



**Rent Well** is a 15-hour tenant education program taught by certified instructors in Multnomah, Washington, Clackamas, Clark, and Cowlitz counties. The course, which is typically taught in 3 to 6 weeks, covers key information and skills for becoming a responsible, successful, and stable tenant.

**During this class, participants learn to:**

- Identify potential screening barriers
- Understand how and why a landlord will screen them
- Review important personal records; such as credit, civil, and criminal reports
- Create an individualized plan for stable housing
- Build a household budget that makes paying rent a priority
- Review rental agreements to understand common terms and expectations
- Understand the landlord's perspective
- Communicate effectively with neighbors and landlords
- Move-in and move-out of rental units in a professional manner
- Understand the eviction process and how to avoid it
- Maintain a clean, safe, and healthy home

Rent Well graduation requirements include full attendance of the 15 hour class, completion of assignments, and the development of a personalized housing portfolio.

**The Housing Portfolio includes:**

- A sample rental application
- Copies of identification and income verification
- A cover letter explaining potential barriers and how they have worked to correct them
- Several reference letters of support
- Rent Well Graduation Certificate which verifies the successful completion of the program

Rent Well graduates, depending on the county they completed the class in, are eligible to access the Rent Well Landlord Guarantee Fund. This is an incentive for the landlords, which can possibly provide them with up to \$2000.00 of financial coverage beyond the security deposit for damages, unpaid rent, or eviction costs that might happen if the tenant leaves their unit within the first year of tenancy.

**Since the program began in 2009, over 7,500 participants have graduated from classes taught by one of our 50+ certified partner agencies. This program is so successful, that less than 1% of landlords ever need to access the guarantee.**

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## WHAT A STUDENT LEARNS IN RENT WELL

### Section 1: INTRODUCTION

What You Will Learn in Rent Well  
 What this Class Can and Can't Do  
 What are Screening Barriers  
 How to Graduate

### Section 2: UNDERSTANDING THE LANDLORD-TENANT RELATIONSHIP

Exploring the Housing Web  
 How to be A Successful Tenant  
 Understanding the LL/T Relationship  
 Good Communication Skills  
 Landlord-Tenant Law Review  
 Pulling Credit, Criminal, and Civil Records  
 Gathering Background Information

### Section 3: FAIR HOUSING AND DISCRIMINATION

The History of the Fair Housing Act  
 Who Is Protected under Fair Housing  
 Reasonable Accommodations  
 Reasonable Modifications  
 Your Rights as a DV Survivor  
 Who to Call if You Need Help

### Section 4: SCREENING: HOW LANDLORDS DECIDE IF THEY WILL RENT TO YOU

What is A Rental Screening  
 How Landlords use the Screen  
 A Sample of Screening Criteria  
 Reviewing An Adverse Action Form  
 Activiy Screening Myself  
 Creating SMART Goals That Work  
 Creating a MAP: My Action Plan  
 Tracking My Daily Spending

### Section 5: IDENTIFYING SCREENING BARRIERS

Balancing the Scale  
 Reviewing Screening Reports  
 Reviewing Credit, Criminal, and Eviction History

### Section 6: CREATING YOUR HOUSING PORTFOLIO

Creating A Housing Portfolio  
 Cover Letters for Rentals  
 Drafting a Cover Letter  
 What are Reference Letters  
 Who Will be A Good References  
 What Other Documents Do I Need?  
 Completing a Sample Rental Application

### Section 7: COMPLETING YOUR HOUSING PORTFOLIO

Reviewing Budgets  
 Create a Household Spending Budget  
 Housing Search and Move-in Budget  
 Spending Leaks  
 Dealing with Credit and Debt  
 Money Management & Credit Resources

### Section 8: PREPARING FOR YOUR HOUSING SEARCH

Reviewing Housing Wants Vs Needs  
 What Do I Need in Housing?  
 A Healthy Home is a Need not a Want  
 Smoking and Rental Housing  
 Types of Housing  
 What Are Resident Services  
 Comparing Apts, Roommates, and SROs  
 Sample Roommate Agreement  
 Long-Term vs. Month-to-Month Leases  
 Creating Temp & Perm Housing Plans

### Section 9: STARTING YOUR HOUSING SEARCH

Where to Search for Housing  
 Housing Search Tracker Worksheet  
 Making Contact with a Landlord  
 Meeting the Property Owner  
 Talking with the Landlord about Barriers  
 How to Apply

### Section 10: MOVING IN AND STAYING WELL

Working with Your New Landlord  
 Deposits and Fees  
 Move-in Checklist  
 Exploring the Rental/Lease Agreement  
 Practicing a Move-In Condition Report  
 What Landlords Want  
 What You Want from a Landlord  
 How to Request Repairs

### Section 11: MOVING OUT ON GOOD TERMS

Move-out Checklist  
 Normal Wear and Tear vs Damages  
 Completing a Final Walk-Through  
 Types of Termination Notices  
 Notices for Special Circumstances  
 The Eviction Process Calendar  
 What to do if You Can't Avoid Moving Out

### Section 12: LIVING WELL AND CELEBRATING YOUR ACCOMPLISHMENTS

Being a Good Neighbor  
 Conflict Resolution Tips  
 Dealing with a Crisis  
 Fire Safety & Smoke Alarm Requirements  
 Apartment Safety Tips  
 Secondhand Smoke  
 Pest Control and Bed Bugs  
 Lead Poisoning Prevention  
 How to Prevent Mold  
 Housekeeping Tips and Tools  
 Green Cleaning Recipes  
 Reduce, Re-use, or Recycle  
 Tips to Save Energy Today  
 Important Contact Numbers