

Renting in Seattle - Tenant Landlord Resource Center



Human Services, Equitable Development, & Renters Rights Committee

Nathan Torgelson & Geoff Tallent | September 11, 2018

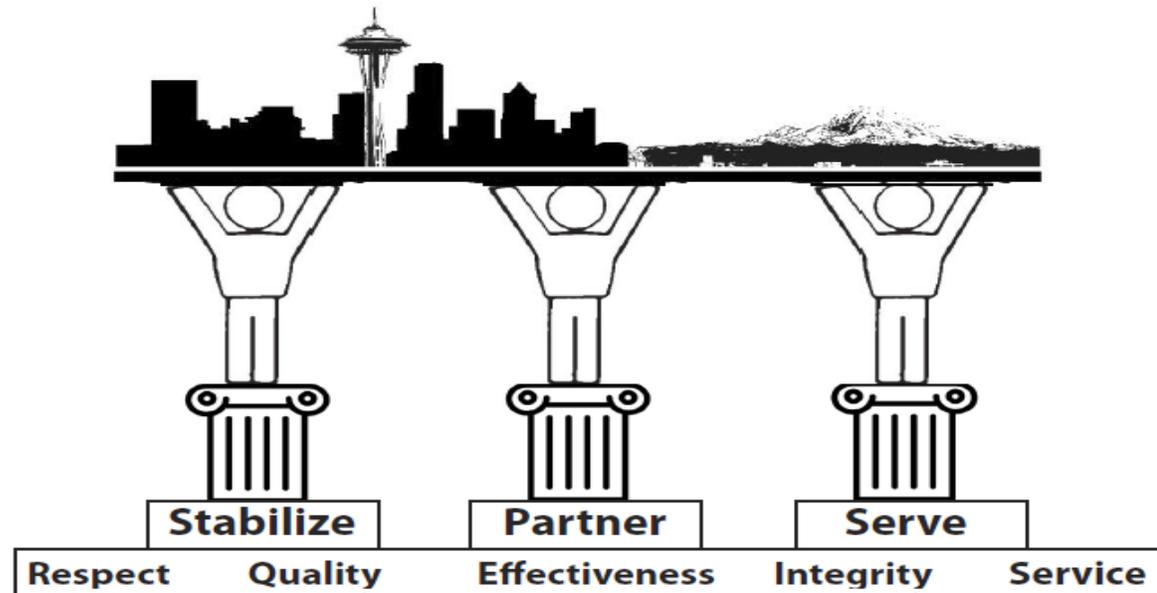
SDCI PURPOSE AND VALUES

Our Purpose

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

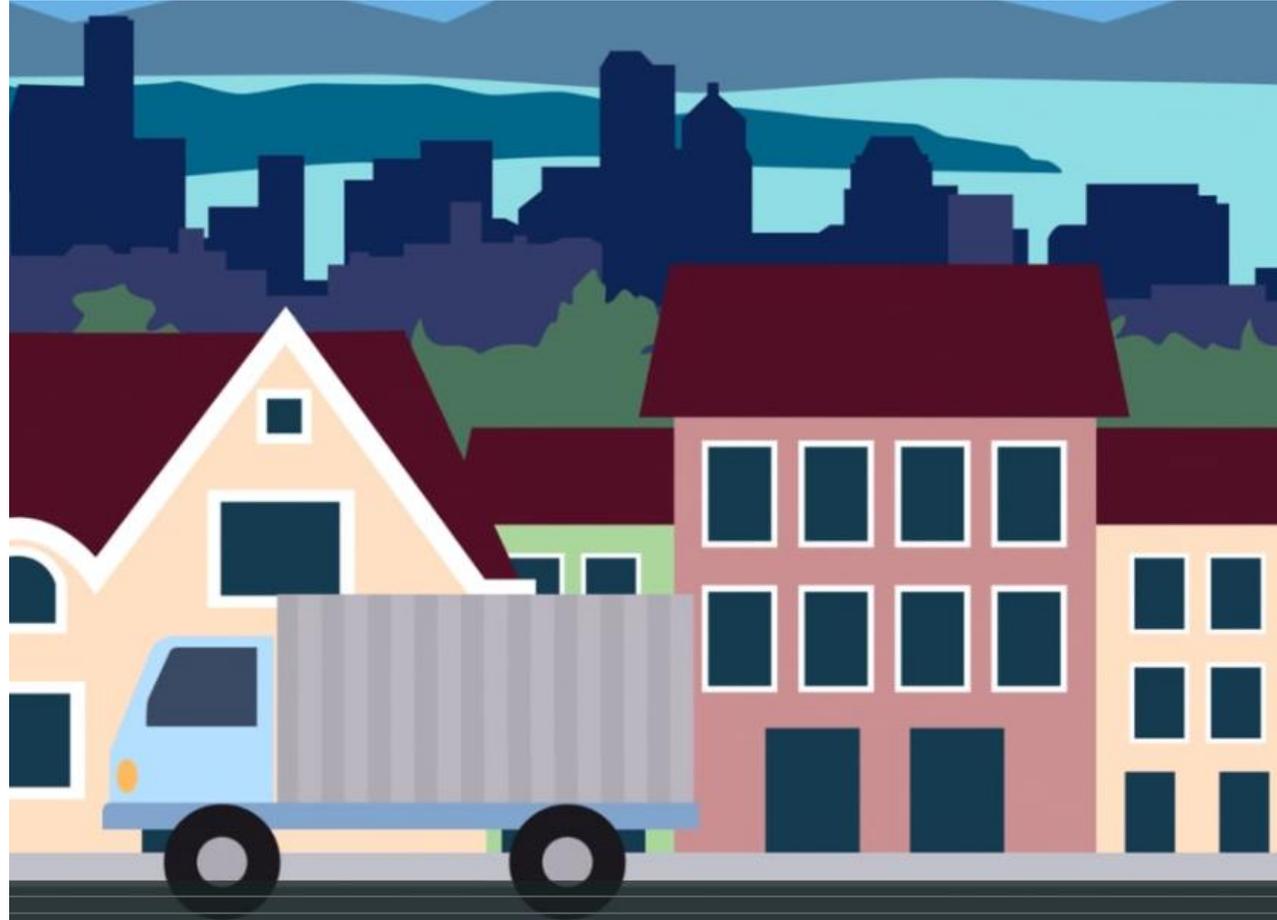
Our Values

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



Presentation overview

- Our work so far
- In progress
 - Infographics
 - Web Portal
 - Phone line
 - Video
- Launch
- In the future



“Renting in Seattle” project

- ✓ Requested and funded by the Council
- ✓ Enhanced outreach and education with focus on historically underrepresented communities
- ✓ Cross- department coordination – SOCR, DON, OIRA, OH, HSD
- ✓ Interim web site update using seattle.gov/rentinginseattle
- Improved materials and resources
- Web portal
- Single phone number



Enhanced Outreach

- 27 Events in 2017
- 28 events so far in 2018 – several more scheduled
- Partnership with SOCR, other departments, and community organizations
- Quarterly landlord trainings
- Quarterly tenant “know your rights”
- Outreach to historically underrepresented communities, such as:
 - Latinx renters in South Park through SPIARC
 - Somali renters in New Holly
- Ethnic Media advertising – 14 publications



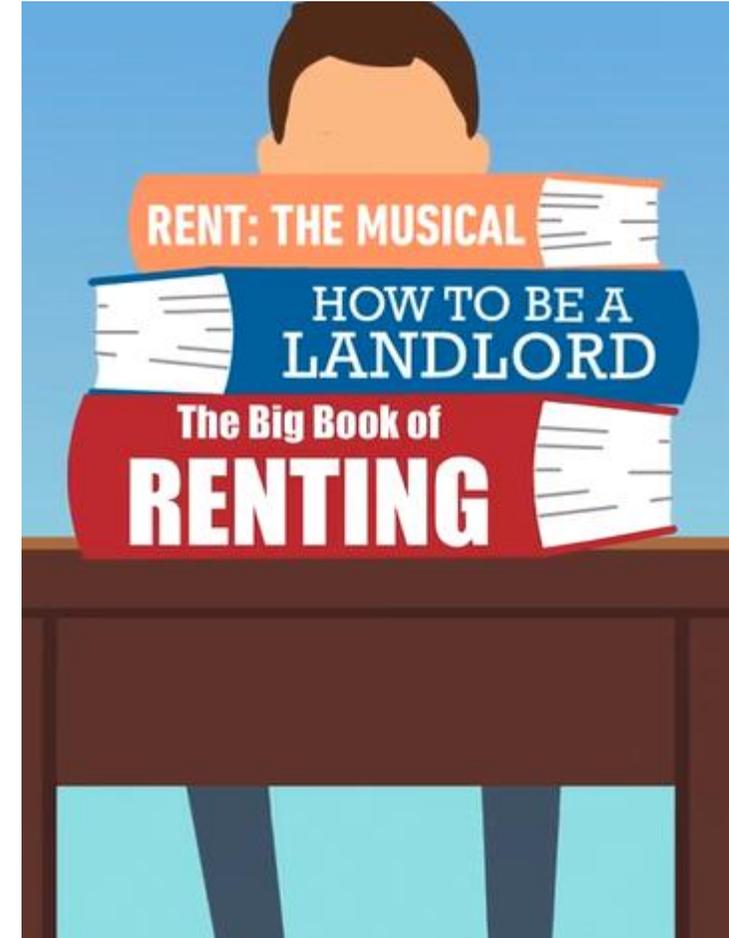
Enhanced Coordination

- Regular coordination meetings with SOCR, OH, FAS, OIRA, DON
- Close working relationship with SOCR on outreach and enforcement
- Sharing outreach opportunities with OPCD, SPU, and City Light
- Working with HSD on a review of grant funding to community partners
- Hired a Renting in Seattle lead – June 2018



In development - Infographics

- Key steps in the rental experience
 - Moving In
 - Being a Renter
 - Moving Out
- Accessible, plain language, easy to read
- Most important information and gateway to get complete information
- Translated
- Also serve as key building block of translated portion of the web portal



In development – Web Portal

- Two audiences – Renters and Landlords
- Organized around steps in the rental experience
 - Before you rent
 - Moving in
 - While you rent
 - Moving out
- Integrated narrative that covers City and state laws, best practices, and where to get services.
- Links to at least 10 other departments and service providers





I am looking for Affordable Housing

Rental Housing Concerns and Complaints

Contact Us. We're Here to Help!

Materials available in these languages

- [Amharic / አማርኛ](#)
- [Cambodian / Khmer](#)

Welcome to Renting in Seattle! This web site aims to provide comprehensive information and resources on rental regulations in the City of Seattle as well as tips and best practices for successful renting. Whether you are a renter or a housing provider, there is a lot to know.

Featured Links

Related City Department Directory

Office for Civil Rights

Description of services provided. Entire



How Can We Help?



Starting Out?

How to get started with renting in Seattle - where to find housing, what is affordable housing? how to tell if a rental [...]



Are You Ready to Rent?

How to prepare for renting a place. Get ready with all you need for a successful application. Do you know all your fair [...]



Moving In

What can you be charged for move-in costs? Paying by installments. The importance of your security deposit checklist [...]



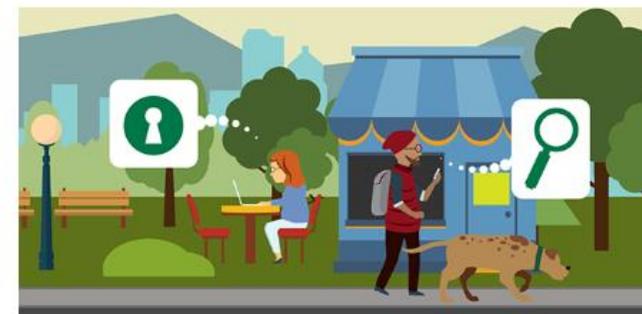
Managing the Rental Relationship

How to make a repair request, what to do if you receive a notice from your landlord. Getting help with your rent, who do [...]



Moving Out

How to give proper notice to move out, what to do if you get a notice from your landlord to move, what is just cause [...]



Resources for Renters

Need legal help or resources for renters, it's all here.



Moving In

[Move in Costs](#)

[Installment Payments](#)

[Security Deposit / Check List](#)

[Types of Rental Agreements](#)

[Tenant Summary](#)

[Utilities](#)

Moving In

Congratulations! Your application is successful and the landlord offered you a rental agreement. Moving in is one of the most complex stages of renting. This section discusses types of rental agreements, move-in costs, and utility accounts.

In addition to all the packing and transporting of your household items and furniture, there is a lot of paperwork to process and sign. Getting it right at this point is important and sets the tone for your entire tenancy. Know your rights and obligations. Understand what you are signing in your rental agreement and remember -- it is a legally binding contract.

If your application is unsuccessful, the landlord is required to provide you with a written explanation stating why. This is called an "adverse action notice." You are entitled to see a copy of the screening report if one is used to deny you the rental unit.





Moving In

► **Move in Costs**

Installment Payments

Security Deposit / Check List

Types of Rental Agreements

Tenant Summary

Utilities

Move in Costs

Move-in Costs - Seattle limits the total a landlord can charge to a tenant.

1

Non-refundable fees can only be charged for cleaning and screening and cannot exceed 10% of one month's rent. If the actual screening cost equals more than 10% a landlord can charge the actual overage as long as the charge is consistent with the standard cost of screening in Seattle. A landlord cannot charge you for cleaning at the end of your rental agreement if they opt to charge for cleaning at the start.

2

Security deposit and fees combined cannot exceed one month's rent.



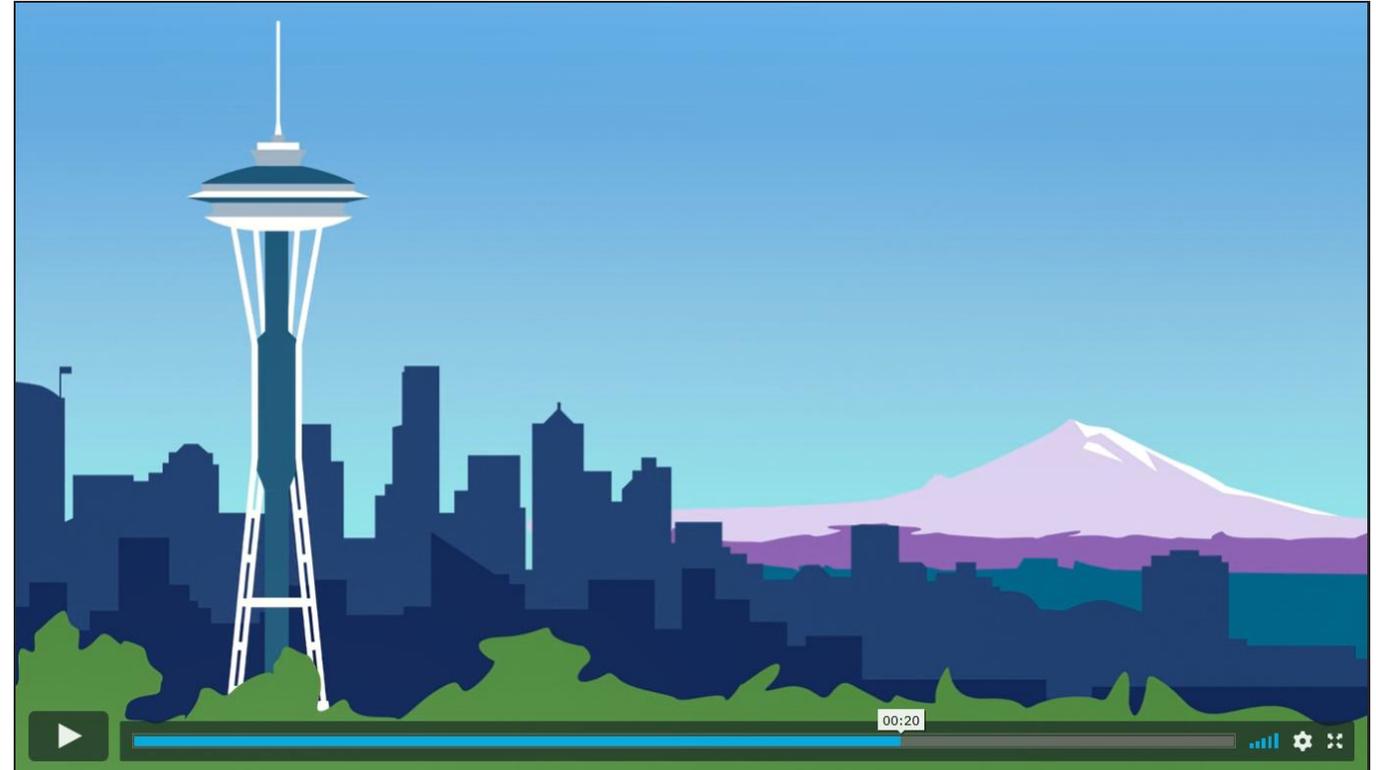
In development – single phone line

- Single line for rental housing issues, rather than finding numbers in several departments
- Easier to advertise and promote
- Help callers identify and get to the correct resource
- Interpretation support available
- Data tracking – how many people are we serving, what issues come up
- SDCI providing short-term additional staff to support startup



In development - Introductory Video

- Will be narrated in key languages
- 30 second PSA length
- Main messages
 - The City has many protections
 - Know your rights
 - The City can help



Launch

- Outreach components already up and running
- Soft launch this Fall
 - Web portal in place
 - Phone line completed and staffed
 - Integrate new materials into outreach
- Formal launch – early 2019
 - Advertising
 - Media coverage



A little further out – Renters Handbook

- Replace “Information for Tenants”
- Put in the hands of every renter when they move in
- Goals:
 - Easy to read
 - Comprehensive
 - Not just laws – tips and resources
 - Something a renter will keep
 - Easy to reproduce



Questions & Resources

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Renting in Seattle

An illustration of a family walking on a path towards a waterfront. In the foreground, a woman in a red top and blue skirt, a woman in a blue top and orange pants carrying a baby in a carrier, and a young girl in a purple dress are walking. In the background, a man in a blue shirt and a woman in a purple top are sitting on a bench, looking out at the water. The water is blue with several white sailboats. The background features a large red building and green bushes.

SDCI Renter Programs - www.seattle.gov/rentinginseattle