



MULTIFAMILY NW
The Association Promoting Quality Rental Housing



HOUSING ACCESS FOR ALL
MULTIFAMILY NW | **2020**
FAIR HOUSING FAIR



EVENT SCHEDULE

8:00AM—9:00AM	<p>Registration & Breakfast Breakfast sponsored by Dalton Management, Inc. Coffee sponsored by Guardian Real Estate Services <i>Visit our Non-Profit Affiliate Partners in the lobby!</i></p>
9:00AM—9:15AM	<p>Welcome & Trivia Practice Trivia sponsored by Rexius</p>
9:15AM—9:45AM	<p>Keynote: Recent Trends in Fair Housing with Leah Sykes</p>
9:45AM—10:00AM	<p><i>Break—Visit our Partner Tables in the A Corridor!</i></p>
10:00AM—11:00AM	<p>Breakout Session #1</p> <ul style="list-style-type: none"> •Recent Fair Housing Cases and Settlements (James Kordich, HUD) <i>[Room A107-109]</i> •Marketing & Leasing: Best practices for the Leasing Experience (Brandy Guthery, Guardian Management) <i>[Room A103-104]</i> •Conflict Engagement Best Practices I: General Principles (Mary Hennessy, Tonya Saheli & Roger Moss – Conflict Intervention Service in Housing) <i>[Room A105-106]</i>
11:00AM—11:15AM	<p><i>Break—Visit our Partner Tables in the A Corridor!</i></p>
11:15AM—12:15PM	<p>Breakout Session #2</p> <ul style="list-style-type: none"> •Common Fair Housing Mistakes by Vendors and Maintenance Staff (Barb Casey, Kennedy Restoration & Ryan Ridgeway, GSL Properties & Marcel Gesmundo, Greenspoon Marder) <i>[Room A107-109]</i> •Reasonable Accommodation Process Documentation (Leah Sykes, Greenspoon Marder) <i>[Room A103-104]</i> •Hoarding & Housing: Setting Up for Success (Multnomah County Hoarding Taskforce) <i>[Room A105-106]</i>
12:15PM—1:00PM	<p>Lunch & Trivia Practice Lunch sponsored by GMC Properties Trivia sponsored by Rexius</p>
1:00PM—1:15PM	<p><i>Break—Visit our Partner Tables in the A Corridor!</i></p>
1:15PM—2:15PM	<p>Breakout Session #3</p> <ul style="list-style-type: none"> •Common Issues in Fair Housing Design and Construction (James Kordich, HUD) <i>[Room A103-104]</i> •LGBTQI+ Inclusion Strategies and Housing Protections (Iden Campbell & Tazha Williams, Basic Rights Oregon) <i>[Room A107-109]</i> •Portland’s FAIR Ordinance Overview (Leah Sykes, Greenspoon Marder) <i>[Room A105-106]</i>
2:15PM—2:30PM	<p><i>Break—Visit our Partner Tables in the A Corridor!</i></p>
2:30PM—3:30PM	<p>Breakout Session #4</p> <ul style="list-style-type: none"> •Conflict Engagement Best Practices II: Personal Bias and Othering (Mary Hennessy, Tonya Saheli & Roger Moss – Conflict Intervention Service in Housing) <i>[Room A107-109]</i> •New HUD Guidance on Emotional Support Animals (Leah Sykes, Greenspoon Marder) <i>[Room A105-106]</i> •Sexual Harassment in Housing (Oneshia Herring, DOJ) <i>[Room A103-104]</i>
3:30PM—4:30PM	<p>Fair Housing Trivia Showdown & Raffle Prize Giveaway</p>

WELCOME LETTER

Welcome to the 2020 Multifamily NW Fair Housing Fair. Our theme is “Housing Access for All.”

This is the sixth year of the Fair Housing Fair and the success of this event speaks directly to the importance that Owners, Asset Managers, Site Management/Leasing Professionals/Maintenance Professionals and Industry Suppliers place on Fair Housing.

Multifamily NW is committed to serving our members and the industry by providing quality education and events. This is the largest Fair Housing educational event on the West Coast, and we are sold out at just over 650 attendees.

Your attendance today speaks volumes to your commitment to our industry, to our communities, and to providing Fair Housing for all. It is imperative that we stay up-to-speed on current laws associated with Fair Housing, and as Housing Professionals, take this information to comply not only with the letter of the law, but the spirit of the law.

On behalf of the Association, the 2020 Board of Directors, and the Executive Council, thank you for your participation and commitment today.

Dan Mason
MG Properties
2020 Multifamily NW Board President



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CLASSROOM A107-109



CLASSROOM A103-104

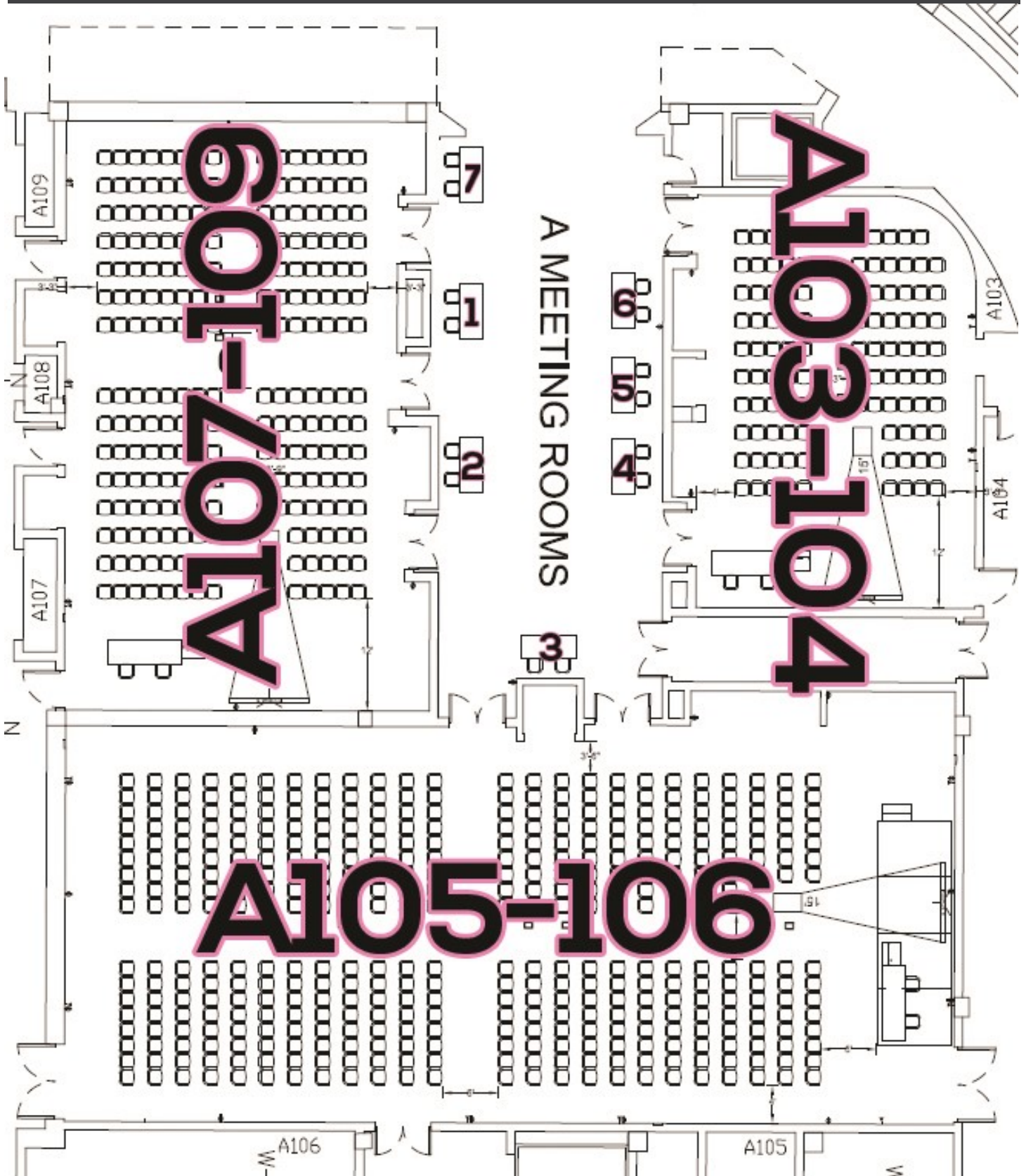


CLASSROOM A105-106

SUPPLIER PARTNER TABLES

- | | |
|--------------------------------|-----------------------------------|
| 1. J.R. Johnson, LLC | 5. PuroClean Restoration Services |
| 2. BELFOR Property Restoration | 6. Checkpoint ID |
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FOCUSING ON THE NEW DECADE, J.R. JOHNSON WILL CONTINUE TO PRIDE OURSELVES ON BUILDING MEANINGFUL RELATIONSHIPS WITH OUR CLIENTS, WHILE PROVIDING QUALITY WORKMANSHIP.

WE THANK YOU AND LOOK FORWARD TO A SUCCESSFUL 2020.

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KEYNOTE SPEAKER



Our keynote speaker today is Leah Sykes. A graduate of Lewis and Clark College of Law in with an entrance scholarship, Leah, was admitted to the Oregon State Bar in 2002, the Washington State Bar in 2016.

She travels regularly to educate clients, and the housing provider industry. In 2015, she helped established Fair Housing Fair and regularly collaborates with other housing organizations and advocates regarding organizational best practices.

Proudly Canadian, Leah has great empathy for the plight of immigrant women and has volunteered as an advocate for immigrant women.

She is also partner in the litigation practice group at Greenspoon Marder and serves housing providers in all legal aspects of property management with a special focus on education and fair housing discrimination defense.

RECENT TRENDS IN FAIR HOUSING

52 years ago this April, the original Fair Housing Act was passed in 1968 creating the protected classes on Race, Color, Religion and National Origin. In subsequent years additional federal protected class were created: Sex, Familial Status and Disability. Our Keynote Speaker Leah Sykes will overview the history of Fair Housing, who it impacts, and why it remains as important as ever in 2020. Local fair housing laws will be addressed as well as recent developments that keep Fair Housing Law ever-changing.

KEYNOTE SESSION IN THE OREGON BALLROOM

FAIR HOUSING TRIVIA SHOWDOWN

Join us back in the ballroom after classes for an exciting round of Fair Housing Trivia. Each table will be a team competing to win great prizes—including our team grand prize \$500 cash! Don't miss this opportunity to flex your Fair Housing knowledge and walk away with some cold, hard cash. Practice your skills during breakfast and lunch too!



CLASS DESCRIPTIONS

SESSION I—10:00AM-11:00PM

Marketing & Leasing: Best Practices for the Leasing Experience

Instructor: Brandy Guthery

Room A103-104

Many fair housing regulations come into play during the leasing experience. This session will explore all of the best practices to avoid fair housing liabilities interacting with potential residents over the phone or in person, giving apartment tours, maintaining consistency – all while of course securing the new lease!

Conflict Engagement Best Practices I: General Principles

Instructors: Mary Hennessy, Tonya Saheli & Roger Moss

Room A105-106

Conflict Intervention Service in Housing

- Embracing Conflict
- Responding to Conflict: Intervene, Engage, Mediate
- Role Play – Housing Conflict Card Game
- Building Resiliency: Self-Care for Property Managers
Mediation Best Practices – Tips and Q & A

Conflict is a normal part of life. Managing residential properties is a demanding and rewarding profession. Learning and improving skills to assess, engage and transform conflict is essential to provide the best environment possible for residents and property staff. This session is an introduction to mediation skills, and offers tips to navigate routine tenant to tenant disputes. Join us for an interactive, spirited exploration of communication techniques that will add value to your professional and personal life.

Recent Fair Housing Cases and Settlements

Instructor: James Kordich, HUD

Room A107-109

The cases and settlements class is a favorite for the Fair Housing Fair. This class introduces the basics of fair housing law while leading attendees through the process of a fair housing complaint. We'll discuss the most common forms of fair housing violations and how to avoid them. Damages can run very high for fair housing violations including compensatory out-of-pocket expenses/losses and emotional distress pain and suffering.

SESSION II—11:15AM-12:15PM

Reasonable Accommodation Process Documentation

Instructor: Leah Sykes

Room A103-104

Multifamily NW offers a full collection of reasonable accommodation forms to guide rental housing providers through the sometimes confusing procedure and various steps of performing a reasonable accommodation. Utilizing this documentation paper trail is a very effective way to ensure compliance and safeguard liability. These forms take the uncertainty, anxiety and doubt out of the reasonable accommodation process – learn how to use these forms today!

Hoarding & Housing: Setting Up for Success

Instructors: Miley Flowers and Kim James

Room A105-106

Join members of the Multnomah County Hoarding Task Force to get an overview of Hoarding Disorder and how housing providers can work with residents who display hoarding behavior to both save their housing and comply with their lease. Topics covered will include diagnostic criteria of Hoarding Disorder and why that matters to housing providers. We will also explore how Fair Housing and Reasonable Accommodations play a role in working with residents who hoard and how to write an effective Stipulated Agreement for the highest chance of success with those residents.

Common Fair Housing Mistakes

Instructors: Ryan Ridgeway, Barb Casey & Marcel

Gesmundo

Room A107-109

Maintenance staff end up having the most interactions with residents and are far more likely to enter the homes of residents as a part of their duties. There are many scenarios unique to maintenance staff and vendors that have the potential for fair housing liabilities. This class will detail the fair housing protocol and policies that maintenance teams and vendors working on properties ought to adapt and consistently demonstrate.



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CLASS DESCRIPTIONS

SESSION III—1:15PM-2:15PM

Common Issues in Fair Housing Design and Construction

Instructor: James Kordich, HUD

Room A 103-104

Fair Housing design and construction compliance doesn't end once the building is occupied. This class session will explore the common scenarios that property managers face ensuring compliance with design and construction mistakes on the property. Examples include disabled parking, curb cuts, mailbox placement, light switches, thermostats, door handles, door frame widths, wheelchair ramps and more!

Portland's FAIR Ordinance Overview

Instructor: Leah Sykes

Room A105-106

In 2019 Portland City Council passed the Fair Access in Renting (FAIR) ordinances with sweeping changes to the application process and fundamentally changed how security deposits are administered. Going forward different applications will be available to distinguish financially responsible and non-financially responsible applicants, a 72-hour application wait period will apply to all advertisements and housing providers that choose their own rental criteria over the Low Barrier criteria offered by the city, conducting individualized assessments will be required for every denial. Security deposits will be capped and recouping damages beyond normal wear & tear will be limited to the depreciated value that's been disclosed in the rental agreement. For better or for worse the FAIR Ordinances will become effective on March 1, 2020. These law changes are only effective for the City of Portland.

LGBTQI+ Inclusion Strategies and Housing Protections

Instructor: Iden Campbell & Tazha Williams, Basic Rights Oregon

Room A107-109

In this workshop we will discuss understanding the difficulties facing people who are transgender and/or non-binary, specific to life experiences and engaging with the public. Learn how to engage more effectively with trans and non-binary individuals throughout the rental housing spectrum: applicants, residents, vendors, staff and guests to the property.

SESSION IV—2:30PM-3:30PM

Sexual Harassment in Housing

Instructor: Oneshia Herring, DOJ

Room A103-104

This session will explore the uncomfortable reality of sexual harassment. In the rental housing industry an example can be exploiting the power dynamic between resident and staff of the rental housing provider. You may think to yourself "this would never happen at my property" but there are sadly many examples of inappropriate behavior that will be discussed. Learn how to avoid these scenarios and liabilities at your properties.

New HUD Guidance on Emotional Support Animals

Instructor: Leah Sykes

Room A105-106

Within the last few weeks the U.S. Department of Housing and Urban Development (HUD) released new guidance to clarify the responsibilities of both rental housing providers and renters concerning reasonable accommodation requests for emotional support animals (ESAs) in housing. As rental housing operators know, in recent years there has been a significant increase in requests for emotional support animals from applicants and residents. The overwhelming number of accommodation requests for ESAs are to allow animals in no-pets buildings, grant exceptions to existing policies on prohibited breeds or weight restrictions or to avoid paying pet deposits or fees. This made it extremely difficult for owners and operators to parse out legitimate requests from illegitimate ones.

Conflict Engagement Best Practices II: When Othering Disrupts a Community

Instructors: Mary Hennessy, Tonya Saheli & Roger Moss

Room A107-109

- Hateful Conduct Between Tenants – The Landlord Dilemma
- Case Study Reflections
- Compassion-Driven Solutions
- The Power of Neutral Intervention in High Conflict Situations
- Additional Resources

Proactive, constructive conflict engagement is indispensable to comply with Fair Housing laws while avoiding destructive (and expensive) legal battles. This session will focus on volatile situations that divide communities and may generate significant liability if neglected. Using actual case studies as a springboard for conversation, we will explore the challenges of bigotry in a multi-family environment, the need for early intervention, and the role of professional neutrals in restoring calm to a seething community.



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UPCOMING EVENTS

FEB
17

FAIR ACCESS IN RENTING (FAIR) ORDINANCES PART 1

1:00 PM - 3:00 PM

FEB
18

FAIR ACCESS IN RENTING (FAIR) ORDINANCES PART 2

1:00 PM - 3:00 PM

FEB
19

CAM: MARKETING

9:00 AM - 4:00 PM

FEB
20

SB-608 & 1YR CLOCK RESET - BEND

9:00 AM - 11:00 AM

FEB
20

COMMUNICATION STRATEGIES - EUGENE

11:30 AM - 3:00 PM

MAR
4

MARCH LANDLORD STUDY HALL

6:30 PM - 8:00 PM

MAR
5

CAM: PROPERTY MAINTENANCE

9:00 AM - 3:00 PM

MAR
9

LANDLORD/TENANT LAW PART I - SALEM

1:00 PM - 5:00 PM

MAR
10

MOLD AWARENESS

9:00 AM - 1:00 PM

MAR
11

HR ISSUES: EMPLOYEE ON-BOARDING

12:00 PM - 1:00 PM

MAR
11

REVERSE TRADE SHOW

1:00 PM - 6:00 PM



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