

Submitter: Ashley Hickey

On Behalf Of:

Committee: House Committee On Housing and Homelessness

Measure: SB1069

I highly support this measure as someone who works in property management, as a renter, and as an environmentally conscious person. The amount of paper used and, ultimately, wasted is extremely concerning, especially in a growing digital environment with easily available alternates. Oftentimes communities will need to print multiple copies of the same notice for their own records, causing even more paperwork - this also doesn't account for any misprints that need to be disposed after. Most importantly, however, I believe the act of printing and mailing/posting notices to resident doors can cause multiple issues from a logistic and safety issue. For example, if a resident is out of town, a notice that has been posted to their door shows that the apartment is not currently being monitored the longer the notice remains visible. Additionally the resident who is not in town will not be aware that the notice has posted, which may cause issues with delayed rent payment, notice of entry, etc. As a resident, I would want to be fully notified as quickly as possible if there is an issue with my home that is so important an official notice must be distributed. A digital notice would be highly appreciated in these cases, as I would be able to rectify the situation immediately. Having worked in office at multiple communities, I can attest to the large amount of distress and confusion these situations can cause for residents. It also seems counterintuitive to allow a digital copy of the lease document - a legal contract between the community and the resident - while not allowing other legal documents to be distributed in the same manner.

Similarly, the inability to refund an electronic payment after receiving funds electronically is both highly inconvenient and potentially stressful on the resident or applicant. As we are unable to refund any payments received via electronic means, a huge delay can be caused - accounting team members must reconcile the amount and distribute a paper check, which can take at least a week to prepare and mail out to the resident. So many in our state are still recovering from the economic effects of COVID-19, and when this delay occurs after incidents such as an accidental overpayment, that refund can make a huge difference in the lives of the residents. As it stands now, requiring additional steps does not benefit the property management or resident in any significant way.