevent eviction. Because of the lack of protections in no cause eviction controls, tenants on month-to-month tenancies are constantly at risk for arbitrary eviction. Many tenants put off asking their landlords for necessary repairs because they fear eviction and therefore remain in unsafe and unhealthy housing in order to maintain some stability for their families. Just cause eviction controls (JCEC) are laws that protect renters by ensuring that landlords can only evict with proper cause, such as a tenant's failure to pay rent or destruction of property. As a result, JCEC promote healthy and stable housing.

### Review of Existing Research:

The Health Department conducted a review of current research examining the health effects of no cause eviction and retaliation on renters in Multnomah County. Based on this review, the Health Department identified the following concerns about no-cause eviction and its impacts on healthy housing:

- The number of tenants who receive no cause evictions are underrepresented in the court's record-keeping process.
- Discrimination and retaliation are the only defenses available for a no cause eviction and are difficult to prove.
- Tenants on month-to-month leases who have lived in their property for less than a year are afraid to ask for repairs because they fear eviction.
- When tenants are afraid to ask for repairs, they often remain in unhealthy housing.
- Numerous studies show that low-income communities, women, and minorities make up a large number of individuals evicted.
- Children are vulnerable to the health effects affected by no-cause eviction.
- The abuse of no case evictions places monetary burdens on low-income people and on society.
- By providing families with greater residential stability, just-cause eviction can reduce stress and adverse health conditions.

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<sup>1</sup> See ORS 90.427.

**The number of tenants who receive no cause evictions are underrepresented in the court's record-keeping process.**

A forcible entry detainer (FED) is a court action by a landlord against a tenant to remove the tenant from the rented dwelling. FED records do not accurately depict the severity of the no-cause issue. Out of 2,166 evictions over a four-month period, 4.7% filed in Multnomah County courts were no cause evictions. However, data collected from a recent survey by the local tenant advocacy organization, Community Alliance of Tenants, demonstrates that 89% of callers who received a no cause eviction reported that they did not receive a FED notice, and 86% of those callers did not believe their no cause eviction was justified. Additionally, 50% of people that called 211, local phone service connecting people with community resources and social services, in February 2013 indicated that they had a housing issue, and 11% of those callers reported experiencing no cause eviction.

FED data reports no demographic information and therefore fails to tell the story of who is being evicted and why these evictions are happening. "In the actual legal process, tenants move out and give up the battle at many different stages," so there is no way to accurately depict the gravity of the hidden problem of no cause evictions.<sup>i</sup>

**Discrimination and retaliation are the only defenses available for a no cause eviction and are difficult to prove.**

Testimonials from tenants reveal that after asking for repairs, it is not uncommon to be issued a no cause eviction notice by a landlord that would rather illegally get rid the tenant than fix the issue as requested. Once the no cause notice is issued, the tenant could raise a defense of retaliation as the underlying reason behind the eviction, but this has not been an effective tool for many Multnomah County residents in the past. However, in the 2013 Elk Creek case<sup>ii</sup>, the Oregon Supreme Court recently held that to prove retaliation under ORS 90.385, a tenant must establish that the landlord served the notice of termination because of the tenant's complaint. Overall, if the tenants' complaints were one of the factors that the owner considered in making her decision to evict, and the owner would not have made that decision "but for" the tenants' complaints, then the owner was prohibited from making that decision. Because this is a very new decision, there is no proof that this new ruling will operate in a way that eliminates the fear associated with retaliation and no cause eviction.

**Tenants on month-to-month leases are afraid to ask for repairs because they fear eviction.**

211 callers during the month of February 2013 were asked the question, "[h]ave you ever delayed requesting assistance with a problem at your home because you feared being evicted?" 414 out of 4,233 (11%) of individuals who answered this question answered "yes." Additionally, individuals who were previously evicted were five times more likely to delay requests for repairs for fear of eviction. 62% of Community Alliance of Tenants (CAT) survey believed they were given no cause evictions because of retaliation. Substandard housing is the number one reason tenants call CAT's Renter Rights Hotline.

**When tenants are afraid to ask for repairs, they remain in unhealthy housing.**

The most recent review of the Community Asthma Inspection Referral (CAIR) database, which is used to manage family information related to housing and health, reveals that only 20% of approximately 350 families indicated that they were "very comfortable" approaching their landlord for repairs. According to this data, families who reported they were not comfortable

approaching their landlord are 30% more likely to have mold in their apartment, are twice as likely to have cockroach infestations, 60% more likely to report their housing is making them and their family sick, and twice as likely to report poor or bad health. Families who ask for repairs are often confronted with a no cause eviction. For example, a low-income family of five shared their story with the CAT Renter Rights Hotline about how they were to live in an ant and mice infested house with a shower was broken for two months and the stove burners that did not work properly for over a week. They requested that the landlord make the needed repairs, which were never completed. After sending a letter requesting a reduction in rent, the landlord responded by immediately posting a 30 day no cause move-out notice on their front door.

**Numerous studies show that low-income communities, women, and minorities make up a large number of individuals evicted.**

Of tenants reporting no cause eviction on a recent CAT survey, 68% were women. In a recent study in Milwaukee, Wisconsin, poor black women are disproportionately at risk for eviction; making up 30% of those evicted, but only 9.6% of the population.<sup>iii</sup> Prior to just-cause eviction controls being passed in Oakland, “[F]our out of five ‘30 day-no Cause’ evictions (78%) [were] minority households.”<sup>iv</sup>

Even though American Indian or Alaskan Native callers only made up 4.1% of 211 callers in February, they made up 18% of callers reporting eviction. According to the Coalition of Communities of Color Unsettling Profile, Native Americans and African Americans face extremely high disparities in homelessness, compared to other ethnic groups in Multnomah County.<sup>v</sup>

**Children are vulnerable to the health effects caused by no cause eviction.**

Neighborhoods with a high percentage of children face increased evictions.<sup>vi</sup> Children who are uprooted from their homes because of eviction face mental health problems, developmental delays, and increased levels of stress and depression, which often leads to violence.<sup>vii</sup> FED court data does not include demographic information, but studies have shown that when demographic data is collected independent of court records, children are highly represented in the eviction process. In a Milwaukee, WI study, sixty-two percent of tenants who appeared in court lived with children. Over a third of them were women who lived with children and no other adults.<sup>viii</sup>

**The abuse of no case evictions places monetary burdens on low-income people and on society.**

Besides the tremendous costs tenants face when forced to move, there are also various costs imposed on society as a result of no cause evictions. These costs include court and marshal/sheriff services, storage of tenants’ property, help for the newly homeless, and even emergency foster care and hospitalization in some cases.<sup>ix</sup>

**By providing families with greater residential stability, JCEC can reduce stress and adverse health conditions.**

No cause eviction results in a significant disruption of educational, religious, social and employment connections that tenants have created in their communities. In many cases, no cause eviction may lead to homelessness.<sup>x</sup> Strong social relationships protect health in multiple ways. Neighbors, friends, and family offer support that “buffer[s] stressful situations, prevents damaging feelings of isolation, and contributes to a sense of self-esteem and value.”<sup>xi</sup> Also, seniors and disabled individuals, or others with severe health problems are at risk of fatal

health complications if forced to suddenly move from stable living arrangements. In the 211 study, disabled and special needs households made up 14% of callers who reported eviction.

### Recommendations:

Based on the Health Department's review of current research examining the health impacts of no cause eviction, it is reasonable for the Multnomah County Board of Health to consider the following policy actions:

- Change the language in the OR Landlord Tenant Act (ORLTA) so that no cause evictions are replaced with language about just cause eviction controls
- Encourage cities within Multnomah County to require landlord licensing
- Pass a city ordinance requiring mandatory reporting of evictions
- Attach a requirement to the business license that requires landlords to report evictions
- Pass an ordinance as the Board of Health requiring landlord licensing and mandatory reporting
- Increase education geared towards landlords and tenants
- Monitor the current Oregon Supreme Court ruling to identify if retaliation can be successfully tried in the court
- Fund Community Alliance of Tenants Renter's Rights Hotline

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<sup>i</sup> Hartman, Chester and David Robinson. "Evictions: The Hidden Housing Problem." Housing Policy Debate. Vol. 14, Issue 4. Fannie Mae Foundation. (2003).

<sup>ii</sup> Elk Creek Mgmt. Co. v. Gilbert, 2013 Ore. LEXIS 387 (Or. May 31, 2013).

<sup>iii</sup> Desmond, Matthew. "Eviction and the Reproduction of Urban Poverty." AJS Volume 118 Number 1 (July 2012): pgs. 88-133.

<sup>iv</sup> East Bay Housing Organizations. "Pushed Out for No Reason: Oakland Senior and Disabled Residents at High Risk for Eviction." Oakland, CA. (2002).

<sup>v</sup> Coalition of Communities of Color. "Communities of Color in Multnomah County: An Unsettling Profile."

<sup>vi</sup> Desmond, Matthew. "Evicting Children." Oxford University Press. (2013).

<sup>vii</sup> Pettit, Becky. "Moving and Children's Social Connections: The Critical Importance of Context."

<sup>viii</sup> Desmond, Matthew. "Evicting Children." Oxford University Press. (2013).

<sup>ix</sup> Hartman, Chester and David Robinson. "Evictions: The Hidden Housing Problem." Housing Policy Debate. Vol. 14, Issue 4. Fannie Mae Foundation. (2003).

<sup>x</sup> Guzman, Carolina, Rajiv Bhatia, and Chris Durazo. "Anticipated Effects of Residential Displacement on Health: Results from Qualitative Research." Research Summary. Prepared by the San Francisco Department of Public Health and South of Market Community Action Network (2005).

<sup>xi</sup> Cohen, S, Underwood, LG, Gottlieb, BH. Social Support Measurement and Intervention. Oxford University Press. New York. 2000.



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## Intro to Spokane Neighborhood Long Term Rental Stakeholder group

Increasing the availability of healthy, safe and sustainable long-term rental housing improves the livability and economic viability of the overall community.

Characteristics of a Great Neighborhood include:

- Has a variety of functional attributes that contribute to a resident's day-to-day living (i.e. residential, commercial, or mixed-uses)

- Accommodates multi-modal transportation (i.e. pedestrians, bicyclists, drivers)

- Has design and architectural features that are visually interesting

- Encourages human contact and social activities

- Promotes community involvement and maintains a secure environment

- Promotes sustainability and responds to climatic demands

- Has a memorable character (**American Planning Association**)

## Neighborhoods Represented

East Central - Ron Myers

West Central - Sarah Tosch

Emerson-Garfield - Jonathan Martinez

Chief Garry Park - Cathy Gunderson

Hillyard - Tracy Swank

Rockwood - Julie Banks

### Top issues regarding rental housing in Spokane neighborhoods

1. Negative impacts of poorly maintained rental properties
2. Absentee landlords
3. Transiency within neighborhoods
4. Lack of legal protection/recourse for neighbors

### 1. Negative impacts of the poorly maintained rental properties

1. Health
2. Safety
3. Property value
4. Quality of life

#### Health (CDC)

##### Mold:

Triggers allergic responses

Triggers immune responses (asthma, congestion, eye irritation, coughing, runny nose, infections, etc.)

##### Cockroach infestations:

Triggers asthma and other respiratory conditions

##### Rats and mice:

Bites transfer parasites and disease Feces transfer hantavirus

Mosquitoes: spread a variety of diseases

Lead: Respiratory diseases, brain damage and developmental disabilities - children are HIGHLY susceptible



## Safety

Injuries due to structural damage

Plumbing

Electrical burns, shocks, fires

Lack of egress for emergency escapes and access

Mounting piles of yard debris

## Property value

Neighborhoods that are littered (with solid waste) will soon start to experience other problems, such as graffiti, unkempt rights-of-way and a general decline of the physical appearance in the area.

Property values in littered neighborhoods can be lowered by as much as 15 percent. **Source: Gwinnett Clean & Beautiful**

Neighbors with “annoying pets, unkempt yards, unpleasant odors, loud music, dangerous trees and limbs, or poorly maintained exteriors, can lower home values by more than 5 to 10 percent” according to the **Appraisal Institute**.

61% of code complaints for solid waste over the last two years were from renter occupied houses. **Source: Spokane Office of Neighborhood Services**

68% of zoning violation complaints (outdoor storage, yard sales, recreational camping, home business regulations, signs, residential fencing, setback area, accessory structures) over the last two years were from renter occupied houses. **Source: Spokane Office of Neighborhood Services**

## Quality of life

Unsafe for children to play outside

Inability to enjoy one's yard

Lack of sense of security in one's home

Loss of sense of community:

Social ties among neighborhood residents, often referred to as "bonding social capital," contributes to the likelihood that individuals will move beyond their diverse self-interests toward mutually beneficial collective actions.

When a group of neighbors informally keep an eye on one another's homes, that's social capital in action.

Harvard Kennedy School

## 2. Absentee landlords

Inability to contact responsible parties

No oversight

Delayed response to property issues

Neighborhood erosion due to lack of accountability

Owner = manager?

Of the 820 sites identified as apartments in the Spokane Fire Department's permit system, about 42% of the owners do not live in the city. **Source: Fire Marshal Mike Miller, Spokane Fire Department**

## 3. Transiency within neighborhoods

Lots of moving

Hard to get to know neighbors

Loss of mutual trust between neighbors

Lack of stability for children

Loss of sense of neighborhood security and identity

Frequent and unwanted moves lead children to experience disruptions in home life or educational instruction. (Astone and McLanahan. 1994. **Family Structure, Residential Mobility, and School Dropout: A Research Note.**)

The authors also speculated that residential mobility leads to a loss of social capital in children.

Frequent (sic) residential mobility negatively affects education outcomes for low-income children and creates unstable school environments that adversely influence not only highly mobile children but their teachers and stable classmates as well. (Crowley, 2003. **The Affordable Housing Crisis: Residential Mobility of Poor Families and School Mobility of Poor Children.**)

#### 4. Lack of legal protection/recourses for neighbors

Only recourse available is filing a complaint with Code Enforcement

Only addresses external issues

Difficulty in identifying accountable party

Fear of retaliation from filing complaint

## Conclusion:

The #1 gap in mitigating the top issues regarding rental housing for neighborhoods is ACCOUNTABILITY.

It is unclear who to hold responsible for poorly maintained rental properties.

Without a local contact for absentee landlords there is no ability to resolve issues with rental properties.

Frequent movers in and out of neighborhoods diminishes social capital for all generations.

Neighbors have no resources, beyond Code Enforcement, to remedy negative impacts.

Neighbors need a process for mediation with tenants and/or landlords to mitigate negative impacts.





### American Housing Survey

The screenshot shows a complex data table with multiple columns and rows. The columns include various housing characteristics such as 'Tenure', 'Value', 'Age', 'Condition', and 'Location'. The rows list different housing units and their corresponding statistics. A yellow highlight is visible on the 'Tenure' column header.

### Portland Quality Rental Housing Workgroup

- ▶ **Portland City Council issued a Resolution to:**
  - ▶ “explore the issue and extent of substandard rental housing conditions in Portland and the role of public policies and programs in addressing incidents of substandard housing”
- ▶ Resolution directed the creation of a workgroup representing low-income tenants, property managers and property owners, local housing enforcement agencies and public health officials.
- ▶ In its research of issues related to substandard housing, the workgroup conducted a landlord study and focus group

### Portland Quality Rental Housing Workgroup

- ▶ **Owner and Manager Survey**
  - ▶ Online survey of 233 property owners and managers in Portland
  - ▶ Survey addressed issues including:
    - ▶ Notifying tenants about lead paint
    - ▶ Pest control
    - ▶ Landlord knowledge and training
    - ▶ Tenant education
    - ▶ Eviction experience
    - ▶ City inspection at request of tenant

### Portland Quality Rental Housing Workgroup

- ▶ **Landlord Focus Group Discussions**
  - ▶ Discussions with 15 small landlords and onsite property managers
  - ▶ Expanded the discussion of issues covered in the Landlord and Property Management Survey
  - ▶ Focus group report includes a summary of discussion for each issue and sampling of individual responses

### American Health Homes Survey

- ▶ **American Healthy Homes Survey: Lead and Arsenic Findings, Department of Housing and Urban Development (April 2011)**
  - ▶ Conducted from June 2005 through March 2006
  - ▶ Measured levels of lead, lead hazards, allergens, arsenic, pesticides, and mold in homes nationwide
  - ▶ Contains estimates of contaminants for subpopulations of housing including, region, age of housing, demographics, income, owner vs. renter occupied, etc.

### Eviction Study

- ▶ **Eviction and the Reproduction of Urban Poverty, American Journal of Sociology (Matthew Desmond, Harvard University)**
  - ▶ Used statistical and ethnographic analysis to explore the prevalence and ramifications of eviction in the lives of the urban poor
  - ▶ Gathered statistics from eviction records in Milwaukee between January 2003 and December 2007
  - ▶ Desmond gathered ethnographic data by living in mobile home park and inner city boarding house. He observed the relationships between landlords and families being evicted
  - ▶ Provides insight into the relationship between landlords and tenants, reasons and factors for evictions, and touches on issues related to substandard housing

### Additional Research Discussion

- ▶ What additional research or data would the stakeholder group find useful?
- ▶ Please see Annotated Bibliography for additional research, studies, and reports.

### Connecting Issues with Potential Solutions

- ▶ Work Plan
  - ▶ Task 1: Research/Study Issues
    - ▶ Convene Stakeholder Group
      - Develop a broad stakeholder group to garner sufficient participation to ensure the recommendation is viable.
    - ▶ Coordinate with guest speakers to learn and identify issues
      - Coordinate with service providers to develop an understanding of the resources currently provided in Spokane
    - ▶ Generate a list of identified issues currently associated with rental housing units
  - ▶ Task 2: Identify programs/policies/ordinances that may solve identified issues
    - ▶ Connect issues with potential solutions
      - Collect information on existing policies, ordinances, and programs related to rental housing units
  - ▶ Task 3: Explore gaps between the issues and existing solutions
    - ▶ Identify gaps with issues that have no identified solution
    - ▶ Develop recommendations based on gaps in issues and solutions

### Connecting Issues with Potential Solutions: Example Matrix

EXISTING PROGRAMS	ISSUES		
	Building Condition	Solid Waste	Crime
Building Safety Permit (fee based, no enforcement)	X		
Code Enforcement (life safety level)	X	X	
COPS Crime Free Housing Training (voluntary program)			X
Women's Hearth Rental Training Program (women only, voluntary program)		X	

### Connecting Issues with Potential Solutions

- ▶ Questions and Discussion



## Annotated Bibliography

*Advancing Healthy Housing: A Strategy for Action*. Rep. Federal Healthy Homes Work Group, 2013. Web. 6 Apr. 2016.  
<[http://portal.hud.gov/hudportal/documents/huddoc?id=stratplan\\_final\\_11\\_13.pdf](http://portal.hud.gov/hudportal/documents/huddoc?id=stratplan_final_11_13.pdf)>.

This report outlines the goals and priorities related to the promotion of healthy housing identified by the Healthy Homes Work Group, a federal interagency group which includes the Department of Housing and Urban Development, Centers for Disease Control, National Institute of Environmental Health Sciences, Department of Agriculture, Environmental Protection Agency, Department of Energy, Department of Labor, and the National Institute of Standards and Technology.

There are useful statistics regarding the health of housing in the U.S. as well as an outline of goals, strategies, existing programs, and resources provided by federal agencies.

"American Community Survey (ACS)." *American Community Survey (ACS)*. U.S. Census Bureau, n.d. Web. 06 Apr. 2016. <<https://www.census.gov/programs-surveys/acs/>>.

"American FactFinder." *American FactFinder*. U.S. Census Bureau, n.d. Web. 06 Apr. 2016. <<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>>.

The American FactFinder is a tool provided by the U.S. Census Bureau. It provides census data as well as data from other surveys conducted by the Census Bureau. There is some general housing data available that is specific to Spokane.

*American Healthy Homes Survey: Lead and Arsenic Findings*. Rep. U.S. Department of Housing and Urban Development, Apr. 2011. Web. 12 Apr. 2016.  
<[http://portal.hud.gov/hudportal/documents/huddoc?id=AHHS\\_Report.pdf](http://portal.hud.gov/hudportal/documents/huddoc?id=AHHS_Report.pdf)>.

"The American Healthy Homes Survey (AHHS), conducted from June 2005 through March 2006, measured levels of lead, lead hazards, allergens, arsenic, pesticides and mold in homes nationwide. This report includes estimates of the prevalence and levels of lead in paint, dust and soil, and arsenic in dust and soil, both for all housing and for important subpopulations of housing defined by region, age, urbanization, presence of children under age 6, housing type, owned vs. rented, Government support, income, race and ethnicity. The report provides a comparison with the findings on the prevalence of lead-based paint and lead-based paint hazards from the National Survey of Lead and Allergens in Housing (NSLAH), conducted in 1998-1999."

"American Housing Survey (AHS)." *American Housing Survey (AHS)*. U.S. Census Bureau, 2013. Web. 06 Apr. 2016. <<https://www.census.gov/programs-surveys/ahs.html>>.

"The American Housing Survey (AHS), the most comprehensive housing survey in the U.S., provides up-to-date information on the size and composition of the housing stock in our country. As the population increases, so does the demand for housing. This survey

delivers much needed information about the types of homes in which people are now living and the characteristics of these homes, as well as the costs of running and maintaining them.

National data are collected every other year and metropolitan area data are collected on a rotating basis. The AHS is sponsored by the Department of Housing and Urban Development (HUD) and conducted by the U.S. Census Bureau.”

The AHS provides data on numerous housing subjects. Of particular help to the stakeholder group may be the data it collects on specific structural conditions and defects. While Spokane was not one of the metropolitan areas in the survey, national and regional data is available as well as data for Seattle. The data is also broken up to allow comparison between the characteristics of renter and owner occupied homes.

*America's Rental Housing*. Rep. Joint Center for Housing Studies of Harvard University, 2015. Web. 6 Apr. 2016.

<[http://www.jchs.harvard.edu/sites/jchs.harvard.edu/files/americas\\_rental\\_housing\\_2015\\_web.pdf](http://www.jchs.harvard.edu/sites/jchs.harvard.edu/files/americas_rental_housing_2015_web.pdf)>.

Report issued by the Joint Center for Housing Studies of Harvard University on the current status of the rental market. While this report does not address the physical condition of rental housing, it addresses trends and the issue of affordability in the current rental housing market.

*The Community Listening Project*. Rep. DC Consortium of Legal Services Providers, Apr. 2016. Web. 5 May 2016. <<http://www.lawhelp.org/files/7C92C43F-9283-A7E0-5931-E57134E903FB/attachments/A4B5C44F-8B88-4B76-97A9-FF648F7C7EB9/clp-final-april-2016.pdf>>

Research study combining qualitative and quantitative data to identify barriers that prevent low-income residents of Washington DC from getting out of poverty. The report identifies housing as the biggest problem facing low-income residents. Appendix K includes data on a range of housing issues including data surveying the housing conditions of survey respondents.

Desmond, Matthew. "Eviction and the Reproduction of Urban Poverty." *American Journal of Sociology* 118.1 (2012): 88-133. Web. <<http://scholar.harvard.edu/files/mdesmond/files/desmond.evictionpoverty.ajs2012.pdf?m=1360043435>>.

“Combining statistical and ethnographic analyses, this article explores the prevalence and ramifications of eviction in the lives of the urban poor. A quantitative analysis of administrative and survey data finds that eviction is commonplace in inner-city black neighborhoods and that women from those neighborhoods are evicted at significantly higher rates than men. A qualitative analysis of ethnographic data based on fieldwork among evicted tenants and their landlords reveals multiple mechanisms propelling this discrepancy. In poor black neighborhoods, eviction is to women what incarceration is to

men: a typical but severely consequential occurrence contributing to the reproduction of urban poverty.”

Desmond’s article provides a quantitative and qualitative picture of the challenges facing low income renters and landlords of low rent market rate properties. He has recently released a book titled *Evicted*, which provides a deeper account of his research on eviction.

*Final Recommendations*. Rep. Quality Rental Housing Workgroup, 22 Sept. 2008. Web. 6 Apr. 2016. <[http://oregonon.org/files/2009/03/qrhwh\\_report\\_final2.pdf](http://oregonon.org/files/2009/03/qrhwh_report_final2.pdf)>.

At the request of the Portland (OR) City Council, a workgroup was created to study habitability issues related to rental housing. Based on their research, the workgroup submitted a report of recommendations. These recommendations address many of the issues raised by this stakeholder group. In addition, the Appendix provides information regarding identifying issues, as well as survey and focus group questions.

Jacobs, David E., and Andrea Baeder. *Housing Interventions and Health: A Review of the Evidence*. Rep. National Center for Healthy Housing, Jan. 2009. Web. 6 Apr. 2016. <<http://www.nchh.org/Portals/0/Contents/Housing%20Interventions%20and%20Health.pdf>>.

This report is an exhaustive review of healthy housing intervention research. It attempts to identify methods of intervention and assess their effectiveness on improving housing health. These interventions are categorized in five areas: Interior Biological Agents, Interior Chemical Agents, External Exposures, Structural Deficiencies, and the Intersection Between Housing and Community.

*Odds Against Tomorrow: Health Inequities in Spokane County*. Rep. Spokane Regional Health District, May 2012. Web. 6 Apr. 2016. <<https://www.srhd.org/documents/PublicHealthData/HealthInequities-2012.pdf>>.

This comprehensive report on health in Spokane includes a chapter which addresses the impact of neighborhoods and the physical environment on health. It lists health rates in select categories by neighborhood.

*Spokane Housing and Economic Report*. Rep. Applied Development Economics, Inc., Nov. 2015. Web. 6 Apr. 2016. <<http://www.downtownspokane.org/flipbook/Housing2015/Report.pdf>>.

This report provides a recent analysis of Spokane’s residential market. The appendix contains maps of the city’s housing units and occupancy status.

*The Surgeon General's Call to Action to Promote Healthy Homes*. Rep. Office of the Surgeon General (US), 2009. Web. 6 Apr. 2016. <<http://www.ncbi.nlm.nih.gov/books/NBK44192/>>.

“This *Call to Action* presents an overview of issues that contribute to our nation’s unhealthy housing. It also urges a dynamic and coordinated effort to improve housing factors that affect health and describes features that make a house and its surrounding property healthy. A series of mutually supportive and mutually necessary coordinated actions are outlined in this document. They call on people from many walks of life to join in a discussion about healthy homes issues; to make informed, shared, and compassionate decisions; and to develop imaginative and realistic solutions that will help ensure that safe, healthy, affordable, and accessible homes are available to everyone in the United States.”

## How Long do Buildings Last?

## Appendix 9

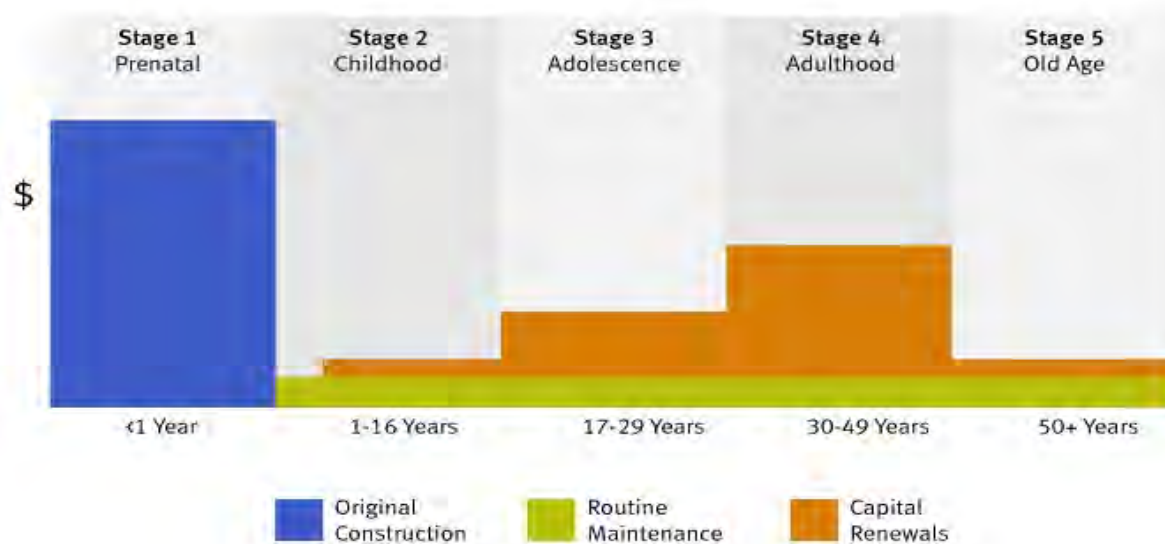
Posted on January 28, 2015 Written by David Albrice

(<http://rdh.com/long-buildings-last/>)

We have tracked 1,651 buildings over a 20+ year period and have identified five life stages. These stages apply to all sectors: commercial, residential, industrial, institutional and municipal.

Every building is unique. The need for maintenance, repairs and asset renewals varies depending on many factors, including: the quality of construction, design details, exposure conditions and the standard of care given by the owners and their facility management team.

Notwithstanding the differences between individual buildings, it has been determined that many buildings follow a similar pattern as they pass through different stages in their respective life cycles. In this regard, five general life cycle stages have been identified and, using the analogy of the human body, they are summarized conceptually in the figure below.



Although these life cycle stages are generalizations they enable owners and managers to anticipate future capital renewal requirements and to make informed decisions about budgeting and other resources for maintenance, repairs and asset renewals.

From the figure we see that maintenance costs are generally consistent over the life a building; however, asset renewal expenditures vary dramatically at different times, particularly during facility life Stage-3 and Stage-4. The requirements for effective stewardship of the facility are similar for all types of property, whether it is a high-rise building, low-rise building, fire station or office building. We can categorize the life stages as follows:

- **“Pre-Natal” (under 1 year).** During this stage, the building is in the process of being handed over from the developer to the first owners. The assets are new and are covered under a variety of warranties. Maintenance requirements are focused on cleaning activities and periodic inspections
- **“Childhood” (1-16 years).** During this period, the owners have assumed full responsibility for all the maintenance, repairs and long-range renewal planning for the building. With two years of expenditure experience, the owners have established a preventive maintenance program and are allocating monies to the long-range reserve fund. The owners are starting to address some relatively small renewal projects, which are addressed in more detail in the next section.
- **“Adolescence” (17-29 years).** It is during this 3rd stage that the owners may find that the maintenance budgets established during the 2nd life stage are no longer adequate to address the impending replacement of building assets that have deteriorated and reached the end of their useful service lives. This phase is represented by a noticeable increase in the number of capital renewal projects. This life stage often compels owners to seriously reconsider their historical budgeting practices and to make more

reasonable funding allocations for asset renewals as the building moves through life Stage-3 and into Stage-4.

- **Adulthood (30 to 49 years).** The largest and most expensive of all asset renewal projects tend to occur during the 4th life stage. As a result, significant funds will need to be reinvested in the building and the standard operating and maintenance budgets will need to be revisited. Some of the assets have been replaced over the preceding 30-40 years and the owners and manager are now operating a building with assets at a variety of different ages. There is no longer a single baseline and the facility managers are tasked with tracking the different assets.
- **Old Age (50 plus years).** At this juncture, all the major assets have been through one renewal cycle. Therefore life Stage-5 is essentially a return to life Stage-2. The owners must now prepare for the next cycle of asset renewals as the building moves beyond its 50th anniversary and embarks upon the next 50 years of operations.

We will now explore each of the five life-cycle stages in further detail, paying particular attention to maintenance, repair and renewal requirements at each stage.

## 1. “Pre-Natal” Stage (Under 1 year)

The first life stage of a building occurs up to the end of the first (or second year), depending on the types of warranties on the project.

- **Maintenance.** The primary focus at this stage is to conduct the prescribed maintenance to preserve the warranties on the new assets, which also includes inspections to identify any warranty defects. During this stage, some young strata corporations struggle to establish appropriate maintenance procedures, including a full slate of maintenance service contracts and maintenance log-books to demonstrate that the necessary due diligence is being done.
- **Repairs.** Under normal circumstances, the owners should not be incurring any significant costs for repairs during this very young stage of the building’s life. When repairs are necessitated, they can be controversial and may result in disputes with the developer and other parties over whether or not these are covered by the warranties. It is important that the owners receive advice from their consultants on how to differentiate between legitimate warranty defects, normal wear and tear and other such matters.
- **Renewals.** Barring any unusual circumstances, there should not be any asset replacement projects during this early stage in the life of the building. If an asset requires replacement then it has likely occurred as a result of premature failure, misuse or abuse by the owners, force majeure or perhaps some insurable loss.

The “pre-natal” stage essentially ends when the initial one-year, 15-month, and/or two-year warranties have expired. The additional longer-term warranties, such as five- and ten-year warranties, are addressed as part of the building’s transitions into the “childhood stage”.

## 2. “Childhood” Stage (2-16 years)

The second life stage of a building can be considered to start on, or about, the 2nd anniversary and extends until about the 16th year. In very general terms, the childhood stage is characterized by the following:

- **Maintenance.** Standard operating and maintenance budgets are typically adequate to operate the building. The strata corporation has now been through two years of teething procedures and should have established the necessary and sufficient preventive maintenance program. Maintenance tasks are focused on a combination of cleaning activities, inspection activities and small miscellaneous repairs. The owners must be careful not to become complacent during this life stage of the building – large expenditures are looming on the horizon and preparations made at this early stage will mitigate the impact of these.

- **Repairs.** During the first five years, the owners should continue to focus its efforts on preserving the remaining warranties on the assets. A number of relatively small repair projects will arise but these should not have any major impact on the operating budget.
- **Renewals.** Even the best-designed buildings, using the best quality materials, contain a few assets that have short lives. During Stage-2 the owners will be confronted with a few assets that require replacement. These are typically small projects of relatively low capital cost. However, since these are the first renewal projects in the building, the owners may be taken by surprise and may not be able to put the projects into their proper perspective. These renewal projects do not necessarily mean that the building has problems – rather, the owners must understand that some assets have short service lives. The owners/managers may choose to seek the advice of professionals to determine appropriate scopes of work and obtain competitive bids.

Listed below is a summary of some of the renewal projects that may occur during the second stage in the life cycle of a facility:

- **Water Heaters.** Many building owners are familiar with the replacement of gas-fired water heaters. Unfortunately, some facilities have undergone multiple water heater replacements during the first 16 years of a building's life and consideration is sometimes given to replacement of the short life water heaters with a more durable system such as a boiler and storage tanks.
- **Circulating pumps.** Low-rise and high-rise buildings are equipped with one or more very small fractional horsepower circulation and recirculation pumps that distribute domestic hot water through the building. Since these pumps run continuously, they are often replaced on a 3-10 year cycle, depending on the quality of the pump.
- **Gate Motors.** The vehicular entrances to parking garages are usually high traffic locations that sustain wear from repetitive cycling of the doors. Depending on traffic loads, these are typically replaced every 3-10 years.
- **Exterior Repainting.** Some of the exterior cladding and finishes, particular wood trim, wood siding and wood fences will require repainting/restaining to preserve their integrity and aesthetic appearance. The frequency and scope of repainting projects is determined by exposure conditions.

Some additional projects that may occur during this stage are: exterior sealant renewals, balcony membrane resurfacing, hallway carpeting replacement and sump pump overhauls.

It is important to recognize that the short-life assets (ie., those assets with useful service lives of 10 years or less) will continue to require cyclical replacement during all the subsequent life cycle stages of the building. These projects can be a nuisance and frustrating for the owners; however, they do not seriously impact the financial bottom line when we consider the big-picture view over the life a building.

### 3. "Adolescence" Stage (17-29 years)

The third life stage of a building is represented by a dramatic shift in the number of challenges that face the owners. During the earlier life stages, the owners were able to respond to problems as they arose from time-to-time. The 3rd life stage requires owners to be even more vigilant and to take additional care to be proactive in the management of the assets. The significant increase in the number of asset renewal projects at this life stage is not necessarily indicative of problems with the building but rather necessitated by the age of the assets, many of which will now be nearing the end of their design service lives.

This stage in the building's life cycle is characterized by following:



- **Maintenance.** Maintenance continues to be focused on all critical assets such as sump pumps, elevators, fire alarm systems and roofs. In addition, particular attention must be paid to exterior sealants and the various service penetrations through the walls and roofs.
- **Repairs.** This is the stage at which different types of obsolescence start to occur. For example, some assets, particularly electronic components, may be prone to technological obsolescence and are no longer manufactured, making it difficult to find replacement parts. The different forms of obsolescence and how to manage them will be discussed in a future information bulletin.
- **Renewals.** Many assets are designed with a 20-25 year useful service life and are therefore considered to be mid-life assets. This is one of the primary reasons why reserve fund studies include a 30-year planning horizon (ie., the window into the future). This enables the owners to anticipate and prepare for the majority of the asset replacement projects. The ability of owners to fund these capital expenditures can have a significant impact on the future lifespan of the building.

Listed below is a summary of the types of renewal projects that may occur during the third stage in the life cycle of a building:

- **Re-Roofing.** Many flat (low slope) roofs, and some pitched roofs, have a useful service life of approximately 20-25 years. Even the best roofs, with good maintenance, will still need to be replaced during this life stage.
- **Elevator Modernization.** Elevator systems generally require modernization of the control equipment after about 20 years.
- **Heating Boilers.** Many boilers are designed with an approximate 20-year service life and it is not uncommon for owners to replace the boilers at this stage in the life of the building.
- **Plumbing Distribution Systems.** Many building with copper plumbing distribution pipes have undergone re-piping or relining projects. Some strata corporations have installed acid neutralization (water filtration) systems to mitigate the deterioration of the copper pipes.

Some additional projects during this stage include: exterior sealant replacement, replacement of failed sealed glazing units, and overhaul of sump pumps.

In some cases, a few of the projects that would typically occur in life stage 3 may be delayed until the 4th life stage. However, the ability to achieve the full service life from the assets will depend on the quality of the maintenance that the owners have performed during the first 30 years of the building's life.

### 4. "Adulthood" Stage (30-49 years)

The fourth stage of a building starts at about 30 years. Some of the shorter life assets (that were first replaced in life stage 1) will now require their second round of renewal. The owners and their property manager are now challenged with a facility containing a range of assets of different ages and deteriorating at different rates. Stage 4 of the building life cycle is characterized by the following attributes:

- **Maintenance.** Maintenance during this stage is essentially no different from the earlier life stages. The owners continue to focus on the maintenance of all critical systems. The quality of the preventative maintenance program will help mitigate the rate of deterioration of some of the assets.
- **Repairs.** Functional obsolescence, style obsolescence and legal obsolescence need to be managed carefully at this stage. Also, the factors impacting the deterioration of assets will be discussed in an upcoming bulletin.
- **Renewals.** At this stage the owners will encounter the largest and most expensive of the asset renewal projects, such as the replacement of the windows and wall cladding assemblies.



Summary of Topics Raised during presentations and meeting into Themes				People										Property and Rent Management					Organisations		Rules		Data	Community															
Item	Meeting	Where the issue was raised (Minutes / Presentation / Questions)	Issue Identified	Training Education needs opportunities	Resources for Landlords	Tenants Neighborhoods	Communication / Points of view	Landlord Behavior	Property contact details Owner / Manager	Landlord Financial Costs, profitability	Property Managers	Tenant Behavior	Tenant support	Owner/Tenant - Problem Resolution, court, mediation	Property - Design, Repair, Condition, Mgt, internal rules, mgt actions	Property Inspections - mandatory	Property Condition Inspections (Landlord / Tenant)	Housing stock available	Funding Fed State Grants - homes and construction	Tenant selection criteria / Discrimination	Agencies	Lenders / Insurer	Police, Fire, Building, Code, Health	Legislation - Landlord Tenant Act - Zoning - Standards	Registration / Licensing	Data on Problem areas	Crime / Safety	Neighborhoods - Abilities, actions, interests	Evictions	Homelessness	Affordable - cost and availability of rentals	Income / Poverty	Social Impacts	Property Values - house and for neighborhood houses	Health - individual and community wellbeing	Public infrastructure	Total		
1	6/26/2015	NAI/Black IREM	Property inspections help to create a budget for maintenance (maintenance keeps house functioning longer, more housing, reduce long term replacement costs)					1		1					1		1																					4	
2	6/26/2015	NAI/Black IREM	Property maintenance reduces long term replacement costs and keep property available for rent					1		1								1														1			1	1		6	
3	6/26/2015	NAI/Black IREM	Property maintenance budgeted - lenders (and insurers) require it for properties (maintain house quality, reduce insurance risks)									1			1							1																2	
4	6/26/2015	NAI/Black IREM	IREM provides education materials and certification to property managers	1																		1																2	
5	6/26/2015	NAI/Black IREM	Property Managers + NAI/Black do property inspections								1				1																							2	
6	6/26/2015	NAI/Black IREM	No one place for tenant to go to get alternative housing or to know how to use landlord/tenant law		1									1											1													3	
7	6/26/2015	NAI/Black IREM	For tenants the LLTA changes frequently	1				1				1													1													4	
8	6/26/2015	NAI/Black IREM	Common misunderstanding or lack of education on LLTA on tenant and for smaller landlords	1				1																	1													3	
9	6/26/2015	NAI/Black IREM	Crime free multi family housing education but there is lack of physical response from Police												1								1					1										3	
10	6/26/2015	NAI/Black IREM	IREM provides once a year training in small group setting and charges for training education materials and certification to property managers	1							1																											2	
11	6/26/2015	NAI/Black IREM	IREM pays NW Fair Housing \$500 per property to do discrimination testing at the property								1										1	1																3	
12	6/26/2015	NAI/Black IREM	Resident property managers are given monthly training and safety training seasonally	1							1																											2	
13	6/26/2015	NAI/Black IREM	Different goals - investments for large vs small investors							1																												3	
14	6/26/2015	NAI/Black IREM	Different goals - Landlord and tenants								1																											3	
15	6/26/2015	NAI/Black IREM	Different goals - Landlords and tenants and neighborhoods					1					1																	1								3	
16	6/26/2015	NAI/Black IREM	NAI offers dispute resolution internally and with 3rd party								1			1																								2	
17	6/26/2015	NAI/Black IREM	Emergency contacts for property						1		1												1			1												4	
18	6/26/2015	NAI/Black IREM	Large scale properties 40+ have a property manager (by lender requirements)						1													1																2	
19	6/26/2015	NAI/Black IREM	HUD does not require leases and no reason for non-renewal																						1													1	
20	6/26/2015	NAI/Black IREM	Major reason for not housing is for felony or sex offender status. Avenues for dispute resolution if denied but this is low usage. (Impacts on other tenants, neighbors)					1		1	1			1												1	1					1			1			9	
21	6/26/2015	NAI/Black IREM	Screening process is told upfront, tenant can still apply	1			1	1													1				1													5	
22	7/7/2015	Spokane Police Dept. - S	Tools used: Patrol/Compstat/Hot spot / Neighborhood Conditions Officers / Civil Enforcement		1																1		1					1	1									5	
23	7/7/2015	Spokane Police Dept. - S	Arrest Letters Notice of arrest letters - to landlords advising of violent crime at their property, mandated by statute					1	1			1	1										1	1			1	1	1										10
24	7/7/2015	Spokane Police Dept. - S	Arrest Letters - 75% of violent crime letters are to rental properties (155/206)					1	1			1	1										1	1			1	1	1										10
25	7/7/2015	Spokane Police Dept. - S	Arrest letters - 38% SFH/19% to 2-5 units 43%to6+units					1	1			1	1										1	1			1	1	1										10
26	7/7/2015	Spokane Police Dept. - S	Arrest letters - immediate if controlled substance					1	1			1	1										1	1			1	1	1										10
27	7/7/2015	Spokane Police Dept. - S	Arrest letters - after search warrant executed					1	1			1	1										1	1			1	1	1										10
28	7/7/2015	Spokane Police Dept. - S	Arrest letters - property will be subject to seizure and forfeiture if activity continues					1	1			1	1										1	1			1	1	1										10
29	7/7/2015	Spokane Police Dept. - S	Arrest letters - CONTROLLED substances - 76% involved rentals					1	1			1	1										1	1			1	1	1										10
30	7/7/2015	Spokane Police Dept. - S	Letters can be used as evidence to evict					1	1			1	1										1	1			1	1	1	1			1						11
31	7/7/2015	Spokane Police Dept. - S	In domestic violence victim cannot be evicted					1	1			1	1										1	1			1	1	1	1			1						11
32	7/7/2015	Spokane Police Dept. - S	57% of landlords advised they are addressing problem					1	1			1	1										1	1			1	1	1			1							11
33	7/7/2015	Spokane Police Dept. - S	50% of crime occurs in 5% of areas																				1	1			1	1	1										5
34	7/7/2015	Spokane Police Dept. - S	Focus on locations that attract crime not just offender																				1	1			1	1	1										5

Item	Meeting	Where the issue was raised (Minutes / Presentation / Questions)	Issue Identified	Training Education needs opportunities	Resources for Landlords Tenants Neighborhoods	Communication / Points of view	Landlord Behavior	Property contact details Owner / Manager	Landlord Financial Costs, profitability	Property Managers	Tenant Behavior	Tenant support	Owner/Tenant - Problem Resolution, court, mediation	Property - Design, Repair, Condition, Mgt, internal rules, mgt actions	Property inspections - mandatory	Property Condition Inspections (Landlord / Tenant)	Housing stock available	Funding Fed State Grants - homes and construction	Tenant selection criteria / Discrimination	Agencies	Lenders / Insurer	Police, Fire, Building, Code, Health	Legislation - Landlord Tenant Act - Zoning - Standards	Registration / Licensing	Data on Problem areas	Crime / Safety	Neighborhoods - Abilities, actions, interests	Evictions	Homelessness	Affordable - cost and availability of rentals	Income / Poverty	Social Impacts	Property's Values - house and for neighborhood houses	Health - individual and community wellbeing	Public infrastructure	Total		
35	7/7/2015	Spokane Police Dept. -	Crime triangle - Handler manages offender. Guardian watches victim. Manager watches property				1			1	1											1	1		1	1	1										8	
36	7/7/2015	Spokane Police Dept. -	Living conditions - Safety systems vs no safety systems (Good systems and actions reduce crime)	1			1							1		1										1	1										6	
37	7/7/2015	Spokane Police Dept. -	Living conditions - Property and Interior Living - well maintained vs poorly maintained	1		1	1				1			1		1																			1		7	
38	7/7/2015	Spokane Police Dept. -	Living conditions - on site mgmt. vs no or minimal management	1		1	1			1	1			1		1																					7	
39	7/7/2015	Spokane Police Dept. -	Living conditions - owner investment vs no or minimal investment	1			1							1		1																					4	
40	7/7/2015	Spokane Police Dept. -	Living conditions - management expectation of tenant - vs no or little expectations	1		1	1			1	1			1		1																			1		8	
41	7/7/2015	Spokane Police Dept. -	Building damage / graffiti / garbage and junk / mold and water leaks	1				1	1	1	1		1	1		1						1	1		1	1	1								1		14	
42	7/7/2015	Spokane Police Dept. -	Quality of life - affordable			1																									1						2	
43	7/7/2015	Spokane Police Dept. -	Quality of life - better living conditions			1																										1					2	
44	7/7/2015	Spokane Police Dept. -	Quality of life - more crime and more fear			1																				1											2	
45	7/7/2015	Spokane Police Dept. -	Quality of life - feel safe			1																				1											2	
46	7/7/2015	Spokane Police Dept. -	Quality of life - where would you rather live			1																						1									2	
47	7/7/2015	Spokane Police Dept. -	Positive influential factors - Background checks	1		1			1											1			1														5	
48	7/7/2015	Spokane Police Dept. -	Positive influential factors - Criminal history checks	1		1			1											1			1														5	
49	7/7/2015	Spokane Police Dept. -	Positive influential factors - Income requirements	1		1			1											1			1										1				6	
50	7/7/2015	Spokane Police Dept. -	Positive influential factors - Rental history check	1		1			1											1			1														5	
51	7/7/2015	Spokane Police Dept. -	Positive influential factors - on site manager	1		1			1					1																							4	
52	7/7/2015	Spokane Police Dept. -	Positive influential factors - evictions done when necessary	1					1				1	1						1			1								1						7	
53	7/7/2015	Spokane Police Dept. -	Positive influential factors - maintenance kept up	1		1			1				1	1																							5	
54	7/7/2015	Spokane Police Dept. -	Positive influential factors - expectations of tenants	1		1					1																										3	
55	7/7/2015	Spokane Police Dept. -	Negative influential factors - Unwilling to invest (no upkeep)				1				1			1		1												1						1			6	
56	7/7/2015	Spokane Police Dept. -	Negative influential factors - lack of safety measures smoke detectors, lighting, security locks				1				1			1		1										1									1		6	
57	7/7/2015	Spokane Police Dept. -	Negative influential factors - no upkeep on apartments - no tenant motivation	1			1				1			1		1																				1		6
58	7/7/2015	Spokane Police Dept. -	Negative influential factors - no on site mgmt. or poor manager	1			1	1		1	1		1	1		1																					8	
59	7/7/2015	Spokane Police Dept. -	Negative influential factors - no enforcement of rules or code of conduct	1			1	1		1	1		1	1																							7	
60	7/7/2015	Spokane Police Dept. -	Negative influential factors - poor rental contracts. Not willing to evict	1										1									1					1	1							1		6
61	7/7/2015	Spokane Police Dept. -	Negative influential factors - tenants can be positive or negative	1							1									1								1								1		5
62	7/7/2015	Spokane Police Dept. -	Cost to community - victimized - victim and others - insurance / medical	1																	1					1	1									1		7
63	7/7/2015	Spokane Police Dept. -	Cost to community - reduce property values	1																						1	1											5
64	7/7/2015	Spokane Police Dept. -	Cost to community - high cost of policing																								1	1							1			5
65	7/7/2015	Spokane Police Dept. -	Change physical environment impacts criminal behavior, surveillance, access control				1		1					1									1				1	1							1	1		8
66	7/7/2015	Spokane Police Dept. -	Physical design				1		1					1									1				1	1							1	1		8
67	7/7/2015	Spokane Police Dept. -	Who is in charge and access				1	1		1	1			1								1				1	1								1	1		7
68	7/7/2015	Spokane Police Dept. -	Graffiti				1			1				1								1					1	1							1	1		8
69	7/7/2015	Spokane Police Dept. -	Tools that could help - licences to operate																						1												2	
70	7/7/2015	Spokane Police Dept. -	Tools that could help - periodic inspections												1																						2	
71	7/7/2015	Spokane Police Dept. -	Tools that could help - education for landlords	1			1																														3	
72	7/7/2015	Spokane Police Dept. -	Tools that could help - education for tenants	1							1																											3
73	7/7/2015	Spokane Police Dept. -	Tools that could help - Crime prevention through environmental design											1									1				1											3
74	7/7/2015	Spokane Police Dept. -	Negative influential factors - no upkeep, no safety measures, poor mgt, poor rules, poor contracts	1			1				1			1										1														5
75	7/7/2015	Spokane Police Dept. -	List of legal aid resources	1	1																																	3
76	7/7/2015	Spokane Police Dept. -	Tenant Education	1									1																									2
77	7/7/2015	Spokane Police Dept. -	Could licensing be implemented																					1	1													2
78	7/7/2015	Spokane Police Dept. -	Should landlord be notified if tenant released from jail					1		1			1							1			1	1			1			1					1	1		10
79	7/7/2015	Spokane Police Dept. -	Recommend eviction after first criminal offense				1	1	1	1	1		1							1			1	1			1			1					1	1		13
80	7/7/2015	Spokane Police Dept. -	Eviction necessary after repeat offenses				1		1	1			1										1	1			1			1					1	1		10
81	7/7/2015	Spokane Police Dept. -	What SLIHC program for high risk tenants to get back into housing		1						1	1								1																1		8
82	7/7/2015	Spokane Police Dept. -	Database of landlord would be useful to notify if tenant was arrested				1				1												1				1											4
83	7/7/2015	Spokane Police Dept. -	Crime problems are not unique to large complexes				1			1	1											1				1												5

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84	7/7/2015	Spokane Police Dept. -	Legal processes are lengthy and risk displacement										1								1	1														6	
85	8/4/2015	CoS Rental Unit Data	Lack of specific data to identify rental units																			1			1	1										2	
86	8/4/2015	Health District	Advocate and educate- impact quality housing has on public health	1			1							1								1												1		5	
87	8/4/2015	Health District	Housing and the effects on health on child development (Physical structures, tenant behavior)	1			1				1	1		1								1												1		7	
88	8/4/2015	Health District	Adverse health effects of low quality housing environments (biological, chemical, heat, cold, moisture)	1			1				1	1		1								1												1		7	
89	8/4/2015	Health District	Emotional and behavioral development strongly correlated to quality of housing	1			1				1	1		1								1												1		7	
90	8/4/2015	Health District	Spokane area specific health impacts																			1			1							1	1	1		5	
91	8/4/2015	Health District	Poor quality or unrepaired structural components: broken, missing, unrepaired				1		1		1			1								1												1		6	
92	8/4/2015	Health District	Poor quality housing: learning success and educational attainment- Lead, behavioral, psychological, educational attainment, etc.				1		1		1			1								1			1								1	1	1		9
93	8/4/2015	Health District	Local info: 2009- Odds Against Tomorrow. Life expectancy based on neighborhood 84.03(Southgate) vs 66.17(Riverside)	1	1																	1			1								1		1		6
94	8/4/2015	Health District	Hillyard report- availability and quality of housing stock in Hillyard neighborhood	1	1																	1			1							1	1	1		7	
95	8/4/2015	Health District	Public Health Nurse: do NOT do home inspections, assess health and home safety, parent-child relationship, educate: parenting, healthy, child development, safety, Advocate												1						1	1											1		1		5
96	8/4/2015	Health District	Uniform Law Commission: renters typically feel powerless in negotiations with landlords whether in luxury apt or shack	1								1	1										1														4
97	8/4/2015	Health District	Understanding of rights as renters	1								1	1										1														4
98	8/4/2015	Health District	Relationship between quality of housing and health											1										1										1		3	
99	8/4/2015	Health District	CDC: Advancing Healthy Homes- 8 characteristics that qualify a healthy home: dry, clean, pest free, safe, contaminant free, well ventilated, well maintained, thermally controlled				1			1	1			1																				1		5	
100	8/4/2015	Health District	Costs to society: health and education and welfare											1																			1		1		3
101	8/4/2015	Health District	Recommendations based on research: how to collect data? Sound and collaborative data, well managed units provided for better health and safety conditions, housing assessments for low income residents, license and inspections program																			1	1		1											5	
102	8/4/2015	Health District	Using social and specialized training to assess	1																		1	1		1												4
103	8/4/2015	Health District	Ensure Housing Quality: World Heath Org, CDC, HUD all acknowledge connection between housing and health. Refinement of housing code, dev. Of national building standards, inclusionary zoning: mixed income neighborhoods	1																		1	1		1								1		1		6
104	8/4/2015	Health District	Rental education training: landlord-tenant education/understanding, renter training programs, CPTED, property management training	1			1		1	1	1			1																							6
105	8/4/2015	Health District	Registry and inspection program						1					1	1							1		1												5	
106	8/4/2015	Health District	All voucher programs require inspections												1					1															1		3
107	8/4/2015	Health District	Income is one of the social determinants of health																													1	1	1	1		4
108	8/4/2015	Health District	For public health, What is the minimum standard of health																			1	1		1										1		4
109	8/4/2015	Health District	What is the class action suit on lead exposure in Hillyard											1										1											1		3
110	8/4/2015	Health District	How does the health dept. contribute to education, breaking the cycle and preventing getting into a substandard place																			1											1		1		3
111	8/4/2015	Health District	Motivate landlords through ordinance				1						1	1									1														4
112	8/4/2015	Health District	What happens to tenants if we get tough on housing standards				1		1	1	1			1	1		1						1		1												10
113	8/4/2015	Health District	Should new just cause eviction ordinance be used to avoid tenant requesting repairs				1		1	1	1	1		1									1							1	1	1					10
114	8/4/2015	Health District	Faulty construction or neglected maintenance causes structural hazards in home	1										1																					1		3
115	8/4/2015	Health District	Poor housing (shelter from elements, access to food, clean water clothing and other basic needs) affects health	1			1				1			1	1																				1		6

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116	8/4/2015	Health District	Poor housing (shelter from elements, access to food, clean water clothing and other basic needs) affects children development and learning	1			1				1			1	1																			1		6			
117	8/4/2015	Health District	Insufficient local housing information	1																					1												2		
118	8/4/2015	Health District	Generalized state and national data to local conditions																						1												1		
119	8/4/2015	Health District	Information from professionals fire police health																			1			1												2		
120	8/4/2015	Health District	Information from willing renters	1							1															1											2		
121	8/4/2015	Health District	Indoor allergens ventilation damp mold contribute to respiratory diseases											1								1													1		3		
122	8/4/2015	Health District	Poor insulation leads to extremes in heat cold leads to cardio vascular disease											1								1													1		3		
123	8/4/2015	Health District	areas of high housing violations linked to 2x hospitalization											1								1													1		3		
124	8/4/2015	Health District	homes needing repair increased risk by 4x to preschoolers											1								1													1		3		
125	8/4/2015	Health District	Lead poisoning leads to brain damage. 24m US homes have lead hazards											1								1													1		3		
126	8/4/2015	Health District	Spokane class action lawsuit 2015											1								1													1		3		
127	8/4/2015	Health District	Poor quality homes least to psychological and physiological stress											1								1													1		3		
128	8/4/2015	Health District	IN Spokane people live in sheds, exposed wiring, chipping lead paint, holes in exterior walls non functioning toilets, leaking pipes, mold, floor holes, electricity by extensions									1		1								1	1		1										1		6		
129	8/4/2015	Health District	Tenants don't report because fear of homelessness or losing kids to CPS intervention								1			1								1			1					1				1		1		7	
130	8/4/2015	Health District	CDC work group: Primary criteria for healthy housing: Dry, clean, pest free, safe, contaminant free, well ventilated, well maintained, thermally controlled											1								1	1		1										1		5		
131	8/4/2015	Health District	Data collection mechanism for assessing housing quality											1											1													3	
132	8/4/2015	Health District	Collaboration between public health, city, landlords, tenants to IMPROVE HOUSING QUALITY	1		1	1				1	1		1								1																7	
133	8/4/2015	Health District	Well maintained units provide better heat conditions						1					1																								2	
134	8/4/2015	Health District	Housing assessments for low-income households									1		1		1																		1			4		
135	8/4/2015	Health District	Licenses for rental property, inspections and Code enforcement for lead exposure											1											1											1		3	
136	8/4/2015	Health District	Local housing data: Use social service type home visitors to reduce burden on code enforcement																			1			1													2	
137	8/4/2015	Health District	Local housing data: Specialized training and funding for housing quality	1										1								1			1													4	
138	8/4/2015	Health District	Ensure housing Quality: healthy conditions ensured and maintained in existing housing stock											1				1				1	1													1		5	
139	8/4/2015	Health District	Ensure housing Quality: Focus on comprehensive health standards																			1	1													1		3	
140	8/4/2015	Health District	Ensure housing Quality: Holistic approach to correct dilapidated or poor faulty housing at once						1					1								1	1															4	
141	8/4/2015	Health District	Ensure housing Quality: refine housing codes to reflect healthy housing											1								1	1															3	
142	8/4/2015	Health District	Ensure housing Quality: develop national standards											1								1	1															3	
143	8/4/2015	Health District	Ensure housing Quality: inclusionary zoning																			1	1															2	
144	8/4/2015	Health District	Rental education: landlord - tenant education	1			1				1	1																											4
145	8/4/2015	Health District	Rental education: expansion to renter training programs	1																	1																	2	
146	8/4/2015	Health District	Rental education: Landlords CPED	1										1								1	1															4	
147	8/4/2015	Health District	Rental education: Explore property management training	1																																		1	
148	8/4/2015	Health District	Registry programs: contact information to resolve problems	1				1					1									1			1	1												6	
149	8/4/2015	Health District	Registry programs: pilot voluntary inspection . Certification program											1								1			1													3	
150	8/4/2015	Health District	Registry programs: full licensure and inspection programs											1								1	1	1														4	
151	8/4/2015	CoS James Caddy	Housing quality - subjective assessments for Exterior Physical Conditions											1								1	1														3		
152	8/4/2015	Building and Development	If registration and inspection didn't occur then there could be penalties						1				1	1								1	1															5	
153	8/4/2015	Building and Development	Penalties in stead of Registration						1				1									1	1	1															

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154	8/4/2015	Building and Development	Reverse Condemnation						1						1			1					1	1													5
155	8/4/2015	Building and Development	No tracking by Code Endorsement of Rental Properties vs Owners					1							1								1	1		1											5
156	8/4/2015	Building and Development	No tracking by Building Inspections of Rental Properties vs Owners					1							1								1			1											4
157	8/4/2015	Building and Development	Resources end referrals are available to tenants if housing is uninhabitable		1							1														1											2
158	8/4/2015	Building and Development	Code violation - can penalties be made to problem causer (landlord or tenants)					1				1			1									1	1												5
159	8/4/2015	Building and Development	No tracking system for number of substandard properties - each dept. records separately												1									1	1		1										4
160	8/4/2015	Building and Development	GAP Identified: no tracking for all complaints regarding rentals; data lacks possible real number of rental properties with issues?												1									1	1		1										4
161	8/4/2015	Building and Development	GAP possible solution: reverse condemnation?												1									1	1		1										4
162	8/4/2015	Building and Development	How many buildings are Substandard by the Code criteria?												1									1	1		1										4
163	8/4/2015	Building and Development	How would you get those who aren't following the rules?																					1	1		1										3
164	8/4/2015	Building and Development	What resources are available for relocation due to Substandard Building?			1									1									1	1		1										5
165	8/4/2015	Building and Development	Who and how can a Code Complaint be made?		1																			1	1		1										4
166	8/4/2015	Building and Development	How are the Gonzaga student rental units coded?																					1	1												2
167	8/4/2015	Building and Development	Of the 1000's of property owners 52 complaints in one year seems low.												1									1	1		1										4
168	8/4/2015	Building and Development	Of the complaints how many are renters vs. owners? Only 3%?												1									1	1		1										4
169	8/4/2015	Building and Development	What resources are available for homeowners to bring structures up to Code?			1				1								1	1																		4
170	8/4/2015	Building and Development	What is the proposed cost of inspection to cover costs?							1														1	1		1										4
171	8/4/2015	Building and Development	How many properties are Substandard?																					1	1		1										3
172	8/4/2015	Building and Development	Can we develop an agreed definition of 'Substandard Properties'?																					1	1		1										3
173	8/4/2015	Building and Development	Why register all properties when Building Department and Code Enforcement complaint numbers exist?																					1	1		1										3
174	8/4/2015	Building and Development	What happens to tenants living in buildings that are determined uninhabitable?						1			1	1	1	1									1	1		1										7
175	8/4/2015	Building and Development	Who notifies the tenants that the building they live in is determined to be uninhabitable?						1			1	1	1	1									1	1		1										7
176	8/4/2015	Building and Development	Are there requirements that the landlord provide relocation funding to tenants if the building is uninhabitable and they refuse to do the repairs?						1			1	1	1	1									1	1		1										7
177	8/4/2015	Building and Development	Does the City assist tenants with relocation if building is uninhabitable? If not who does?									1												1			1										3
178	8/4/2015	Building and Development	How many complaints about conditions come from tenants living in the unit?																					1	1		1										3
179	8/4/2015	Building and Development	Building dept. is an Enterprise Fund, revenue from permits / licenses																					1													1
180	8/4/2015	Building and Development	Complete Safety Inspections \$175 (SFR) / 3-6 units \$250 7-50 units \$250+\$25 each unit over 6													1	1							1	1												4
181	8/4/2015	Building and Development	Imminent safety issue - no fee													1								1	1												3
182	8/4/2015	Building and Development	Inspections focus on building code violations not maintenance												1									1	1												3
183	8/4/2015	Building and Development	Inspections focus on electrical mechanical building permitting												1									1	1												3
184	8/4/2015	Building and Development	Mold - no criteria for inspecting mold, often overstated, Health Dept. doesn't inspect, landlord tenant issue												1									1	1												3
185	8/4/2015	Building and Development	Permits required																					1	1												2
186	8/4/2015	Building and Development	Lack of GFCI protections												1									1	1												3
187	8/4/2015	Building and Development	Loose connections and overloaded circuits cause fires												1									1	1												3
188	8/4/2015	Building and Development	Steps - variations specifications												1									1	1												3
189	8/4/2015	Building and Development	Missing handrails big problem												1									1	1												3
190	8/4/2015	Building and Development	Maintenance skills questionable, poor or unsafe repairs seen often												1									1	1												3
191	8/4/2015	Building and Development	Poor maintenance is not a criminal offense												1									1	1												3
192	8/4/2015	Building and Development	Can't get search warrant if tenant or owner denies access					1				1				1								1	1												5
193	8/4/2015	Building and Development	Insufficient staff to assist if relations																					1													1

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194	8/4/2015	Building and Development	Relocation orders - who deals with elderly / children / housing assistance alternatives								1										1	1														3	
195	8/4/2015	Building and Development	Follow up for second inspections: permits are based on inspection time only, letter writing, out of area owners, LLCs, registered letters required,												1							1	1													3	
196	8/4/2015	Building and Development	Letters of violations required before civil infractions can be written												1							1	1													3	
197	8/4/2015	Building and Development	re-inspections needed to verify conditions rectified												1							1	1													3	
198	8/4/2015	Building and Development	Suggest a registration program for all rentals - SFR or multi family																			1	1			1										3	
199	8/4/2015	Building and Development	Suggest recurring inspection program e.g. each 3 years												1	1						1	1													4	
200	8/4/2015	Building and Development	Dedicated staff to do inspections or deficiencies												1	1						1	1													4	
201	8/4/2015	Building and Development	Penalties for failure to register, correct, repeat inspections that waste time for no shows						1						1	1						1	1													5	
202	9/1/2015	Neighborhood Services	Enforces violations on private property and right of way																			1	1													2	
203	9/1/2015	Neighborhood Services	Seeks voluntary compliance to remove or recover																			1	1													2	
204	9/1/2015	Neighborhood Services	Restores public safety and quality of life in neighborhoods																			1	1													2	
205	9/1/2015	Neighborhood Services	Enforces - solid waste and refuse																			1	1													2	
206	9/1/2015	Neighborhood Services	Enforces - Zoning violations																			1	1													2	
207	9/1/2015	Neighborhood Services	Fire hazard and vegetation																			1	1													2	
208	9/1/2015	Neighborhood Services	vehicles - abandoned or junk																			1	1													2	
209	9/1/2015	Neighborhood Services	Right of way																			1	1													2	
210	9/1/2015	Neighborhood Services	substandard building																			1	1													2	
211	9/1/2015	Neighborhood Services	no records of landlords vs owners																			1	1			1										3	
212	9/1/2015	Neighborhood Services	Issues: Access to property to confirm violations																			1	1													2	
213	9/1/2015	Neighborhood Services	Issues: finding responsible parties					1														1	1													3	
214	9/1/2015	Neighborhood Services	Issues: access to funding - owner rehabilitation					1														1	1													3	
215	9/1/2015	Neighborhood Services	Issues: length of time to resolve violations						1													1	1													3	
216	9/1/2015	Neighborhood Services	Issues: resolution of substandard process is time intensive for staff						1													1	1													3	
217	10/6/2015	Minutes	Housing quality and health conditions are not exclusively to rental housing																			1	1				1							1		5	
218	10/6/2015	Minutes	Correlating data income to rentals - refer Housing Choice 2014 Update report																						1											1	
219	10/6/2015	Minutes	Housing quality may change over time - move in vs living in over time											1											1											2	
220	10/6/2015	Minutes	Spokane is low income / high smokers																													1			1	2	
221	10/6/2015	Minutes	Subsidized housing is already inspected to higher standard												1																					1	
222	10/6/2015	Minutes	waiting lists to get into housing														1																1	1		3	
223	10/6/2015	Minutes	High demand for low cost housing																																	3	
224	10/6/2015	Minutes	individual behaviours has a major impact on health								1																								1	2	
225	10/6/2015	Minutes	what solutions are available to poor personal choices - hoarding/ unclean homes / poor education / poor hygiene			1						1		1																							4
226	10/6/2015	Minutes	Responsible renters classes	1								1	1								1												1			6	
227	10/6/2015	Minutes	Other agencies also monitor housing quality - Housing Authority																		1	1	1													3	
228	10/6/2015	Minutes	Tenant risks of reporting substandard housing									1	1		1					1					1			1									6
229	10/6/2015	Minutes	Solid waste is the most common code violation complaint																			1	1			1										3	
230	10/6/2015	Minutes	Zombie or foreclosed properties are seen as landlord problems														1				1															4	
231	10/6/2015	Minutes	Tenants cant move because it costs money to move									1	1												1						1	1	1				5
232	10/6/2015	Minutes	difference between human health and structural health				1				1			1																					1	4	
233	10/6/2015	Minutes	need to understand the economic cost of doing things						1					1			1																			3	
234	11/10/2015	Spokane Fire Prevention	Improve quality of life through risk assessment, code enforcement, fire investigation and public education	1																		1	1										1		1	5	
235	11/10/2015	Spokane Fire Prevention	Methods: Public Education, school fire drills, special investigations, Plan Review, Fire prevention systems, records mgmt., special event permits, site inspections	1																		1	1											1			4
236	11/10/2015	Spokane Fire Prevention	Limited commission officers - able to write civil infractions, investigate, site inspections, complaints, Notices of Violation											1								1	1													3	
237	11/10/2015	Spokane Fire Prevention	Excludes SFR duplexes, less than 5 units											1								1	1													3	
238	11/10/2015	Spokane Fire Prevention	No tracking of owner vs rental																			1	1			1										3	

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239	11/10/2015	Spokane Fire Prevention	Issues: Site access and site fire flow					1			1	1			1								1	1													6	
240	11/10/2015	Spokane Fire Prevention	Issues: Egress, exits extinguishers, premise and unit ID					1			1				1								1	1													5	
241	11/10/2015	Spokane Fire Prevention	Issues: Maintain life systems, sprinklers or smoke detection systems (renewable activities)					1							1								1	1													4	
242	11/10/2015	Spokane Fire Prevention	Issues: No Operating Permits are required																				1	1													2	
243	11/10/2015	Spokane Fire Prevention	Issues: No routine annual building inspections. Complaint based unless there is an Operating Permit																				1	1													2	
244	11/10/2015	Spokane Fire Prevention	Issues: Reviews 3rd party independent contractor reports																				1	1													2	
245	11/10/2015	Spokane Fire Prevention	Issues: 820 sites (long term rentals or apartments) 39% had one or more NOV's issues in 2014												1								1														2	
246	11/10/2015	Spokane Fire Prevention	Issues: Management / owners - who's in charge and where are they						1		1			1									1															4
247	11/10/2015	Spokane Fire Prevention	Issues: remote owners - not always active, difficult to contact, no onsite mgmt., 42% of owners live outside City						1														1															2
248	11/10/2015	Spokane Fire Prevention	Issues: Compliance based enforcement system - permit system, compliance date depends on number and severity of deficiencies												1								1	1		1												4
249	11/10/2015	Spokane Fire Prevention	Issues: civil infractions may be issued, repairs are made, no hangover from past problems												1								1															2
250	11/10/2015	Spokane Fire Prevention	Possible solutions: Inspections NOT based on complaints													1							1	1														3
251	11/10/2015	Spokane Fire Prevention	Possible solutions: 3rd party inspections												1								1	1														3
252	11/10/2015	Spokane Fire Prevention	Possible solutions: training program for property managers, owners, renters (housing stds, code requirements, landlord tenant laws)	1																					1													2
253	11/10/2015	Spokane Fire Prevention	Possible solutions: program to reward clean records and penalize repeat and consistent offenders												1								1	1														3
254	11/10/2015	Spokane Fire Prevention	Possible solutions: Rental Registration for all rentals or at least for consistent substandard units												1								1	1		1												4
255	11/10/2015	Spokane Fire Prevention	Possible solutions: Performance bond for frequent offenders												1								1	1		1												4
256	11/10/2015	Spokane Fire Prevention	Possible solutions: automatic charges for report submittals												1								1	1		1												4
257	11/10/2015	Spokane Fire Prevention	Possible solutions: change Municipal Code so Certificates are left to the discretion of the issuing officer												1								1	1		1												4
258	1/12/2016	Spokane Low Income Hg	Large number of chronic homeless																													1			1			2
259	1/12/2016	Spokane Low Income Hg	Homeless children																													1			1			2
260	1/12/2016	Spokane Low Income Hg	only 12 affordable housing units for 100 Extremely Low Income															1														1						3
261	1/12/2016	Spokane Low Income Hg	Low household income (25,000 households under \$15,000py)															1														1						3
262	1/12/2016	Spokane Low Income Hg	Large gap in affordable rentals															1														1	1					3
263	1/12/2016	Spokane Low Income Hg	Vacancy rate in affordable rentals is 2.3%															1															1	1				3
264	1/12/2016	Spokane Low Income Hg	Federal investment substantially reduced															1	1			1											1	1				5
265	1/12/2016	Spokane Low Income Hg	Low Income Housing Tax Credit - resulting in 252 new affordable rentals															1	1														1	1				4
266	1/12/2016	Spokane Low Income Hg	State Housing Trust Fund fell from \$200m to \$50m															1	1														1	1				4
267	1/12/2016	Spokane Low Income Hg	Advocate for an investment in the Housing Trust Fund to state legislators															1	1														1					3
268	1/12/2016	Spokane Low Income Hg	Encourage our City elected to take advantage of state enabled legislation to incentivize like density bonus, inclusionary housing, fee waivers or exemptions, parking reductions, and expedited permitting.															1	1				1	1									1					5
269	1/12/2016	Spokane Low Income Hg	Become more informed about affordable housing challenges and opportunities. Sign up to receive SLIHC's newsletter "The SLIHC Report"																			1											1					2
270	1/12/2016	Spokane Low Income Hg	Fund raising for affordable housing BD2263 passed in 2015 legislative session															1	1					1									1					4
271	1/12/2016	Spokane Low Income Hg	Increase sales tax by 1% to support provision for affordable housing																1					1									1					3
272	1/12/2016	Nonprofit rental provid	Funding for housing that is affordable to people of extremely low income.															1														1	1	1				4
273	1/12/2016	Nonprofit rental provid	Handling NIMBYism.																									1						1		1		3
274	1/12/2016	Nonprofit rental provid	Parking requirements.																																	1	1	3

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275	1/12/2016	Nonprofit rental provi	Rental caps established by HUD are generally low, resulting in lack of sufficient revenue to operate the housing community in the black															1		1																2		
276	1/12/2016	Nonprofit rental provi	Providing homes for high risk tenants with little or no support services available.								1	1									1									1	1		1				6	
277	1/12/2016	Possible Solutions	Successfully advocate for and attain public funding for housing.															1		1												1					4	
278	1/12/2016	Possible Solutions	Share information about housing development proposals with Neighborhood Councils and Business Associations early and often.		1																1																2	
279	1/12/2016	Possible Solutions	Permit automatic and significant reduction in parking requirements for multi family projects along major transit corridors.																1					1													1	2
280	1/12/2016	Possible Solutions	Secure operating and maintenance funding to keep properties affordable.															1	1																			2
281	1/12/2016	Possible Solutions	Secure more support service funding for hard to serve populations and more partnerships with affordable houses to deploy those funds.															1	1														1					3
282	1/12/2016	Spokane Housing Autho	Section 8 vouchers allows people to rent across City, adds to diversity and away from crime				1			1				1				1			1							1					1					7
283	1/13/2016	Spokane Housing Autho	Typically Section 8 people has lower level of understanding - they understand the rules but need COMMUNICATION	1			1					1																						1				4
284	1/14/2016	Spokane Housing Autho	Communication - everyone operates on a different level of understanding	1			1																															2
285	1/15/2016	Spokane Housing Autho	Homeownership program to transition into purchasing their own home																1		1																	3
286	1/16/2016	Spokane Housing Autho	Homeless veterans program																1		1																	3
287	1/17/2016	Spokane Housing Autho	Family unification program																		1		1										1					3
288	1/18/2016	Spokane Housing Autho	City Home Program (high users) cos the city \$1m per year																		1		1										1					3
289	1/19/2016	Spokane Housing Autho	Affordable Housing Services Marilee and New Bader Haven - voucher based, helps people get off vouchers																1			1																4
290	1/20/2016	Spokane Housing Autho	AHS - 4500 people on waiting list																		1													1	1			3
291	1/21/2016	Spokane Housing Autho	AHS lots of vouchers go unused - HUD must use 98% so 30 go unused																		1													1	1			3
292	1/22/2016	Spokane Housing Autho	AHS partner with other housing agencies																		1																	1
293	1/23/2016	Spokane Housing Autho	Large forum with private landlords, without landlord / tenant communication it is hard to get person into a home				1														1																	2
294	1/23/2016	Spokane Housing Autho	SHA wants to have ongoing communication with landlords - landlord association - partnerships				1														1																	2
295	1/23/2016	Spokane Housing Autho	Income discrimination (source of income) could help house some people						1					1						1												1		1				5
296	1/23/2016	Spokane Housing Autho	Housing choice program and vouchers helps people stay in housing																		1													1	1	1		4
297	1/23/2016	Spokane Housing Autho	Source of income discrimination - 2 or 3 times monthly income eliminates that portion					1		1										1																		4
298	1/23/2016	Spokane Housing Autho	Communicate why section 8 is successful and why it can be	1			1			1									1			1																5
299	1/23/2016	Spokane Housing Autho	Developing partnerships with Landlords is difficult because there are many small and diverse landlords who don't always get together physically to address	1			1			1									1			1																5
300	1/23/2016	Spokane Housing Autho	Landlords have had bad experiences with section 8 tenants and don't want to deal with the program	1			1			1									1			1																5
301	1/23/2016	Spokane Housing Autho	Housing inspections are required for HUD funds - focus on safety, decent and sanitary												1	1					1																	3
302	1/23/2016	Spokane Housing Autho	Affordable housing means no person pays more than 30% of their gross monthly income on rent (HUD)							1															1													3
303	1/23/2016	Spokane Housing Autho	Voucher system means that tenant AND voucher contribute to meet the monthly rent	1	1			1		1		1									1																	6
304	1/23/2016	Spokane Housing Autho	affordable housing can be set by housing brackets (60% are median income) tax credit property	1																	1														1			3
305	1/23/2016	Spokane Housing Autho	Misconception in housing choice program that you are forced to take on an undesirable tenant that can cause problems, you can have the same screening program, everything else is the same	1															1		1	1												1				5



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306	1/23/2016	Spokane Housing Autho	Need to do solid screening for Section 8 subsidy, just like your normal program	1													1		1	1										1						5		
307	1/23/2016	Spokane Housing Autho	Landlords should continue to do property condition reports, force tenants to do a repayment process, Section 8 will drop tenant if tenant doesn't meet repayment program	1												1	1		1	1											1						6	
308	1/23/2016	Spokane Housing Autho	Need for education regarding some issues related to public housing	1																1											1						3	
309	1/23/2016	Spokane Housing Autho	Section 8 stigma	1		1															1										1						4	
310	3/22/2016	Landlord Representative	Facts: 47% of housing in City of Spokane are Rentals	1					1								1				1										1	1	1				6	
311	3/22/2016	Landlord Representative	Facts: Ave 2.5 persons per household - there are 99,944 people accommodated in rentals (City population is 212,000)	1					1								1															1	1	1				6
312	3/22/2016	Landlord Representative	Facts: 19.9% of people in CoS live in poverty and are concentrated in rental housing - landlords (public and private carry this burden)	1					1								1															1	1	1				6
313	3/22/2016	Landlord Representative	Facts: Investment in rental properties exceed \$3 BILLION)	1													1					1	1														5	
314	3/22/2016	Landlord Representative	Facts: Owners pay \$39M in property taxes, \$33M in utilities (10% of City budget)	1					1								1					1	1														5	
315	3/22/2016	Landlord Representative	Facts: Rental income generated is \$297M (12% of Spokane GDP)	1					1								1					1	1														5	
316	3/22/2016	Landlord Representative	Facts: Dwindling housing stock / ageing infrastructure / confrontational problems resolution	1					1								1					1	1									1					6	
317	3/22/2016	Landlord Representative	Facts: Little support for landlords / low profitability in rental properties considering long term replacement	1					1								1						1	1								1					6	
318	3/22/2016	Landlord Representative	Facts: high capital cost to provide rental housing, no investment incentives and more governance	1					1								1																					3
319	3/22/2016	Landlord Representative	Facts: Profit myth, traditional "Cash on Cash" measure excludes long term replacement.	1					1								1																					3
320	3/22/2016	Landlord Representative	Facts: Buildings have a useful lifecycle, older building require more capital repairs	1					1								1																					3
321	3/22/2016	Landlord Representative	Concerns: Poverty - 19.9% of people live under poverty line	1					1								1		1														1	1				6
322	3/22/2016	Landlord Representative	Major Concerns: average family income is \$48,000. 25% of households earn under \$15,000	1					1								1		1														1	1				6
323	3/22/2016	Landlord Representative	Major Concerns: 44% of renters live under the poverty line	1					1								1		1														1	1				6
324	3/22/2016	Landlord Representative	Major Concerns: landlords provide a disproportionate support for those in poverty	1					1								1		1														1	1				6
325	3/22/2016	Landlord Representative	Major Concerns: Poor data collection by public and city agencies, don't collect accurate data on landlord vs tenant problems																					1													1	
326	3/22/2016	Landlord Representative	Major Concerns: existing agency systems are ineffective. Limited by resources or scope. Police / Fire / Health / Code Enforcement / Building Services																	1		1	1		1												4	
327	3/22/2016	Landlord Representative	Major Concerns: Residential Rentals are long term and provide low long term profitability, need to set aside money for repairs	1					1								1																					3
328	3/22/2016	Landlord Representative	Major Concerns: Increased costs or legislation will result in rent increases to tenants or a reduction in affordable rental housing stock	1					1								1						1										1					5
329	3/22/2016	Landlord Representative	Major Concerns: Problems solving is limited, combative, costly and takes time				1		1		1		1				1																					5
330	3/22/2016	Landlord Representative	Specific concerns: Low income in Spokane																														1	1				2
331	3/22/2016	Landlord Representative	Specific concerns: High ageing properties						1								1																					2
332	3/22/2016	Landlord Representative	Specific concerns: Less rental properties						1								1																1	1				4
333	3/22/2016	Landlord Representative	Specific concerns: Lack of affordable housing						1								1																1	1				4
334	3/22/2016	Landlord Representative	Specific concerns: B.A.D. Neighborhoods (Breaching Rules, Antisocial Behavior, Damage Property)						1					1					1							1							1		1	1		7
335	3/22/2016	Landlord Representative	Specific concerns: B.A.D. Landlords (Breaching Rules, Antisocial Behavior, Damage Property)				1		1					1					1							1							1		1	1		8
336	3/22/2016	Landlord Representative	Specific concerns: B.A.D. tenants (Breaching Rules, Antisocial Behavior, Damage Property)						1		1			1					1								1						1		1	1		8
337	3/22/2016	Landlord Representative	Specific concerns: Existing Compliance Systems don't work																			1	1		1												3	
338	3/22/2016	Landlord Representative	Specific concerns: Mandatory inspections are ineffective, costly and wont resolve issues												1																						1	

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339	3/22/2016	Landlord Representative	Additional costs for Registration or Mandatory Inspections have to be passed on because long term profit margins are low							1						1		1							1						1	1					6
340	3/22/2016	Landlord Representative	Rental inspection costs would be passed on to renters							1						1		1																			3
341	3/22/2016	Landlord Representative	If landlords cant afford capital repairs because of low margin properties will be taken off the market and reduce the amount of housing available.							1					1	1		1													1	1					6
342	3/22/2016	Landlord Representative	Landlords can be reported for non compliance - Code Enforcement, Building Inspections, Health Dept., Police Dept., Attorney Generals Department, Centre of Justice, NW Housing Alliance, LLT Act provides for no discrimination for complainants					1				1			1						1	1	1						1								7
343	3/22/2016	Landlord Representative	Landlords / Tenants / Neighborhoods have different perspectives of the rental housing issues. There is a need for understanding and compromise	1		1																															2
344	3/22/2016	Landlord Representative	Providing rental housing is not considered a business						1									1						1	1												4
345	3/22/2016	Landlord Representative	Lack of data on properties - owner vs rented																						1												1
346	5/4/2016	Survey Resources and R	Survey resources available - informal, CoS subscription to survey tools, Local Professional Research Firms																						1												1
347	5/4/2016	Survey Resources and R	Lack of specific research on Spokane issues																						1												1
348	5/4/2016	Survey Resources and R	National surveys: American Housing Survey, Portland Quality Rental Housing Workgroup, Eviction Study, refer annotated Bibliography																						1												1
349	4/26/2016	Neighborhood Represe	Desire: increasing the availability of healthy, safe and sustainable long-term rental housing improves livability and economic viability of the overall community				1		1									1															1				4
350	4/26/2016	Neighborhood Represe	Characteristics: functional attributes, transport, architecture, social interaction, community involvement, sustainability, sustainable environment and memorable character												1																					1	2
351	4/26/2016	Neighborhood Represe	Major issues: Negative impacts of poorly maintained rental properties - health, safety, property value, quality of life												1																						1
352	4/26/2016	Neighborhood Represe	Major issues: Absentee landlords - inability to contact, no oversight, delayed response, lack of accountability, owner vs manager					1							1																						2
353	4/26/2016	Neighborhood Represe	Major issues: Transiency within neighborhoods - lots of moving, don't know neighbors, instability for children, loss of neighborhood security and identity									1																					1		1		3
354	4/26/2016	Neighborhood Represe	Major issues: Lack of legal protection / recourse for neighbors - limited options Code Enforcement, addresses only external issues, difficult in identifying accountable party, fear of retaliation from complaints																					1													1
355	4/26/2016	Neighborhood Represe	Conclusion: #1 gap is ACCOUNTABILITY				1	1				1			1																						4
356	4/26/2016	Neighborhood Represe	Conclusion: who is responsible for poorly maintained properties				1	1							1																						3
357	4/26/2016	Neighborhood Represe	Conclusion: without local contact, absentee landlords no ability to resolve issues					1							1																						2
358	4/26/2016	Neighborhood Represe	Conclusion: frequent movers diminishes social capital for all generations									1																					1		1		3
359	4/26/2016	Neighborhood Represe	Conclusion: neighbors have no resources beyond Code Enforcement to remedy negative impacts																				1				1					1		1		4	
360	4/26/2016	Neighborhood Represe	Issue: Spokane tenants are rent burdened - 48% of population rents, 55.4% pay more than 30% of monthly income on rent, 47.1% pay more than 35%																													1	1	1			3
361	5/10/2016	Tenant Representative	Issue: low income have few housing options - costly to move, vacancy rate is low																													1	1	1			3
362	5/10/2016	Tenant Representative	Issue: not enough subsidized low income housing - 12 of 100 very low / extremely low tenants get subsidized housing																													1	1	1			3
363	5/10/2016	Tenant Representative	Issue: subsidized housing require annual inspections, market rental have no inspections													1																	1				2
364	5/10/2016	Tenant Representative	Issue: Evictions and reasonable fear of evictions									1																			1						2
365	5/10/2016	Tenant Representative	Issue: Lack of data collection on rental housing and housing assistance																		1				1								1				3

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366	5/10/2016	Tenant Representative	Issue: Substandard housing is a health hazard for tenants and neighbors												1																	1		1		3			
367	5/10/2016	Tenant Representative	Issue: Substandard housing is costly for all Spokane residents and tenants - los of substandard housing, fire dept. hazards, homelessness is costly and devastating												1									1											1		3		
368	5/10/2016	Tenant Representative	Issue: Healty and stable housing is good for tenants landlords and neighborhoods -0 diversity, vibrancy, local economy, greater change of success in employment and education, safety creates community involvement												1																				1		2		
369	5/10/2016	Tenant Representative	Resources: resources to assist tenants in Spokane are scarce, limited or non-existent - legal resources, financial assistance, tenant education, tenants rights information, mediation costly		1									1																								2	
370	5/10/2016	Tenant Representative	Resources: Landlord / Tenant Act - allows landlords to give notices, tenant must initiate and enforce remedies for no repairs, tenant limited to deducting repairs from rent, no agency to call					1				1												1														3	
371	5/10/2016	Tenant Representative	Resources: LLTA - 20 day notice evictions, tenants cant defend					1				1												1														3	
372	5/10/2016	Tenant Representative	Resources: City agencies (Code enforcement, building, SPD, Fire, Health) - risk of eviction is report conditions resulting in building condemnation		1										1								1	1							1	1						6	
373	5/10/2016	Tenant Representative	Resources: City agencies - no registry to foster communication between agencies and landlords				1																			1												2	
374	5/10/2016	Tenant Representative	Resources: City agencies - all recommend rental inspection program to fully address housing issues																				1			1												2	
375	5/10/2016	Tenant Representative	Gaps: No laws to protect tenants from no cause termination and eviction										1											1									1					3	
376	5/10/2016	Tenant Representative	Gaps: Inadequate legal representation for tenants in unlawful detainer actions										1											1														2	
377	5/10/2016	Tenant Representative	Gaps: Inconsistent and insufficient tenant assistance programs		1							1												1														3	
378	5/10/2016	Tenant Representative	Gaps: not enough subsidized affordable housing for low income tenants															1															1					2	
379	5/10/2016	Tenant Representative	Gaps: no registration or inspection of market rate rental property													1										1												2	
380	5/10/2016	Tenant Representative	Gaps: No reporting agency to review notices to tenants and establish records and statistics		1																	1			1													3	
381	5/10/2016	Tenant Representative	Gaps: tenant education classes and workshops do not reach enough tenants. Tenants are not prepared when they are served with a notice or need repairs	1									1																										2
382	5/10/2016	Tenant Representative	Recommendations: Spokane adopt Housing Security Ordinance that will eliminated no cause evictions																				1	1							1							3	
383	5/10/2016	Tenant Representative	Recommendations: Spokane establish a rental registry and inspection program							1						1										1													3
384	5/10/2016	Tenant Representative	Recommendations: Spokane adopt provisions in the LLTA to provide relocation assistance to tenants and hold landlords accountable					1		1		1						1						1															5
385	5/10/2016	Tenant Representative	Recommendations: Spokane establish an Office of Tenants Services to enforce notice requirements, assist tenants and collect data and offer tenant education classes	1									1											1	1														4
386	5/10/2016	Tenant Representative	Recommendations: Spokane offer no cost mediation to landlords and tenants in disputes that would otherwise result in legal action											1																									1
387	5/10/2016	Tenant Representative	Recommendations: Financial assistance for small scale landlords who require repair due to malicious destruction to property that would otherwise remove the property from the rental market							1		1				1			1																				4
388	5/10/2016	Tenant Representative	Recommendations: Increase subsidized low income rental housing in Spokane																1														1	1	1				4
389	6/4/2016	Minutes - Summary of H	Absentee Landlords					1																														1	
390	6/4/2016	Minutes - Summary of H	Ageing Properties						1						1				1																			3	
391	6/4/2016	Minutes - Summary of H	Compliance Systems Inadequate or Lack Resources																1				1	1														3	
392	6/4/2016	Minutes - Summary of H	Health Impacts and Costs of Substandard Properties							1					1				1																	1		4	
393	6/4/2016	Minutes - Summary of H	Improper or Lack of Maintenance and Repairs							1					1				1																	1		4	

Item	Meeting	Where the issue was raised (Minutes / Presentation / Questions)	Issue Identified	Training Education needs opportunities	Resources for Landlords	Tenants Neighborhoods	Communication / Points of view	Landlord Behavior	Property contact details Owner / Manager	Landlord Financial Costs, profitability	Property Managers	Tenant Behavior	Tenant support	Owner/Tenant - Problem Resolution, court, mediation	Property - Design, Repair, Condition, Mgt, internal rules, mgt actions	Property Inspections - mandatory	Property Condition Inspections (Landlord / Tenant)	Housing stock available	Funding Fed State Grants - homes and construction	Tenant selection criteria / Discrimination	Agencies	Lenders / Insurer	Police, Fire, Building, Code, Health	Legislation - Landlord Tenant Act - Zoning - Standards	Registration / Licensing	Data on Problem areas	Crime / Safety	Neighborhoods - Abilities, actions, interests	Evictions	Homelessness	Affordable - cost and availability of rentals	Income / Poverty	Social Impacts	Property Values - house and for neighborhood houses	Health - individual and community wellbeing	Public Infrastructure	Total		
394	6/4/2016	Minutes - Summary of	Insufficient Landlord Knowledge and Education	1																																	1		
395	6/4/2016	Minutes - Summary of	Insufficient Rental Housing Data																							1												1	
396	6/4/2016	Minutes - Summary of	Insufficient Tenant Education and Empowerment	1	1							1	1																									4	
397	6/4/2016	Minutes - Summary of	Lack of Neighborhood Empowerment	1																																		2	
398	6/4/2016	Minutes - Summary of	Lack of On-Site Management					1	1		1																	1										3	
399	6/4/2016	Minutes - Summary of	Landlords Unable to Afford Repairs					1		1								1																			4		
400	6/4/2016	Minutes - Summary of	Landlords' Unwillingness to Evict Tenants					1	1	1							1													1	1			1				7	
401	6/4/2016	Minutes - Summary of	Negative Impacts of Eviction					1	1	1	1	1					1													1	1	1						9	
402	6/4/2016	Minutes - Summary of	Neighborhood Transiency						1																						1							2	
403	6/4/2016	Minutes - Summary of	Tenant Behavior	1								1	1										1					1			1			1				5	
404	6/4/2016	Minutes - Summary of	Tenants Unable to Afford Adequately Maintained Housing							1			1																				1	1	1				5
405	6/4/2016	Meeting - Existing progr	C.O.P.S. Block Watch and Neighborhood Observation Patrol	1	1																1							1										4	
406	6/4/2016	Meeting - Existing progr	C.O.P.S. Code Enforcement Reporting	1	1																1							1										4	
407	6/4/2016	Meeting - Existing progr	C.O.P.S. Crime Free Multi-Housing Program	1	1																1							1										4	
408	6/4/2016	Meeting - Existing progr	C.O.P.S. Safe Streets	1	1																1							1										4	
409	6/4/2016	Meeting - Existing progr	City of Spokane Building and Developer Services	1	1										1							1																4	
410	6/4/2016	Meeting - Existing progr	City of Spokane Code Enforcement		1										1							1						1										4	
411	6/4/2016	Meeting - Existing progr	City of Spokane Nuisance Property Ordinance		1																	1						1										3	
412	6/4/2016	Meeting - Existing progr	Gonzaga Center for Law and Justice, University Legal Assistance		1								1							1	1																	4	
413	6/4/2016	Meeting - Existing progr	Landlord Association of the Inland Northwest Landlord Education and Legal Resources	1	1			1			1				1			1		1	1																	8	
414	6/4/2016	Meeting - Existing progr	Northwest Justice Project CLEAR Hotline	1	1							1	1								1	1																6	
415	6/4/2016	Meeting - Existing progr	Rental Housing Association of Washington Member Resources	1	1			1													1																	4	
416	6/4/2016	Meeting - Existing progr	SNAP Weatherization Program	1	1			1				1			1						1																	6	
417	6/4/2016	Meeting - Existing progr	SNAP/Living Green DIY Minor Home Repairs	1	1			1							1						1																	5	
418	6/4/2016	Meeting - Existing progr	SNAP/Living Green Healthy Homes	1	1							1			1						1																	5	
419	6/4/2016	Meeting - Existing progr	Solid Ground Tenant Services		1							1									1																	3	
420	6/4/2016	Meeting - Existing progr	Spokane County Bar Association Volunteer Lawyers Program		1							1									1																	3	
421	6/4/2016	Meeting - Existing progr	Spokane Fire Department Permit System		1										1							1																3	
422	6/4/2016	Meeting - Existing progr	Tenants Union Tenants Rights Hotline and Walk-In Clinics		1							1									1																	3	
423	6/4/2016	Meeting - Existing progr	Washington DSHS Additional Requirements for Emergent Needs (AREN)		1							1									1																	3	
424	6/4/2016	Meeting - Existing progr	Washington Landlord Association Member Services & Advice Line for Landlord Members and Tenants		1							1									1																	3	
425	6/4/2016	Meeting - Existing progr	Washington Law Help		1							1									1																	3	
426	6/4/2016	Meeting - Existing progr	Washington State 211		1							1									1																	3	
427	6/4/2016	Meeting - Existing progr	Washington State Bar Association Moderate Means Program		1							1									1																	3	
428	6/4/2016	Meeting - Existing progr	Washington State Landlord Tenant Act		1							1												1														3	
429	6/4/2016	Meeting - Existing progr	Washington Web Lawyer Legal Advice		1							1									1																	3	
430	6/4/2016	Meeting - Existing progr	Catholic Charities		1							1									1																	4	
431	6/4/2016	Meeting - Existing progr	EPA		1							1									1																	4	
432	6/4/2016	Meeting - Existing progr	FULCRUM		1							1	1								1																	5	
433	6/4/2016	Meeting - Existing progr	HUD	1	1							1									1																	5	
434	6/4/2016	Meeting - Existing progr	NW Fair Housing Alliance	1	1							1									1																	5	
435	6/4/2016	Meeting - Existing progr	Public Housing Agency		1							1									1																	4	
436	6/4/2016	Meeting - Existing progr	SNAP Rapid rehousing	1	1							1									1																	5	
437	6/4/2016	Meeting - Existing progr	Spokane Housing	1	1							1									1																	6	
438	6/4/2016	Meeting - Existing progr	Spokane Health Department	1	1							1			1							1																6	
439	6/4/2016	Meeting - Existing progr	Transitions	1	1							1									1																	5	
440	6/4/2016	Meeting - Existing progr	VET programs	1	1							1									1																	5	
441	6/4/2016	Meeting - Existing progr	Women's Hearth Responsible Rental Program	1	1							1									1																	5	
				114	55	32	75	34		83	45	73	53	42		140	26	15	64	17	27	71	6	186	162	13	81	46	32	19	52	68	23	40	18	63	4	1779	

The KEY THEMES identified are:

1. **Use a Holistic approach** to address the underlying issues requiring affordable rental accommodation - Poverty and Low Income, Employment, Mental Health, Incarceration and Availability of Rental Housing
2. **Increase Employment Income**, average Family Income, reduce Poverty and increase Housing Affordability
3. **Modify unproductive behavioral actions** of Landlords, Tenants and Neighborhoods
4. **Change the existing adversarial approach** to dispute resolution between Landlords, Tenant, public agencies
5. **Co-ordinate resources** to assist tenants, landlords and agencies in the rental housing process
6. **Improve understanding of legislation** relating to residential rental accommodation
7. Develop and share the understanding of the methods, costs and funding sources to **extend the useful life of existing aging houses**
8. **Improve data collection and analysis** associated with rental properties, including ownership, contact details and problems encountered in residential rental processes
9. **Modify the systems and scope of existing City departments**, stakeholder groups and housing agencies to better service rental needs
10. Thoroughly investigate and **understand the implications of any new Legislation and Ordinances** and Legislation before implementation

10A Mandatory Registration of all Rental Properties

10B Mandatory Inspections of all Rental Properties

10C Just Cause Eviction

10D Discrimination of tenants – Source of Income

10E Discrimination of tenants - Criminal Convictions

<b>Issue No:</b> 1	<b>Issue Name:</b> Use a holistic approach to address the underlying issues requiring affordable rental accommodation <ul style="list-style-type: none"> <li>• Poverty and Low Income</li> <li>• Employment</li> <li>• Marginalised tenants - Mental Health, Incarceration and eviction history</li> <li>• Availability of Rental Housing</li> </ul>	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Spokane has a high demand of Affordable Housing because a large number of tenants in the City of Spokane cannot find accommodation that is affordable to their financial resources or to their life circumstances. Spokane has a low Average Family Income, 20% of people live under the poverty line, 55% of tenants pay more than 30% of Household Income on Rent and Utilities.</li> <li>• Non-government accommodation for marginalized tenants such as those with Mental Health and history of Incarceration and Eviction history is challenging to the individual and requires Landlords to take additional risks of non-payment and property damage often leading to costly evictions processes and property damage.</li> <li>• Public Affordable Housing is dwindling as State and Federal government resources have been reduced.</li> <li>• Private Affordable Housing is dwindling because the Aging Housing stock is becoming more costly to repair, additional risks through high number of poverty and increasing legislation and compliance is seeing a reduction of available Affordable Housing. Small Scale Investors provide a significant proportion of Affordable Rental Housing and are shifting their investments into alternative options and outside the City of Spokane to achieve better rental returns.</li> </ul>		
<b>What is the impact:</b> Homelessness, increased marginalization of people, poor society		
<b>Who does it affect:</b> Low Income, marginalized people, landlords, tenants, community, children		
<b>How important is the issue: (Risk)</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 8 5 8 5 7
<b>What laws or programs currently mitigate the issue:</b> Washington Landlord Tenant Act, Homeless programs, Housing agencies		
<b>What additional information is required:</b> A multi-faceted and collaborative approach will require involvement by government, City departments, business groups, Greater Spokane Incorporated, Education Facilities, landlords groups, tenants and neighborhoods.		
<b>What are possible solutions:</b> Taking shortcuts or developing does not address the root cause of problems. The City of Spokane should take a LEADERSHIP approach to identify key participants and to establish an ONGOING collaborative forum and a HOLISTIC approach to resolve Affordable Housing		
<b>How easily can the solution be implemented:</b> Very easily. The City has a variety of Boards and Commissions to undertake strategic and operational overviews of issues important to the future of the City. Each Board Charter should include "Building Better Communities through Affordable Housing".		

<b>Issue No:</b> 2	<b>Issue Name:</b> Increase Employment Income, average Family Income, reduce Poverty and increase Housing Affordability	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Low employment income does not allow families to prosper, to find suitable accommodation, and increases reliance on limited public housing</li> <li>• Increased Average Family Income through full-time employment, higher disposable income provides stability in the home, contribution to society and a reliance on public support systems (health and housing)</li> <li>• Increased Average Family Income reduces financial stress and being one paycheck away from a disaster</li> </ul>		
<b>What is the impact:</b> Low employment and low wages will keep Spokane in a constant reactive spiral. An aging population adds to the future burden.		
<b>Who does it affect:</b> The entire Community.		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 10 8 3 3 10
<b>What laws or programs currently mitigate the issue:</b> GSI and the City is currently working on this.		
<b>What additional information is required:</b> The City of Spokane can provide this information.		
<b>What are possible solutions:</b> Improved Economic Development in the region is considered the single most important factor that will increase Employment Income – through new jobs, creating full-employment, jobs that result in better pay. Economic incentives, Specialisation (e.g. specialised high technology, health services, manufacturing)		
<b>How easily can the solution be implemented:</b> This is multifaceted and complex area. The City of Spokane can provide this information.		



<b>Issue No:</b> 3	<b>Issue Name:</b> Modify unproductive behavioural actions of Landlords, Tenants and Neighborhoods	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>Assist and encourage Landlords to comply with the legislation, a community spirit and to provide housing that is fit-for-purpose, housing for different prices ranges, some affordable housing</li> <li>Assist and encourage Tenants to comply with the rental agreements, pay rents in-full and on-time, reduce evictions, reduce antisocial behavior and maintain property in good condition</li> <li>Assist and encourage Neighborhood communities to develop community spirit and community well-being by having avenues to report crime, report code violations and to encourage healthy communities through mutual support for the disadvantaged</li> </ul>		
<b>What is the impact:</b> Poor community outcomes, poor health outcomes, community confrontation, marginalisation of certain groups, discrimination, misguided and ineffective housing programs		
<b>Who does it affect:</b> Landlords + Tenants + Community at large		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		Score 7 7 7 7 7
<b>What laws or programs currently mitigate the issue:</b> Existing Washington Landlord Tenant Act, Existing HUD regulations, existing City Ordinances relating to property and community behavior, existing Policing laws, existing Fire Rules		
<b>What additional information is required:</b> Data – initial and ongoing data on the nature and incidences relating to owner / tenant violations to identify the root cause of problems and targeted and effective solutions		
<b>What are possible solutions:</b> Develop collaborate relationships and cross functional problem solving forums between City Departments and key community stakeholders Use EXISTING departments and agencies to collect data on problem issues. Use a collaborative approach between stakeholder groups to identify data trends and to have longitudinal measures Enforce EXISTING Codes and Ordinances to fix behavior that are unproductive and deviant. Identify recurring properties with infractions and work with those owners for acceptable solutions. Assist and work with Landlord Association, Spokane Realtors and Property Managers to develop voluntary industry self-management strategies and KPI'S. Develop database on problematic tenancy trends and develop strategies to fix unproductive behavior.		
<b>How easily can the solution be implemented:</b> Very easily. Use existing City departments and resources. The City has several Commissions and Boards dealing with housing, community wellbeing and business which can use a collaborative approach to deal with Landlords, City Departments and housing agencies. These committees should include representatives of Private Housing Industry (landlords) to ensure a balanced perspective to problem resolution.		

<b>Issue No:</b> 4	<b>Issue Name:</b> Change the existing adversarial approach to dispute resolution between Landlords, Tenant, public agencies	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Dispute resolutions have few mediation options</li> <li>• Noncompliance leads quickly to court actions</li> <li>• High financial cost of evictions and court actions</li> <li>• Evictions and court actions impact tenant getting another rental</li> <li>• Landlords choose not to evict due to high court costs - impacts residents and community, property damage</li> </ul>		
<b>What is the impact:</b> Enables alternative, quicker and less costly problem resolution		
<b>Who does it affect:</b> Landlords, Tenants, Housing Agencies, Tenant Agencies, City departments - Police, Fire, Code Enforcement, Health, Building and Court system		
<b>How important is the issue:</b>		<b>Score</b>
URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW)		7
SAFETY (1=not important / 10=immediate threat to life)		7
COST (1=High Cost / 10=Low Cost)		5
EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement)		7
RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		7
<b>What laws or programs currently mitigate the issue:</b> Washington Landlord Tenant Act		
<b>What additional information is required:</b> Data to identify the nature and frequency of disputes arising from properties (owned vs rented), landlords vs tenants. Determine which can be resolved through alternative problem resolution strategies with the last resort being court action		
<b>What are possible solutions:</b> <ul style="list-style-type: none"> <li>• Establish low cost, accessible mediation services or alternative problem resolution forums</li> <li>• Implement training for Landlords, Tenants and Community about rental issues</li> <li>• Foster communications forums where Landlords, Tenants and Community can share experiences and resolve problems</li> <li>• Develop collaborative approach so that Landlords and Tenants and Agencies PREFER a win-win solution, possibly through training, education and developing mutual respect.</li> </ul>		

<b>Issue No:</b> 5	<b>Issue Name:</b> Co-ordinate resources to assist tenants, landlords and agencies in the rental housing process	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Resource services for tenants are not well known, misunderstood or un-accessible</li> <li>• Include in training systems and programs for Landlords and Tenant</li> <li>• Establish a central platform (possibly internet site) where resource groups, supporting programs or other suppliers to advertise their services</li> <li>• Co-ordinate information of resources available by organizations to tenants, landlords and community</li> <li>• Establish accredited training programs for tenants and landlords</li> <li>• Encourage voluntary training certification of Landlords</li> <li>• Encourage voluntary training certification of Tenants</li> <li>• Encourage all tenants to have completed training as part of tenant screening process</li> <li>• Centralized web based rental housing complaints system that refers problems to agencies.</li> </ul>		
<b>What is the impact:</b> Lack of knowledge of legislation or good practices means that people are unknowingly acting doing the wrong thing Poor knowhow, systems, methods and lack of know how is inefficient, wastes time and resources Overlapping and inefficient service provision offered between City departments, government and other agencies Delays in resolving problems which escalate quickly and become needlessly costly		
<b>Who does it affect:</b> Landlords, tenants, housing, agencies, City departments in the rental housing process		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10-immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 5 5 7 7 5
<b>What laws or programs currently mitigate the issue:</b> Existing programs and services offered by several City departments, public housing agencies, tenant groups, charities.		
<b>What additional information is required:</b> Identify existing services offered by various agencies, scope contact details, availability. Identify gaps		
<b>What are possible solutions:</b> Identify methods of better promoting housing related services Identify what services could be combined to become more cost effective and efficient Develop a collaborative approach to delivering services across the City/Region		

<b>Issue No:</b> 6	<b>Issue Name:</b> Improve understanding of legislation relating to residential rental accommodation	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Develop on-line training programs that explain the Landlord Tenant Act and housing legislation</li> <li>• Develop personalized training programs that explain the Landlord Tenant Act and housing legislation</li> <li>• Develop training programs that explain the responsible, profitable and accountable landlord principles</li> <li>• Develop training programs that explain the responsible and accountable tenant principles</li> </ul>		
<b>What is the impact:</b> Lack of knowledge of legislation or good practices means that people are unknowingly acting doing the wrong thing Lack of knowledge means you can't enforce your rights Inappropriate problem resolutions, duplication of laws/ordinances/rules over-complicates and makes problem resolutions costly and takes a long time		
<b>Who does it affect:</b> Landlords, Tenants, Housing Agencies, community at large		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 7 7 7 7 7
<b>What laws or programs currently mitigate the issue:</b> Washington Landlord Tenant Act Landlord Association Training Responsible Renters Training by certain Spokane organisations		
<b>What additional information is required:</b> Identify organisations that can develop those services		
<b>What are possible solutions:</b> Promote and support organisations that develop and deliver competency based training to Landlords, Tenants and Housing Agencies.		

<b>Issue No:</b> 7	<b>Issue Name:</b> Property Issues - Develop and share the understanding of the methods, cost and funding sources to extend the useful life of existing ageing houses	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Develop training program to assist landlords to: <ul style="list-style-type: none"> <li>Identify the acceptable building standards for rental properties for Public Assisted funding and for Market based rentals</li> <li>Understand Whole-of- life costing of rental properties</li> <li>Undertake a building condition "health impact" assessment and structural-property-condition report</li> <li>Develop a future asset maintenance plan for the building</li> <li>Review the feasibility of keeping the property as a viable rental house within the State / City legislation and building standards</li> <li>Identify funding sources for undertaking future maintenance and capital repairs</li> </ul>		
<b>What is the impact:</b> Improve property standards Reduction in properties for rent – those that are uneconomical to bring to standard Increase homes for sale		
<b>Who does it affect:</b> Landlords, tenants, community		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10-immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 7 7 3 4 8
<b>What laws or programs currently mitigate the issue:</b> Code enforcement, Fire Inspections, Building Codes		
<b>What additional information is required:</b> Cost of undertaking inspections, compliance costs, how such a system could work		
<b>What are possible solutions:</b> Promote and support organisations that develop and deliver competency based training of the methods, cost and funding sources to extend the useful life of existing ageing houses Promote and support organisations that can provide advisory or remedial services to assist houses at risk of being lost due to repairs or foreclosure Fund and develop a Community Landbank who can acquire, remediate at risk properties to make these available for public housing		

<b>Issue No:</b> 8	<b>Issue Name:</b> Improve data collection and analysis associated with rental properties physical including ownership, contact details and problems encountered in residential rental processes
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group City department presentations (Police, Fire, Building, Code Enforcement, Health); Tenant Presentation, Neighborhood Presentations	
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• City departments don't know which properties are rented or owner occupied</li> <li>• City departments don't know the immediate contact details for the property owner</li> <li>• Limited data of problems associated with Owner vs Rental properties</li> <li>• Property Owners contact details are not available to City departments cannot contact the owner to make repairs or address problems</li> <li>• Code enforcement doesn't track by property type</li> <li>• Assist in determining housing needs</li> </ul>	
<b>What is the impact:</b> Ability to accurately identify issues problems opportunities relating to the property.	
<b>Who does it affect:</b> City departments, housing agencies and planning departments	
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)	<b>Score</b> 7 7 8 8 8
<b>What laws or programs currently mitigate the issue:</b> County Property Records database currently has the owners name and mailing address. The database identifies some aspects of land use. The information is publicly available at <a href="http://cp.spokanecounty.org/scout/propertyinformation/">http://cp.spokanecounty.org/scout/propertyinformation/</a> Business licence registration already existing within Washington State and the City	
<b>What additional information is required:</b> <ul style="list-style-type: none"> <li>• Emergency contact details for Owner</li> <li>• Further identifications of property use (rental vs owner occupied)</li> </ul>	
<b>What are possible solutions:</b> <ul style="list-style-type: none"> <li>• Spokane County Property Records to be expanded to include a new designation for property use (Owned vs Rented). Simple and low cost.</li> <li>• Spokane County Property Records to be expanded to obtain emergency contact details for all properties (Owned and Rented). Simple and low cost.</li> <li>• City departments to have a reporting system that can look across various systems to reporting on properties / complaints / inspections. Also known as Data-Mining systems or tools</li> </ul>	

<b>Issue No:</b> 9	<b>Issue Name:</b> Modify the systems and scope of existing City departments, stakeholder groups and housing agencies to better service rental needs	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> <ul style="list-style-type: none"> <li>• Police departments is unable to resolve certain crimes without extending scope and abilities</li> <li>• Fire department (FD) unable to efficiently resolve problems identified during inspections</li> <li>• Improving scope and ability of FD to undertake inspections and to negotiate or incentivize or penalize repeat safety offenders would reduce number of repeat safety incidences.</li> <li>• FD is complaint driven. An alternative risk based approach should be considered instead of mandatory inspections.</li> <li>• Building Department does not record building code violations by owner vs rental property so unable to determine who is responsible</li> <li>• Code enforcement doesn't</li> </ul>		
<b>What is the impact:</b> Inefficient and ineffective services, overlapping services		
<b>Who does it affect:</b> Landlords, Tenants, City departments, Community		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b> 7 5 5 5 5
<b>What laws or programs currently mitigate the issue:</b> <ul style="list-style-type: none"> <li>• Spokane Police Dept already has established operational and investigation guidelines</li> <li>• Spokane Fire Dept. already has an inspection plan limited to multifamily properties (more than 3 living units)</li> <li>• SFD currently has inspection guidelines and penalty provisions</li> <li>• Spokane Building Department already has an operational complaints based system to investigate building code violations and for life risk issues</li> <li>• Spokane Code Enforcement already has operational complaints based system to investigate code violations and for life risk issues.</li> </ul>		
<b>What additional information is required:</b> <ul style="list-style-type: none"> <li>• Determine what elements each department is not able to meet and why.</li> <li>• Spokane Code Enforcement took 5 weeks to remove a motor vehicle which was being systematically dismantled from a public road. Code enforcement cannot meet its CURRENT responsibilities and adding another layer of enforcement will be impractical.</li> <li>• What is the scope of the Property Inspections? How will a property inspection work – who will do it and how much will it cost. Determine what is to be done and the cost before legislating.</li> <li>• Why not consider a Risk-based approach?</li> </ul>		
<b>What are possible solutions:</b> <ul style="list-style-type: none"> <li>• In some instances the various departments are functioning appropriately.</li> <li>• In some instances an increase in scope of operational abilities will enable the department to better deal with infractions</li> <li>• City departments to have a reporting system that can look across various systems to reporting on properties / complaints / inspections. Also known as Data-Mining systems or tools</li> </ul>		



<b>Issue No:</b> 10	<b>Issue Name:</b> Thoroughly investigate and understand the implications of any new Legislation and Ordinances and Legislation before implementation	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications: A. Mandatory Registration B. Mandatory inspections C. Just Cause Evictions D. Retaliation actions E. Discrimination – source of income, criminal history		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		

<b>Issue No:</b> 10A	<b>Issue Name:</b> Mandatory Registration of all Rental Properties	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications:		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		

<b>Issue No:</b> 10B	<b>Issue Name:</b> Mandatory Inspections of all Rental Properties	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications:		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		

<b>Issue No:</b> 10C	<b>Issue Name:</b> Just Cause Eviction	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications:		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		

<b>Issue No:</b> 10D	<b>Issue Name:</b> Discrimination of tenants – Source of Income	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications:		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		

<b>Issue No:</b> 10E	<b>Issue Name:</b> Discrimination of tenants - Criminal Convictions	
<b>Where was the issue raised:</b> Presentations to the Rental Housing Stakeholder Research Group		
<b>Describe problem:</b> Proposed introduction of various Ordinances without thorough understanding of the implications:		
<b>What is the impact:</b>		
<b>Who does it affect:</b> Landlords, Tenants, agencies, City Government		
<b>How important is the issue:</b> URGENCY (1=Nice to have / 5= Not urgent / 10=Critical to be done NOW) SAFETY (1=not important / 10=immediate threat to life) COST (1=High Cost / 10=Low Cost) EASE of IMPLEMENTATION (1=Difficult to implement 10=Easy to implement) RISK OF FAILURE or INACTION (1=High risk / 10=Low Risk)		<b>Score</b>
<b>What laws or programs currently mitigate the issue:</b> Existing Landlord Tenant Act already provides assistance for these issues		
<b>What additional information is required:</b>		
<b>What are possible solutions:</b>		