

## The training aims to accomplish two important goals:

1. That effective property management and maintenance can have a positive impact on the health and safety of communities.
2. That there are accessible, legitimate techniques that can be used to stop the spread of illegal activity and property damage on rental property.

## Program Content

*This all day Training is presented in two parts:*

### Morning:

**Introduction** – the impact of property management on the health of a community.

**Applicant Screening** – how to screen out dishonest applicants while ensuring that honest applicants are encouraged to apply.

**Signs of Dishonest Applicants** – tips about what to look for.

**Rental Agreements** – approaches that will strengthen your ability to manage problem tenant behavior.

**Ongoing Management** – how to manage property in a way that discourages illegal behavior and/or property destruction.

**Partnerships with Residents** – how to work with your tenants and neighbors to keep illegal activity out of the neighborhood.

### Afternoon:

**CPTED** – how to use the concepts of *crime prevention through environmental design* to reduce the likelihood of crime occurring on or near your rentals.

**Fire Prevention** – safety practices and legal requirements for units.

**Property Maintenance** – how to make sure your rental(s) is safe and in compliance with City Property Maintenance regulations.

**Warning Signs of Illegal Activity** – how to recognize drug activity and other problems.

**Crisis Resolution/Eviction** – the options, the process, the practical application in various situations.

**Working with Police and Housing Maintenance Inspectors** – what to expect, what not to expect, how to get maximum cooperation.

## 2017 Spring Schedule

All classes have the same hours.

Registration at 8:00 am followed by the class from 8:30 am to 5:00 pm.

Date	Location	Parking	Tri-Met
Friday, May 12, 2017	<b>Legacy Emanuel Medical Center</b> – Lorenzen Conf. Center Auditorium 2801 N Gantenbein Ave., Portland, OR 97227	Free, On-site	Bus # 4, 44
Saturday, May 13, 2017	<b>Providence Portland Medical Center</b> – HCC Rooms 1-3 4805 NE Glisan St., Portland, OR 97213	Free, On-site	Bus # 19
Monday, May 22, 2017	<b>Adventist Medical Center</b> – Amphitheatre 10123 SE Market St., Portland, OR 97216	Free, On-site	Bus # 15, MAX Green Line
Wednesday, May 24, 2017	<b>Adventist Medical Center</b> – Amphitheatre 10123 SE Market St., Portland, OR 97216	Free, On-site	Bus # 15, MAX Green Line

<b>Training Fee</b>	There is no charge for the Landlord training sessions.
<b>Manual</b>	The manual will be available at the door for \$20.00 each (cash or check) and is recommended as a valuable resource. You may view the manual online at <a href="http://www.portlandoregon.gov/bds/38169">www.portlandoregon.gov/bds/38169</a> .
<b>Lunch</b>	There will be a one-hour break in the middle of the training session. Lunch is on your own.
<b>Registration</b>	Complete the form, separate it from this mailer and either mail it in an envelope or FAX it to BDS (address and FAX number are given on the registration form), or register online at <a href="http://www.portlandoregon.gov/bds/landlordtraining">www.portlandoregon.gov/bds/landlordtraining</a> .
<b>Credit</b>	You will be issued a certificate upon completing the full-day training. The class does not currently offer credit toward real estate continuing education.
<b>Questions?</b>	Or to request additional registration materials call 503-823-7955 (TTY 503-823-6868).