

Co-Chair's Beyer, Fahey, Vice-Chairs Knopp, Wallan and Members of the Committee thank you for this opportunity to share my experiences with you today.

My name is Jessica Greenlee and I am the director of operations for Affinity Property Management, where we manage over 11,000 homes that house over 26,000 residents.

I have 280 amazing hard working people that work with me and they have had to rise to the occasion over the past two years every time there has been a change in legislation, an immediate shift in policy . Housing Providers face stiff penalties for failed compliance through a complex maze despite the lack of clarity on how to navigate it. And I know our residents feel those same frustrations.

Please know that **I AM ALL FOR SOCIAL PROGRAMS THAT BENEFIT RESIDENTS.** I want these programs to work, but as we all know, they have not been working for Housing Providers or Residents. We need to be a partnership in this process and we're too often painted as enemies.

LC 09 is yet again needlessly complicating what should be a straightforward process and does nothing to address the real problems that have been left behind in the wake of previous bills passed by this body. Perhaps more importantly, its fails to create accountability for the agencies tasked with ensuring these funds are disbursed quickly and efficiently to help residents in need.

As example of the complexity that we are all about to have to navigate yet again: Section 3 (3) which are lines 29-31 of page 5. Specifically the words on or after.

29       **(3) Applications for compensation for nonpayment under section 9,**  
30       **chapter 420, Oregon Laws 2021, that are submitted on or after the ef-**  
31       **fective date of this 2021 second special session Act.**

[5]

Essentially this leaves out any resident who is still waiting for their rental assistance application to be processed and the housing providers who have already applied for safe harbor on the resident's behalf for the 60 days of rental assistance coverage and have either been obligated to wait longer than the previously prescribed 60 day waiting period due to conflicting regulations in Multnomah and Washington Counties as well as the City of Beaverton, or the more common scenario, have simply agreed to work with their resident while we both wait for agencies to process their rental assistance application.

In reading Section 9, page 8 starting on Line 17 , this bill still leaves in place a system where a resident must provide the documentation to the housing provider to start the time period even though the we often know that the resident has applied due to email verification we hopefully have received long before the resident ever submits their proof of assistance application. And often this is because residents are being coached by agencies, to delay submitting their documentation for rental assistance application until after they have received a non payment notice or in some cases to wait for first appearance. I'd be happy to provide you the lengthy powerpoint of acceptable vs. unacceptable documentation allowed for by the Safe

Harbor program. However you could eliminate one of the many roadblocks installed by previous legislation by simply stating **when documentation has been received by the landlord from either the administering agency or the tenant.**

There also appear to be inconsistencies in the language, for example further down page 8 using the date the application was denied vs. when the housing provider receives notification of the denial.

There is no good faith left that the agency tasked with administering these programs will act as an honest broker. Up until now, the program appears to have been designed not to be accessed. This is further supported by the small allocation of funds towards the landlord guarantee program, because 10 million is clearly not enough to cover the shortfall given the pace at which OERAP applications are being processed.

This bill does not address the conflict between the order of application of payments laid out in SB 282 and the direction from assistance agencies as to where to apply the payment. Causing a scenario with receipt of every ERAP assistance payment to either violate SB 282 or potentially risk violating a grant agreement or funding rules and having to repay the agency. Which is a serious concern given the delayed payment timeline.

This bill condones the delays and the complacency and does nothing to address the real issue. One of the most revealing and disheartening conversations I've had with an agency representative while trying to help a resident navigate this rental assistance process, trying to fix a data entry error, was when the person on the line said in a very dejected way "**I know, but there's nothing I can do to help**". That conversation told me that not only have people outside of the process been shouting as loud as they can to anyone who will listen about the problems being faced by our residents and sharing potential solutions to no avail, the people who work trying to process the rental assistance applications are being ignored as well. There is very clearly a lack of leadership and accountability at OHCS, the very dedicated people who work to try to help can be your greatest asset if you allow them to be. I'm sure that if feedback went both ways Oregon wouldn't have a 27 page rental assistance application.

If this governing body can expect an entire industry to pivot on a moment's notice multiple times regardless if they rent 1 home or manage 15,000, then you can hold the government agencies tasked with this process to a much higher standard than they have been performing at, because right now, this bill demonstrates that the bar is on the floor.

Thank you for your time,

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