

Recommended Actions: Household Support Services

KEY: Expand or Create New Program | Maintain Existing Program | Explore Program

Monitoring and information

Resources for renter stability

Resources for landlords and property owners

Rental Inspection Program

Opportunities for home ownership

Provide reporting on the current housing market

Increase services for renters

Increase education

Identify sources for additional rent assistance

Monitor implementation of state rules

Mediation for renters

Landlord accountability and support:
neighborhood nuisance

Education for landlords

Strengthen rental inspection program

Promote alternative funding sources for down payment assistance

Education programs for home ownership

Shared Appreciation Mortgage program

Mediation for home owners

Household Support Services DRAFT

This table provides a summary of the Task Force and staff recommendation for tools and actions to support services for home renters and home owners in the City of Gresham. *Please note: The numbers to the left of the program names in the tables are for reference and readability purposes only and do not reflect implementation priority.*

Housing Support Services Tools for implementation

Tool	Description	Short-term (2019)	Medium-Term (2020-2021+)
1 Build New City Programs			
1A Increase Services for Renters	Supports renter stability by providing resources and technical assistance for tenants through partnerships with existing City staff, county service providers and non-profits	<ul style="list-style-type: none"> Staff position for case management and coordination with resource providers Develop opportunities for legal services in the City through third party expertise. Further opportunities for resource providers and organizations 	<ul style="list-style-type: none"> Increasing work of non-profit and legal service providers in the City. Revisit strategy each year
1B Landlord accountability and support: neighborhood nuisance	Partner with – and hold accountable – landlords whose properties generate disproportionate complaints from tenants. Addressing specific landlords that have not complied with established codes and standards can increase the livability in the community and improve the tenancy for residents.	<ul style="list-style-type: none"> Explore best practices from other cities Develop menu of possible code changes 	<ul style="list-style-type: none"> Develop monitoring procedures Consider additional enforcement tools, incentives and tenant complaint protocols.
1C Promote alternative funding sources for down payment assistance	Financing is often the biggest hurdle to residents buying a home. Expanding finance options will increase the number of residents who can purchase a home.	<ul style="list-style-type: none"> Provide services to coordinate the variety of programs and opportunities for residents Increase the availability of Individual Development Accounts (IDA) 	<ul style="list-style-type: none"> Explore leveraging private financing sources and grants.
2 Expand Existing City Programs			
2A Strengthen rental inspection program	Unique to most cities, Gresham conducts random, mandatory inspections throughout the year on residential rental properties in Gresham. These inspections ensure residential rental properties meet minimum standards of fire, health and life safety.	<ul style="list-style-type: none"> Develop approaches to strengthen the program 	<ul style="list-style-type: none"> Implement changes
2B Increase education for renters	Increased education provides an orientation to landlord-tenant law and the information needed for tenants to know their rights, and increase the opportunity for stable housing.	<ul style="list-style-type: none"> Expand the Rent Well program within the City of Gresham 	<ul style="list-style-type: none"> In partnership with other organizations sponsor additional workshops, classes and other opportunities.
2C Identify sources for additional rent assistance	Rent assistance provides a financial subsidy for renting.	<ul style="list-style-type: none"> Seek local funding mechanisms for rent assistance 	<ul style="list-style-type: none"> Implement changes

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2D	Monitor implementation of state rules Senate Bill 608 is a landmark law that fundamentally changes landlord tenant laws by regulating how and when Oregon landlords can increase rents, sets limitations on when landlords can use evictions, and requires landlords to pay relocation payments to tenants in certain circumstances.	<ul style="list-style-type: none"> Gresham staff can monitor and understand how this law is being implemented within the City. 	<ul style="list-style-type: none"> Continued monitoring
3 Explore Implementation			
No actions currently identified in this category			
4 Maintain Current City Program			
4A	Provide reporting on the current housing market City can utilize new tools for tracking the residential real estate market. This analysis can support programs in community development and urban design and planning.	Staff is currently utilizing this information for reporting needs.	
Education programs for home ownership	Homebuyer education help first-time homebuyers learn the basics about the home buying process. They are taught in a classroom setting by experienced professionals who specialize in helping first-time homebuyers.	There are a number of organizations that provide home buyer education , such as Portland Housing Center, Habitat for Humanity, African American Alliance for Homeownership, Hacienda Community Development Corporation, and the Native American Youth & Family Center.	
Shared Appreciation Mortgage Program	The City's Community Revitalization program works with Oregon-licensed lenders and the Portland Housing Center to offer Gresham residents the WELCOME HOME program. The program can loan up to \$20,000 to help qualified low-income, first-time homebuyers pay for a down payment and reasonable closing costs.	Continue to leverage HUD funding for this program.	
4B	Mediation for renters East Metro Mediation (EMM) provides neighborhood, workplace, and family mediation services to Gresham as well as Troutdale, Fairview, Wood Village, and unincorporated East Multnomah County. The mediation process is facilitated by a trained, impartial mediator, who provides a safe setting for both sides of the issue to be expressed.	No immediate additional actions.	
4C	Education for landlords Educational services can inform landlords of their rights and responsibilities, coach landlords on best practices, and assist in troubleshooting and solving disputes.	The City of Gresham has facilitated landlord workshops on a quarterly basis on a variety of issues. City staff can also work with property managers as part of the rental inspection program. The city maintains a web site with resources for property owners.	

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4E Mediation for home owners	East Metro Mediation has specific programs to assist in foreclosure mediation. The talks are an effort to resolve the issue with the mortgage by mutual agreement before it reaches a default judgment or foreclosure sale.	No immediate additional actions.	
Not advance at this time			
Support platforms to more easily find a place to rent or own	Platforms can create a single place to find housing and submit a rental application. This was not as widely supported as a City action for a variety of reasons		
Landlord Counseling	Educational services can coach landlords on their rights and responsibilities and trouble shoot and solve disputes. This was not as widely supported; reasons including existing opportunities for landlord education and the cost of individual counseling.		