

Submitter: Renee Larsen
On Behalf Of: Capital Property Management
Committee: Senate Committee On Housing and Development
Measure: SB1069

March 6, 2023

Chair Jama, Vice-Chair Anderson, and Members of the Committee,

I am writing to you today to express support for SB 1069 and its efforts to ease communication between housing providers and renters.

I am the Vice President of Capital Property Management, a local management company housing residents in nearly 2,300 apartment units across the City of Portland. As technology has advanced over the years and our residents and employees have become more comfortable with the prevailing online world, it has become an expectation that we can meet them in that space. We do much of our leasing online, including the application process and lease paperwork for the initial move-in. Residents pay deposits and rent online, for the most part, and the majority of our communications throughout someone's residency happen via email and text message. This type of online communication and information is what our residents have come to expect of us – it's clear, it's instantaneous and it's easily tracked.

The need to print, sign and mail certain notices leaves residents confused by the shift in communication styles and often we hear "I didn't receive it" or "I never open my mail, it's all junk." All too often, the notices that cannot be emailed are critical, regarding rent increases or lease violations, leaving residents who "missed the mail" in very vulnerable positions.

Currently, 97% of our residents have an active on-line portal within our system and 92% of them pay rent online. It only makes sense for us to be able to send notices and reconcile security deposit funds in this same manner.

We appreciate your sponsorship of SB 1069 and would encourage a YES vote. This simple change will result in positive outcomes for residents and housing providers alike.

Thank you,

Renee Larsen
Vice President
Capital Property Management