

MAILING ADDRESS

PO Box 431
Bend, OR 97709

PHONE

541-323-8550
Relay Users Dial 7-1-1

WEB

bendoregon.gov/housing

MAYOR

Melanie Kebler

MAYOR PRO TEM

Megan Perkins

CITY COUNCILORS

Ariel Méndez
Gina Franzosa
Megan Norris
Mike Riley
Steve Platt

CITY MANAGER

Eric King

February 2, 2026

Re: Support for SB 1523

Chair Pham, Vice-Chair Anderson, and Members of the Committee:

The City of Bend supports SB 1523 to improve housing retention and reduce homelessness by removing electronic barriers. SB 1523 codifies three requirements to ease barriers to housing stability. These are low-cost, existing tools that landlords can simply continue to offer to ensure equal access to housing.

Keep the option to pay by check or other commercially reasonable method: Tenants should not be required to pay rent through an electronic portal. Electronic portals are confusing, hard to access on a mobile device, and may fail at critical moments. They may also charge fees and a simple mistake in a portal could jeopardize housing stability.

Keep the option of a paper application: Digital applications can be exceedingly difficult to complete on a mobile device or without consistent internet access. Preserving the option of a paper application is an easy way to ensure everyone has an opportunity to apply for housing.

Keep the option of a non-digital key to access essential facilities: Digital app-based entry systems require that someone have an up-to-date smartphone, which is not the case for one in four seniors. Tenants must be able to use a physical mechanism such as a keypad, keyfob, or key to access any essential facilities such as laundry, parking, trash and recycling.

Implementing these requirements will particularly benefit seniors, renters with disabilities, and low-income renters, offering concrete support to those who face a greater risk of homelessness. These budget-neutral solutions simply preserve common systems already used by landlords and property managers.

Sincerely,

Amy Fraley

Senior Program Manager

City of Bend



Accommodation Information for People with Disabilities & Language Assistance Services

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email accessibility@bendoregon.gov or call 541-693-2198. Relay Users Dial 7-7-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico accessibility@bendoregon.gov o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.