

## **Written Testimony Against SB 1523**

**TO:** Chair Pham, Vice Chair Anderson, and Members of the Senate Committee on Housing and Development

**FROM:** Christina Harp, Holland Partner Group

**DATE:** February 3, 2026

**RE:** Testimony in Opposition to SB 1523 – Relating to Alternative Requirements for Tenant Portals

Chair Pham, Vice Chair Anderson, and Members of the Senate Committee on Housing and Development,

My name is Christina Harp and I am a District Property Manager Holland Partner Group, a property management company operating in the Portland Metro area. I am writing today to express my opposition to SB 1523. While we support efforts to improve accessibility and equity in housing, SB 1523 as drafted significantly limits a housing provider's ability to rely on standard digital tools that support efficient, accurate, and fair rental housing operations. We urge the committee to oppose this bill.

Housing providers already operate under strict Fair Housing requirements, including existing legal obligations to provide reasonable accommodations. SB 1523 undermines these established processes by restricting the standardized digital tools that help ensure consistency, accuracy, and compliance across the board.

The bill's provisions would require the maintenance of two entirely separate, parallel management systems. Manually processing everything from identity verification and legal addenda to maintenance requests adds significant administrative weight. Specifically, the requirement to promptly input paper application data into digital portals to maintain priority forces site teams to perform double the work, inviting human error in sensitive legal and financial records.

Digital portals provide encrypted, secure environments for sensitive tenant data. By mandating "analog" alternatives for functions like rent payments and document submission, the bill increases the risk of mismanaged physical records. Furthermore, forcing a move away from real-time digital communication for safety concerns and repairs will naturally slow response times, harming the resident experience.

The cumulative impact of these requirements will increase operational costs, slow the application process, and divert resources away from property maintenance and resident

services. Over time, these inefficiencies risk contributing to higher housing costs and reduced housing availability for those who need it most.

SB 1523 adds layers of complexity and cost without a demonstrated improvement in outcomes for applicants. We ask that the committee work with housing providers and stakeholders on a more balanced approach that improves accessibility without undermining the essential operations of the housing supply.

I urge you to oppose SB 1523. Thank you for your time and consideration.

Respectfully,

Christina Harp

District Property Manager

Holland Partner Group

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