

## RPM Class Topics

“Electives”

1-2 Hour Courses

Great for Breakfast, Lunch, or Dinner meetings. Or combine some of them to create your custom class

1. Preparing A Rental Unit
  - a. We'll cover the basic habitability standards & laws as well as tips and best practices to make your unit stand out above the rest and minimize how long your unit stays vacant.
2. Marketing & Determining Market Rent
  - a. Most landlords don't realize how volatile market rents actually are. What the identical unit down the street rented for last month has NO bearing on what your unit will rent for today. We'll teach you how to do a quick, easy, and accurate market rent analysis.
3. Pre-Screening & Showings
  - a. We'll cover laws and best practices for managing inquires, scheduling showings, preparing your unit for a showing, conducting the showing, and common costly mistakes that landlords make.
4. Screening Report Review & Decision
  - a. There is more to a screening report than a credit score, income amount, and criminal history. If you know what to look for you can actually get a very clear picture of how responsible your applicant is. We'll cover how to analyze a screening report as well as the laws and best practices that apply to approving or denying your applicant.
5. Application Form Review & Best Practices
  - a. What questions should you have on your application? What questions will get you in troubled and possibly sued or fined if you have them on your application? What information are you required by law to have on your application?
  
6. Rental agreement Review
  - a. We'll go through a rental agreement and explain why each section is there, what's important to have in your agreement, and what common unlawful items landlords include that you should avoid.
7. Lease Signing Presentation
  - a. A proper lease signing presentation can make a large difference in how well your tenant follows your rules.

8. Inspections - Move-In, While Occupied, & Move-Out
  - a. Laws and best practices for conducting and documenting inspections and common violations to look for during inspections.
9. Repairs & Maintenance - Contractor Interviews, Communication, & Reporting
  - a. You are legally liable for how the people you hire interact with your tenants. We will cover everything you need to know to make sure you are hiring contractors that take this seriously and how to efficiently manage & document your repairs.
10. No-Cause Notices
  - a. We'll cover when you can serve a no-cause notice to terminate, what requirements you have to meet, the forms to use, and how to handle the communication with your tenant to give you the highest chance of having a smooth transition.
11. Move-Out Accounting - Normal wear & tear?
  - a. What can you charge for? Do you need to charge the tenant a prorated amount and if so, how do you know what lifespan to use? Can you use that unused portion of last month's rent or pet deposit to cover the carpet replacement?
12. Marijuana in Rentals
  - a. Whether you allow it or not you need to know the laws involved and the liability you could be taking on.
13. Relationship with Tenant & Best Practices
  - a. One of the hardest thing to learn is how to find that balance between being your tenant's friend and being a controlling "jail guard", but it is probably the most common thing to be at fault when that relationship goes bad.
  
14. Fair Housing - Protect Yourself from Discrimination Violations
  - a. Even if you mean well you can accidentally violate fair housing laws costing you tens of thousands of dollars by simply using the wrong words in your ads.
15. Reasonable Accommodations - Including Service/Therapy Animals
  - a. This is one of the most controversial issues between landlords and tenants at times. There are a lot of restrictions, but there is a process landlord can go through to verify the validity.
16. Section 8 Program / Tenants
  - a. Some landlords prefer them, and some landlords wish they could choose to not accept them, no matter wat side of the aisle you are on you need to know the laws and you need to know how to use the section 8 program to your benefit.
17. Abandoned Property
  - a. Do you really know how to tell what is garbage and what is abandoned property? Well, do you know how to tell what the LAW says is garbage or not? You can't just put their stuff outside, there are specific laws

18. Death of a Tenant
  - a. It doesn't happen too often, but when it does you need to know what specific steps to take to avoid being financially liable to your tenants' heirs and/or debtors.
19. Domestic Violence
  - a. It is an unfortunate reality that this happens, but when it does to your tenant there are ways a landlord can help and there are things you must do to avoid any liability.
20. Collections, Small Claims, & Garnishments
  - a. Contrary to popular belief, if a tenant leaves owing more than their security deposit you can collect those funds from the tenant directly or even through garnished wages and have your debt appear on their credit reports.
21. Maintaining a Positive Relationship with Your Tenant
  - a. Next to screening maintaining a positive, professional, and mutually respectful relationship with your tenant can drastically decrease your chances of a negative situation becoming one of those horror stories landlords tell each other.
22. Software & Technological Tools
  - a. Whether you are a management company or a small landlord with 1-3 units there are affordable tools available to help you manage your units and tenants.
23. Policies & Procedures Manual
  - a. Having one can mean the difference between winning a discrimination / fair housing lawsuit and owing tens of thousands of dollars in fines.
24. Communicating and Managing Property Owners / Clients
  - a. You can't have a successful property management company without them, but they aren't always easy to deal with. We'll go over how to properly manage or communicate with your property owners.
25. State Law SB 608
  - a. A complete review of SB 608 including how to navigate the statewide rent increase limit and the new restrictions on no-cause terminations.
26. Portland Relocation Fee Ordinance
  - a. Whether it's triggered by a no-cause notice or rent increase you need to know how to properly proceed to avoid very costly penalties. There are also a number of exemptions, but you need to know if you qualify and what you need to do to have your exemption approved.
27. Portland FAIR Ordinance (Screening & Deposit Reform)
  - a. If you have a rental unit in the city of Portland, OR then you NEED to know the very specific requirements you have to follow when it comes to screening tenants, security deposits, and final accounting / charges or it could cost you thousands of dollars in penalties.

### 3-4 Hour classes

We offer many Pre-Made Half Day courses, but we encourage you to select 3-4 Elective topics to design your custom Half Day course.

- The Dark Side of Property Management
  - Domestic Violence, Abandoned Property, & Death of a Tenant
    - It's not often that a landlord has to deal with these issues, but when you do you need to handle them properly to avoid being financially liable.
- From Move Out to Collections
  - Ending a tenancy, move-out inspection, final accounting, collections, and garnishments
    - The move out process being handled properly and knowing what you can charge a tenant for as well as how to collect those funds can save a landlord thousands of dollars
- Landlord Tenant Law Review & Legislative Update
  - Landlord / Tenant Law Review and Law Changes Update
    - Overview of the most important parts of landlord tenant law in Oregon that every landlord needs to know. In addition, we will give you an overview of recent and / or upcoming law changes.
- Lease Violations and How to Enforce Them
  - Given the current rent moratoriums it is more important now than ever for you to be up to date on how to identify violations and the proper way to enforce them, even by eviction if it comes to that.
    - This class will be a 3-hour in depth review of all possible lease violations including what to look for, what forms to use, fines you can charge, and how to be allowed to evict if needed.
- **EVICTIONS!** An in-depth training on the complete eviction process
  - Are you confident in your ability to evict a tenant? Do you know what small, honest mistakes are responsible for the majority of lost eviction cases? These mistakes can add weeks or even months to the time it takes until your tenant is evicted. Some can even result in countersuits that cost landlords thousands of dollars. This class will cover everything eviction related from beginning to end.

- Assistance Animals, Reasonable Accommodations, and Fair Housing
  - You see the article headline far too often, “Landlord Sued for \$150,000 for Fair Housing Violations!” Unfortunately, most landlords don’t intend to be discriminatory, but ignorance is not a defense. We will teach you about our Fair Housing Laws, Reasonable Accommodations, Assistance Animals / Therapy Animals, the most common mistakes, and how to best protect yourself from Fair Housing violation claims.
  
- Inspections, Maintenance & Tenant Violations
  - Learn how to create a proper inspection form, serving the notices, and completing an inspection. Including move-in, move-out, and Inspections during a tenancy. We will also go into how to manage rental unit repairs including managing the tenant’s expectations, legal timelines to watch out for, and how to manage contractors. Unfortunately, these times are when you find *lease violations*, so we will (of course) cover the notices and process you can use to correct your tenant’s behavior or proceed with evicting them if necessary.

#### Full Day / 6 Hour Classes

We offer 4 Full Day courses that cover every detail of property management. If you don't see what you want, we encourage you to select 6-7 elective course topics for your custom full day class.

Courses are typically 7 hours. 6 hours of education with a 1 hour break for lunch

- Associates of Property Management
  - Everything the new landlord needs to know to go from turn-over / renovations through the lease signing.
    - Preparing a Unit for Rent
    - Determining Rent / Market Analysis
    - Marketing Your Rental
    - Showings
    - Application Review

- Screening
  - Screening Report Review
  - Approve or Deny?
  - Reservation Deposits
  - Detailed Review & Understanding of a Lease
  - Lease Signing Appointment
  - Move-In Inspection
- Bachelor's of Property Management
    - Everything you need to know in order to handle the majority of situations and services during an average tenancy.
      - Move-In Inspection
      - Regular Inspections During Occupancy
      - Repairs & Maintenance
      - No-Cause Notices
      - Tenant 30-Day Notice to Vacate
      - Move-Out Inspection
      - Normal Wear & Tear?
      - Move-Out Accounting
      - Misc. Best Practices & Law Update
      - Fair Housing - How to Avoid a Lawsuit
      - Reasonable Accommodations
      - Service / Therapy Animals
- Masters of Property Management
    - For the property manager that's ready for advanced training in the more complex circumstances they may face.
      - Government Subsidized Rent Programs (Section 8)
      - Lease Violations and How to Enforce Them
      - Evictions
      - Abandoned Property
      - Domestic Violence

- Death of a Tenant
- Collections, Small Claims, & Garnishments