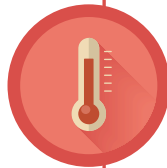


# The Rental Housing Code Covers the Basics.

The Rental Housing Code only covers habitability standards for rental properties. Other laws and City of Eugene codes address legal and human rights issues for property owners, managers and renters.

## HEATING

There must be a permanently installed heating source able to provide a room temperature of 68°F. Heating devices must conform to applicable laws and fuel-burning appliances must be properly ventilated.



## SMOKE DETECTION

Each unit must have an approved and working smoke alarm or smoke detector installed and maintained in accordance with the state building code.



## SECURITY

Doors and windows must be equipped with working locks.



## STRUCTURAL INTEGRITY

Roof, floors, walls, foundations and all other structural components must meet the building code.



## WEATHERPROOFING

Roof, exterior walls, windows and doors must prevent water leakage into living areas; repairs must be permanent and use accepted construction methods.



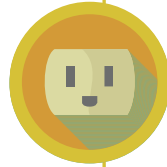
## PLUMBING

Systems must be in a safe and sanitary condition, free of defects, leaks and obstructions; repairs must be permanent and use accepted plumbing methods.



## ELECTRICAL

Electrical systems shall be in good working order and conform to applicable law at the time of installation. Repairs must be permanent and through generally accepted electrical methods.



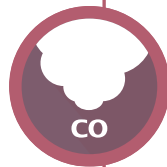
## APPLIANCES

All appliances that are furnished by the landlord must be in good working order and shall be maintained by the landlord.



## CARBON MONOXIDE

Each unit containing or connected to a carbon monoxide source must have an approved and working carbon monoxide alarm.



## RATS

Every dwelling unit must be maintained free of rats.



*Mold is addressed through the weatherproofing and plumbing standards.*

## Tips for Renters



- Don't wait for small issues to become large problems. Talk to your property manager about concerns as they arise.
- Going out of town? Be sure to empty your trash and arrange with the postal service to hold your mail. Check with your property manager for policies on when to turn off water, turn down thermostat temperatures, and any requirements for notification of long-term absence.
- When temperatures drop below freezing, make sure your faucets and fixtures are set to drip in order to keep pipes from freezing and potentially bursting.
- Find out what number to call in case of an after-hours maintenance emergency.
- Keep a fire extinguisher on hand and know how to use it.
- Be prepared. A large disaster could limit transportation, supplies, and City services. Citizens should be prepared to manage for a minimum of three days, including stocking upon additional supplies of food and water. For more resources, visit: [www.eugene-or.gov/383/Preparedness](http://www.eugene-or.gov/383/Preparedness)



## Concerns About Your Rental Property?

The goal of the Rental Housing Program is to help renters and owners communicate with each other to resolve issues without further city involvement or legal action. If you are concerned your rental property may not meet the code, you can:

- Learn more about the rental housing standards at [www.eugene-or.gov/rentalhousing](http://www.eugene-or.gov/rentalhousing)
- Talk to your property manager about your concern; follow up with written communication about the issue and keep a copy for your records.
- If your concern persists, you can file a complaint with the City of Eugene—*see reverse for details.*

## Additional Resources for Renters

**Lane County Legal Aid/  
Oregon Law Center**  
www.lclac.org  
541-485-1017

**Community Alliance of Tenants**  
www.oregoncat.org

**Renter's Rights Hotline**  
503-288-0130

**Fair Housing Council of Oregon**  
www.fhco.org  
503-223-8197

## Resources for Currently Enrolled Students

**UO: ASUO Legal Services**  
541-346-4273

**LCC: Access the Law**  
541-686-4890

## Resources for Property Owners and Managers

**Rental Owners Association in  
Lane County**  
www.laneroa.com  
541-485-7368

**Oregon Rental Housing Association,  
Inc.**  
www.oregonrentalhousing.com  
503-364-5468

**Rental Housing Alliance Oregon**  
www.rhaoregon.org  
503-254-4723



## Rental Housing Program

The City of Eugene works with property owners and renters to ensure our community has safe and livable rental housing. The Rental Housing Code (Eugene Code 8.425) was adopted to establish minimum habitability standards that all rental properties must meet and to provide assistance to renters and property owners or managers when there is a question about those standards.

### Funding

Costs for the program are paid by a \$10 per unit annual fee. The property owner (landlord) or owner's agent is responsible for paying the fee. Funding of the program helps ensure our community has safe and livable rental housing.



## How to File a Complaint

A complaint may be filed with the City only after the renter has sent written notice to the owner or the property manager. The renter must allow 10-days for the owner to respond to a written complaint regarding non-essential services and 48 hours to respond to a written complaint regarding essential services.

To file a complaint related to rats or the structural integrity, heating, plumbing, weatherproofing, security, electrical, appliances, carbon monoxide, or smoke detection of a rental:

- 1 Send a written notice to the owner or the property manager. It is recommended that you keep a copy for your records.
- 2 Allow 10 days for the owner or property manager to respond (48 hours for essential services).
- 3 If there is no response, you can submit a complaint to the City online at [www.eugene-or.gov/rentalhousing](http://www.eugene-or.gov/rentalhousing).

Complaint investigations will begin only after the steps above have been completed.

**Contact the Rental Housing Program for further information or for help through the process.**



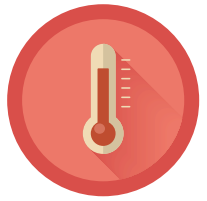
### Contact Us

[www.eugene-or.gov/rentalhousing](http://www.eugene-or.gov/rentalhousing)  
[rentalhousing@ci.eugene.or.us](mailto:rentalhousing@ci.eugene.or.us)  
541-682-8282



## Eugene Rental Housing Standards

*Helping Landlords and Tenants Address Safe Conditions*



HEATING  
SECURITY  
ELECTRICAL  
SMOKE DETECTION  
STRUCTURAL INTEGRITY  
WEATHERPROOFING  
CARBON MONOXIDE  
APPLIANCES  
PLUMBING  
MOLD  
RATS