

Submitter: Eve Henderson

On Behalf Of:

Committee: Senate Committee On Housing and Development

Measure: SB1069

Dear Members of the Housing and Development Committee;

I am writing you today in strong support of SB 1069. Both residents and housing providers will benefit from an update to the code to allow for communication and refunds through electronic means. This bill allows residents to submit notice to vacate electronically and housing providers the ability to send time sensitive notices to residents without the stigma of having a notice taped to their front door. Currently (93%) of residents at the communities I manage utilize a secure resident portal for electronic communication and payment. Whenever we have a resident move out its always a frustration for them that they have to wait for the mail in order to receive their security deposit refund when they are able to pay their deposit and rent online. It feels so antiquated as paper checks are a rare thing. When you couple this with the long mail delays the postal system has been experiencing it leaves residents with a negative experience and I want them to remember their experience at our communities positively. I strongly encourage you to pass this bill and modernize the code language to allow for a better apartment community resident experience in Oregon.