



## How to File a Complaint

A complaint may be filed with the City only after the renter has sent written notice to the owner or the property manager. The renter must allow 10-days for the owner to respond to a written complaint regarding non-essential services and 48 hours to respond to a written complaint regarding essential services.

To file a complaint related to rats or the structural integrity, heating, plumbing, weatherproofing, security, electrical, appliances, carbon monoxide, or smoke detection of a rental:

- 1 Send a written notice to the owner or the property manager. It is recommended that you keep a copy for your records.
- 2 Allow 10 days for the owner or property manager to respond (48 hours for essential services).
- 3 If there is no response, you can submit a complaint to the City online at [www.eugene-or.gov/rentalhousing](http://www.eugene-or.gov/rentalhousing).

Complaint investigations will begin only after the steps above have been completed.

**Contact the Rental Housing Program for further information or for help through the process.**



### Contact Us

[eugenerentalcode.org](http://eugenerentalcode.org)  
[rentalhousing@ci.eugene.or.us](mailto:rentalhousing@ci.eugene.or.us)  
541-682-8282



# Eugene Rental Housing Standards & Renter Protections

## Rental Housing Program

The City of Eugene works with property owners and renters to ensure our community has safe and livable rental housing. The Rental Housing Code (Eugene Code 8.425) was adopted to establish minimum habitability standards and certain renter protections that all rental properties must meet and to provide assistance to renters and property owners or managers when there is a question about those standards.

### Funding

Costs for the program are paid by a \$20 per unit annual fee. The property owner (landlord) or owner's agent is responsible for paying the fee. Funding of the program helps ensure our community has safe and livable rental housing.

# The Rental Housing Code Covers the Basics.

The Rental Housing Code covers habitability standards for rental properties, as well as renter protections related to move-in/move-out documentation, references and tenant education.

## HEATING

There must be a permanently installed heating source able to provide a room temperature of 68° F. Heating devices must conform to applicable laws and fuel-burning appliances must be properly ventilated.



## SMOKE DETECTION

Each unit must have an approved and working smoke alarm or smoke detector installed and maintained in accordance with the state building code.



## SECURITY

Doors and windows must be equipped with working locks.



## STRUCTURAL INTEGRITY

Roof, floors, walls, foundations and all other structural components must meet the building code.



## WEATHERPROOFING

Roof, exterior walls, windows and doors must prevent water leakage into living areas; repairs must be permanent and use accepted construction methods.



## PLUMBING

Systems must be in a safe and sanitary condition, free of defects, leaks and obstructions; repairs must be permanent and use accepted plumbing methods.



## ELECTRICAL

Electrical systems shall be in good working order and conform to applicable law at the time of installation. Repairs must be permanent and through generally accepted electrical methods.



## APPLIANCES

All appliances that are furnished by the landlord must be in good working order and shall be maintained by the landlord.



## CARBON MONOXIDE

Each unit containing or connected to a carbon monoxide source must have an approved and working carbon monoxide alarm.



## RATS

Every dwelling unit must be maintained free of rats.



*Mold is addressed through the weatherproofing and plumbing standards.*



# Eugene Rental Housing Code - Phase II Renter Protections effective August 25, 2023

## Limit of Security Deposits

Maximum of two times the monthly rent. Pet deposits are not included.

- Additional deposit of up to one month's rent\* allowed for:
  - Applicants who do not meet screening requirements.
  - Agreed upon lease modification after first year.

*\*Landlords must allow any additional deposits to be paid over 3 months.*

## Applications Processed in Order Received

Landlords must process rental housing applications on a first-come, first-served basis and offer the unit to the first qualified applicant.

- Landlords must allow an applicant to hold their place in line for up to 24 hours if the applicant requests additional time because of a language barrier.
- In certain circumstances, a rental unit may be exempt from this rule.

## Relocation Assistance

Landlords must provide the tenant a payment equal to two months' rent if the landlord initiates certain triggering events.

## Triggers for Relocation Assistance

- Legal no-cause evictions.
- Rent increases at the maximum annual percentage allowed by state law (7% plus inflation or 10%, whichever is lower) when the tenant requests relocation assistance because they cannot afford the increased rate.
- Qualifying landlord-based reasons for termination (1) demolish or convert the unit, (2) make repairs or renovation and the property will be unsafe to live in, (3) landlord or landlord's family plans to move in, (4) sold to someone who plans to move in.

- Non-renewal of a fixed-term lease of less than one year (or conditioning renewal on substantial changes to the lease), when the tenant requests a renewal in writing at least 60 days prior to the end of the fixed term.

## Exemptions for Relocation Assistance

A landlord does not have to pay relocation assistance if the unit meets the requirements for one of the following exemptions:

1. Week-to-week tenancies
2. Landlord and tenant occupy the same dwelling
3. Landlord and tenant occupy the same Middle Housing parcel
4. Landlord that rents a dwelling unit on a property with an ADU and lives on site
5. Landlord that temporarily rents out their Principal Residence for not more than 3 years
6. Landlord that temporarily rents out their Principal Residence due to active military service
7. A unit of Affordable Housing
8. A dwelling unit impacted by the federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970
9. Dwelling Unit rendered immediately uninhabitable.
10. Dwelling Unit rented for less than 6 months with demolition permit submitted prior to signing agreement
11. Fixed term tenancy where the tenant was notified in advance of intent to sell or permanently convert the unit agreement

## Mandatory Eviction Reporting.

Landlords are required to report evictions to the City of Eugene for any termination notice that results in the tenant moving out.

**How to file a complaint and more info at:**  
[eugenerentalcode.org](http://eugenerentalcode.org)

## Resources for Property Owners and Managers



### Rental Owners Association in Lane County

www.laneroa.com  
541-485-7368

### Oregon Rental Housing Association, Inc.

www.oregonrentalhousing.com  
503-364-5468

### Rental Housing Alliance Oregon

www.rhaoregon.org  
503-254-4723



## Concerns About Your Rental Property?

The goal of the Rental Housing Program is to help renters and owners communicate with each other to resolve issues without further city involvement or legal action. If you are concerned your rental property may not meet the code, you can:

- Learn more about the rental housing standards at [eugenerentalcode.org](http://eugenerentalcode.org)
- Talk to your property manager about your concern; follow up with written communication about the issue and keep a copy for your records.
- If your concern persists, you can file a complaint with the City of Eugene—see *reverse for details*.

## Additional Resources for Renters



### Lane County Legal Aid/Oregon Law Center

www.oregonlawhelp.org  
541-485-1017

### Springfield-Eugene Tenant Association

www.springfieldeugenetenantassociation.com  
Hotline@SpringfieldEugeneTenantAssociation.com  
541-972-3715

### Fair Housing Council of Oregon

www.fhco.org  
503-223-8197

## Resources for Currently Enrolled Students

### UO: ASUO Legal Services

541-346-4273

### LCC: Access the Law

541-686-4890



## Tips for Renters

[Oregon Senate Bill \(SB\) 608](#) says tenants cannot be evicted without cause after they have lived in a dwelling for more than one year, except for in select circumstances. It also states that landlords are only allowed to raise the rent up to a certain amount every year (seven percent plus inflation), and not above. Learn more about the Oregon Senate Bill 608 at: [OregonHousingAlliance.org](http://OregonHousingAlliance.org).

### The Rental Housing Code Also Requires the Following

- Move-In Documentation of Unit Condition
- Move-Out Documentation of Unit Condition
- References must be provided within five days of written request\*
- Tenant Education (See form at [EugeneRentalCode.org](http://EugeneRentalCode.org))

\*View the full Tenant Education Information flyer to learn more at [EugeneRentalCode.org](http://EugeneRentalCode.org)