

# RENTING IN SEATTLE



Human Services, Equitable Development, & Renters Rights Committee

Geoff Tallent & Dulcie O'Sullivan, SDCI | May 14, 2019

# SDCI PURPOSE AND VALUES

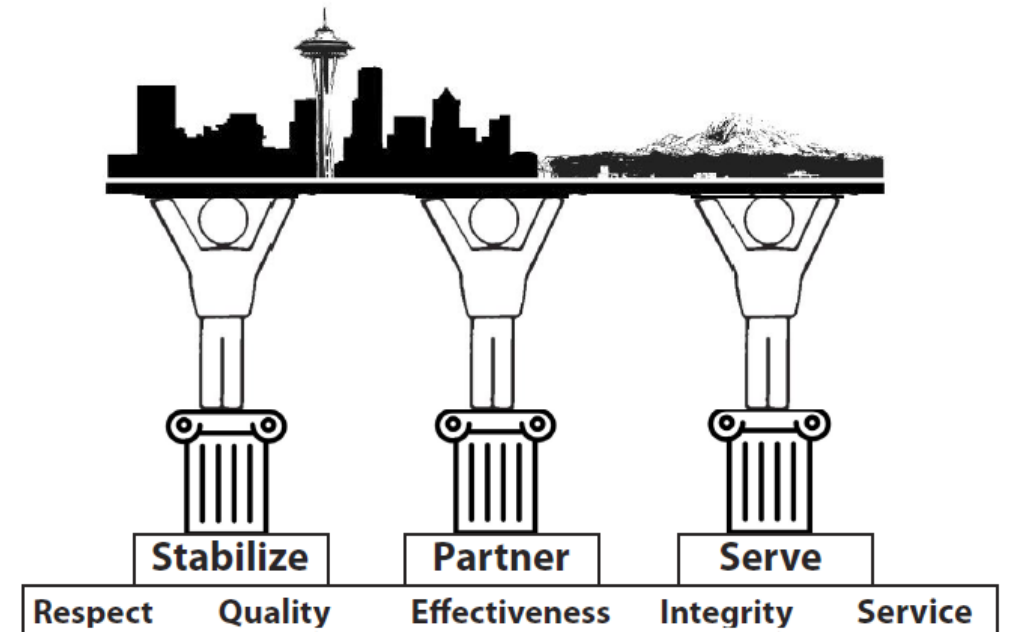
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## Our Purpose

As stewards and regulators of land and buildings, we preserve and enhance equity, livability, safety, and health of our communities.

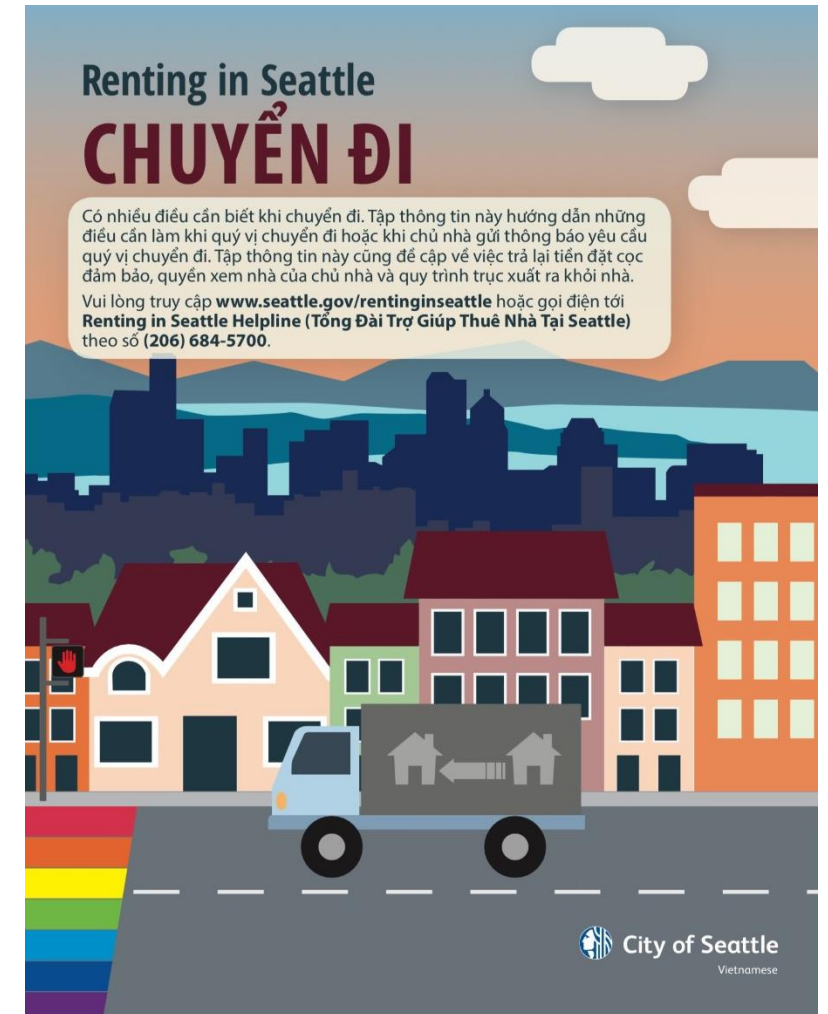
## Our Values

- Respect
- Quality of work
- Effectiveness
- Integrity
- Service



# RENTING IN SEATTLE - BACKGROUND

- 2017 – Council requested and funded SDCI to develop a resource center
- 2018 – Website, helpline, materials, and video developed. Increased outreach
- Early 2019 - Soft launch of website and phonenumber
- May 2019 – Official launch



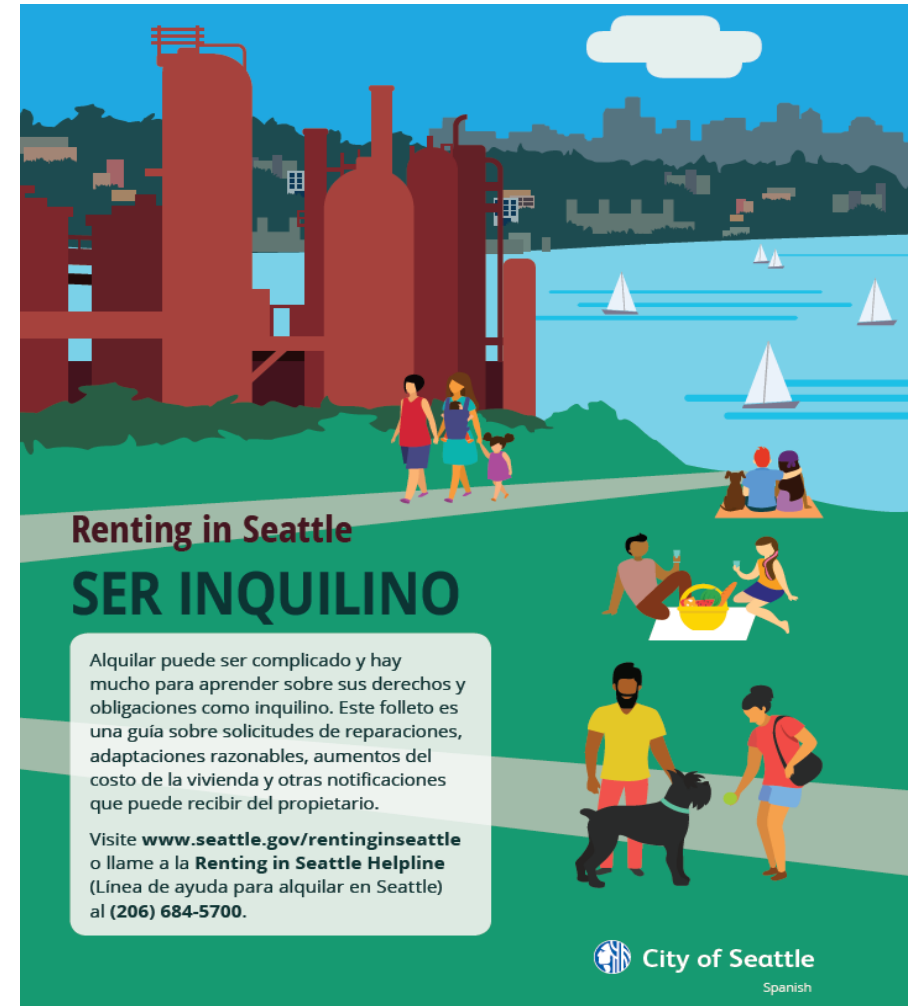
# ENHANCED OUTREACH & COORDINATION

- 38 events in 2018. Over 60 planned for 2019
- Quarterly training for landlords with SOCR
- Weekly tenant “know your rights” sessions in partnership with SHA
- Collaboration with Community Connectors at Foodbanks, Housing Connector program, SPU, Sound Generations and more
- Portable *Renting in Seattle* Clinic
- Bi-monthly Interdepartmental meetings with SOCR, OH, FAS, OIRA, DON



# NEW INFOGRAPHICS

- Stages of the renting experience
  - Moving in
  - Being a Renter
  - Moving out
- Accessible, plain language, illustrated.
- Key information and gateway to get complete information
- Translated in 14 languages
- Corresponds with website [www.seattle.gov/rentinginseattle](http://www.seattle.gov/rentinginseattle)



# DEDICATED HELPLINE

- **(206) 684-5700 Renting in Seattle Helpline**
- Single line for rental housing information, rather than finding numbers in several departments
- Easier to advertise and promote
- Help callers identify and connect to right resource
- Interpretation support available



# DEDICATED WEBSITE

- [seattle.gov/rentinginseattle](https://seattle.gov/rentinginseattle)
- Provides information directly to both renters and housing providers
- Organized around stages of the rental experience
- Integrated narrative
  - City and state laws
  - best practices
  - where to get services
  - current news, events, and training opportunities
- Links to other departments and service providers



# INTRODUCTORY VIDEO & SOCIAL MEDIA

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## Videos

- Narrated in key languages
- 30 second PSA length
- Main messages
  - The City has many protections
  - Know your rights/obligations
  - The City can help

## Social Media

- Departments and partners helping spread the word
- Using #rentinginseattle





# TENANT SERVICES BY COMMUNITY PARTNERS

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- Transferred \$614,000 from HSD to SDCI
- Council added \$96,000 for eviction defense
- SDCI ran a competitive grant solicitation process. Grants are funding:
  - Eviction defense and legal aid
  - Tenant counselling
  - Door-to-door outreach
  - Know your rights workshops
  - Organizations serving immigrants and refugees



# CURRENT PROJECTS

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## Changes to State Laws

- Updating information and materials
- Education and outreach

## Create a Renter's Handbook

- To replace “Information for Tenants”
- Goals:
  - Easy to read & illustrated
  - Comprehensive
  - Laws and also tips and resources
  - Something a renter will keep
  - Easy to reproduce



# QUESTIONS & RESOURCES

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[www.seattle.gov/rentinginseattle](http://www.seattle.gov/rentinginseattle)

Renting in Seattle Helpline  
(206) 684-5700

