



Rental Housing Support Services, LLC

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Class Descriptions

Fair Housing (1101) – 1 hour

Description - This class provides a brief overview of Fair Housing issues in rental property:

- Protected classes
- Creating and fairly applying screening criteria
- Chilling effects, disparate impact and steering
- The HUD Memo
- Reasonable accommodation/modification
- Creating rules and policies
- Penalties for discriminatory acts

Course objectives: By the end of this class, attendees should be able to identify protected classes, understand the historical patterns of discrimination that have created the need for protection and apply this understanding to the advertising, leasing and management of residential rental property.

Applications and Screening (1102) – 2 hours

Description - Select the right tenant and your job is easy; choose unwisely and your job is a nightmare. This class teaches you the best practices in screening applicants:

- Fair Housing requirements
- Prohibited considerations in screening
- Creating screening criteria and policies
- Spotting inaccurate information
- Asking the right questions
- Documentation requirements and provable income
- The HUD Memo
- Screening fees
- Inability to verify information
- Application denial
- Reasonable accommodation for former addicts, alcoholics, victims of domestic violence
- Reasonable Modification of dwelling unit
- Reasonable accommodation for assistance animals
- Record-keeping

Course Objectives: By the end of this class, attendees should be able to understand how to create and apply screening criteria, how to create policies and procedures, and how to fairly process and evaluate applicants for rental housing. Attendees will learn how to apply Fair Housing requirements, prohibited considerations, screening fees, and when and how to make exceptions to policies, how to address issues of reasonable accommodation or modification.

The Move-in Process (1103) – 2 hours

Description - Short cut this process, or don't provide the correct forms and you could be in trouble. This class covers all facets of move in:

- Preparing the property for rent
- Accepting the deposit-to-hold
- Transferring legal possession
- Forms and addenda
- Creating custom addenda
- Documenting condition
- Transfer of utility service
- Charging utility fees
- Receiving payments prior to move in

Course objectives: By the end of this course, attendees should be able to understand the importance of collecting a deposit-to-hold and how to execute that, preparing the property for rent and documenting the condition on move in, ensuring a smooth transfer of possession, including transfer of utilities, charging utility fees and other fees, selecting the forms to include and filling them out correctly, creating custom addenda, and what to do if things go sideways.

Service of Notice (1104) – 2 hours

Description - Want your tenants out or just get them to comply with the terms of the rental agreement? Courtroom success depends on a perfect notice. This course covers all the specifics of notice prep & delivery:

- Which notice to use
- Whom to serve
- How to fill out the notice
- How to calculate time in your notice
- The three methods of service and how to know which one to use
- What to do when your notice expires
- What if your tenant is a veteran?
- Penalties for wrongful termination or wrongful increase of rent

Course objectives: By the end of this course, attendees should understand how to properly and legally prepare and serve notice upon their tenants.

Advanced Lease Enforcement (1105) – 2 hours

Description - With increasing restrictions on termination of tenancy, landlords need to know how to legally enforce the terms and conditions of the rental agreement. This class covers:

- Documenting violations
- Selecting the proper form
- Termination for cause
- Termination without cause
- Repeat violations
- Three strikes in a lease
- Creating a plan of action
- Reasonable accommodation & lease violations
- Proper language in your notice

Course objectives: By the end of this course, attendees will be able to identify violations of the lease or tenant duties outlined in ORS 90, know how to document the violations, select the correct notice, create a binding plan of action and see it through, develop a process for tenant non-compliance that ensures violations are dealt with equitably, and know when to move forward with termination of tenancy.

Advanced Reasonable Accommodation (1106) – 2 hours

Description - Did you know that an applicant can claim disability that requires you to discount some or all of their past credit, criminal or rental history based on a prior addiction? There's a lot to know about reasonable accommodation and what you don't know can get you into hot water. This class covers:

- What to do when an applicant submits a reasonable accommodation, either at the time of application or after denial.
- What is reasonable?
- What criminal history can pose a reasonable concern for danger to neighbors, the landlord or the landlord's agent?
- Caregivers, how to screen them and the forms to use to set up their right to occupy with the tenant
- Assistance animals
- Hoarding
- Mental health issues
- Requests to grow or use marijuana
- Requests to ignore bad behavior in the unit if the tenant is getting treatment
- Domestic violence and reasonable accommodation
- Lease bifurcation
- Penalties

Course objectives: At the end of this course, attendees should be able to identify the types of accommodations or modifications that a disabled person can request, how to handle each type of request, the documentation that can be required from the tenant to confirm the disability-related need, and how to manage disabled tenants who violate the rules.

The Eviction Process (1107) – 2 hours

Description - This class covers the eviction process step-by-step, including:

- Document prep and filing
- Process service
- First appearance
- Stipulated agreements
- Special requests
- Trial overview
- Restitution
- Sheriff lockout
- Abandoned property

Course objectives: At the end of this course, attendees should know how to prepare, file and legally serve eviction documents, negotiate and prepare stipulated agreements, prepare for trial, and file and serve the Notice of Restitution and Sheriff lockout paperwork.

The Small Claims Process (1108) – 2 hours

Description - This class covers the small claims process step-by-step, including:

- Whether to do it at all
- Whom to sue
- Prep and filing of claim
- Process service
- Mediation
- Trial prep
- Collecting on monies owed
- Renewing a money judgment

Course objectives: At the end of this course, attendees should know how to prepare, file and serve small claims documents, respond to a small claims action served against them, use the mediation process to resolve the case before trial, prepare for trial, and collect on any money judgments rendered.

Preparing for Trial (1109)– 2 hours

Description – Presenting your eviction or small claims case to a judge is where the rubber meets the road. This course covers:

- What it means to be a Plaintiff or Defendant
- Creating a trial outline
- Organizing and labeling exhibits
- Calling and questioning witnesses
- Presentation and staying on point
- Persuading the judge to see things your way
- Citing statutes
- Courtroom protocol
- Rules of Civil Procedure
- Responding to the other side's evidence, testimony or witnesses
- Handling objections
- Do's and don'ts

Course objectives: By the end of this course, attendees should be able to prepare and execute a simple case before a judge in a courtroom utilizing approved methods and following the rules of civil procedure.

The Move-out Process and Security Deposit Reconciliation (1110) – 2 hours

Description – The end of tenancy is where a good relationship can go wrong really fast. This course covers:

- Regaining legal possession of the property
- Legal service of the deposit reconciliation
- Itemizing the accounting & describing the defaults
- Normal wear and tear
- Depreciation
- Sending receipts
- Accounting for your labor, time and mileage
- Charging for unrepaired damages or loss of use
- Undiscovered damage
- Follow-up accountings
- Charging for rent or fees
- Accounting for differently categorized deposits
- Negotiation and settlement
- Penalties for failure to account

Course objectives: By the end of this course, attendees should be able to understand how to charge and account for damages to the property or monies owing, account for normal wear and depreciation, charge for time and mileage, and respond to tenant disputes.

Best Practices for Landlords and Property Managers (1111) – 2 hours

Description – This course covers ways private landlords can stay out of trouble with tenants or the law, covering topics like:

- Selecting the terms of the agreement
- Deciding whether to charge a screening fee, and if so, making sure you follow the rules

- Procedures for showing the property, processing applications, approval and denial
- Use a deposit to hold, ensure transfer of utilities, act on knowledge of breach
- Development of policies that will keep you out of hot water & keep you on track
- Procedures for handling tenant requests for maintenance
- Special tenant requests
- Landlord behavior
- Creating and enforcing rules on your property that don't discriminate
- Adding/removing tenants from an existing agreement
- Communication techniques
- Top-notch documentation
- Security cameras
- Resolving disputes
- Negotiation and written agreements for performance
- Record-keeping & tenant privacy

Course objectives: By the end of this course, attendees should be able to create, understand and apply the use of objective policies and procedures, avoid creating waiver, handle the unusual or out-of-the-ordinary request or problem, and deal with tenant disputes, including practice language for avoiding accusations of partiality or discrimination, and tenant privacy.

Domestic Violence: Housing provider responsibilities (1112) – 2 hours

Description – Housing providers bear a special responsibility to their residents if they are victims of domestic violence, sexual assault or stalking (DV). Whether the perpetrator is also a resident or not, you need to know the laws that protect victims, and the procedures to follow, including:

- Types of documentation landlords can require
- Reasonable accommodation in the screening process for issues related to prior DV incidences
- Changing locks
- Removal of perpetrator from tenancy
- Lease bifurcation
- Lease break
- Termination of tenancy
- Victim's rights
- Retrieval of perpetrator's personal property
- Charging for damage related to DV
- How to handle other tenancies not part of the DV
- Privacy issues with DV

Course objectives: By the end of this course, attendees should be able to understand the processes and procedures to take when a resident or applicant claims status a victim of DV.

Renting a Home: Tenants' Rights, Risks & Responsibilities (1112) – 1-2 hours

Description – Too many renters get pushed around by their housing providers because they don't know their rights or how to assert them. Or, they think they have rights they don't have and end up losing in court and having an eviction judgment rendered against them, haunting them for years to come. This course covers:

- Fair Housing, discrimination, habitability, maintenance, landlord behavior and due process, as well as application, screening, deposits and fees
- The risks of posers and rental scams, bad roommates, unfair landlord practices
- Timely rent payments, property care, being a good neighbor

- Renters Insurance, proper documentation, understanding the terms of the rental agreement, mitigation duties, notice to vacate, breaking a lease, documenting rental history, court actions and what it means to be a Plaintiff or Defendant
- Resources for renters

Course objectives: By the end of this course, attendees should be able to identify protected classes and the protections offered to tenants, how to protect themselves from various risks, including unfair landlord practices, how to build positive rental history, what to do if there's a problem with the tenancy, and how to find resources that will help them if they encounter a problem.

LANDLORD BOOTCAMP-Basic Training (1113) – 7 hours

Description – To successfully operate a rental business, managers must have a broad base of knowledge covering landlord-tenant law, Fair Housing law, property rights law, and proper policies and procedures. This class covers:

- Fair Housing, protected classes and reasonable accommodation/modification
- Landlord behavior
- Applications and screening
- Deposits and fees
- Habitability
- Move-in
- Right of entry
- Maintenance and repair
- Rent increases
- Tenant non-compliance
- Tenancy termination
- Waiver
- Service of notice
- Security deposit accounting
- Abandonment
- Death of a tenant
- Record-keeping
- Tenant bankruptcy
- Service Member's Civil Relief Act

Course objectives: By the end of this course, attendees should have a broad overview of landlord/tenant law, rules and procedures.

LANDLORD BOOTCAMP-Special Forces Training (1114) – 5 hours

Description – This course covers advanced lease enforcement, service of notice and landlord termination of tenancy, including:

- Documenting violations
- Selecting the proper form
- Termination for cause
- Repeat violations
- Three strikes in a lease
- Creating a plan of action
- Proper language in your notice
- Which notice to use
- Whom to serve
- How to fill out the notice
- How to calculate time in your notice
- The three methods of service and how to know which one to use

- What to do when your notice expires
- Penalties for wrongful termination

Course objectives: By the end of this course, attendees should be able to understand how to document lease violations, work with tenants to correct violations, prepare and serve legal notice of termination of tenancy for lease violations, and perfect service of notice to succeed in court if the tenant doesn't perform.

LANDLORD BOOTCAMP-Green Beret Training (1115) – 5 hours

Description – This course covers eviction, small claims and trial preparation, including:

- Document prep and filing
- Process service
- Eviction process through restitution and Sheriff lockout as well as dealing with abandoned property
- Small claims process through collecting on and renewing a money judgment
- Mediation, negotiation and stipulated agreements
- What it means to be a Plaintiff or Defendant
- Creating a trial outline
- Organizing and labeling exhibits
- Calling and questioning witnesses
- Presentation and staying on point
- Persuading the judge to see things your way
- Citing statutes
- Courtroom protocol
- Rules of Civil Procedure
- Responding to the other side's evidence, testimony or witnesses
- Handling objections
- Collecting and renewing money judgments

Course objectives: By the end of this course, attendees should be able to understand the principles of negotiation, prepare, file and serve court documents for eviction or small claims, prepare for trial and present their case before a judge, understand how to legally regain possession of the dwelling unit, and collect on a money judgment.

Senate Bill 608 (1116) – 2 hours

Description: This course covers all aspects of the Tenant Protection Act, including:

- Termination of tenancy for a Qualifying Landlord Reason
- Two-unit, owner-occupied exception
- Three strikes in a lease
- Supporting facts
- Notification, documentation and service requirements
- Relocation expenses
- Rent increase cap
- Issues with property sales
- Landlord penalties

Course objectives: By the end of this course, attendees should be able to understand the parameters for terminating tenancy and increasing rent under the new law, as well as ways to avoid getting into trouble with the new law.