



# On-site Management for Multi-Unit Rental Housing



City Council Work Session  
April 23, 2014



# Multi-unit Management - Context

## Past Discussions

- Neighborhood Livability Working Group
- MUPTE / Capstone Student Housing
- Capstone Student Housing
  - On-site management required including:*
    - Maintaining management office staffed on-site
    - Have at least one employee residing on-site
    - Courtesy managers on-site making nightly inspections
    - Providing information to residents about neighboring properties
- Social Host Ordinance

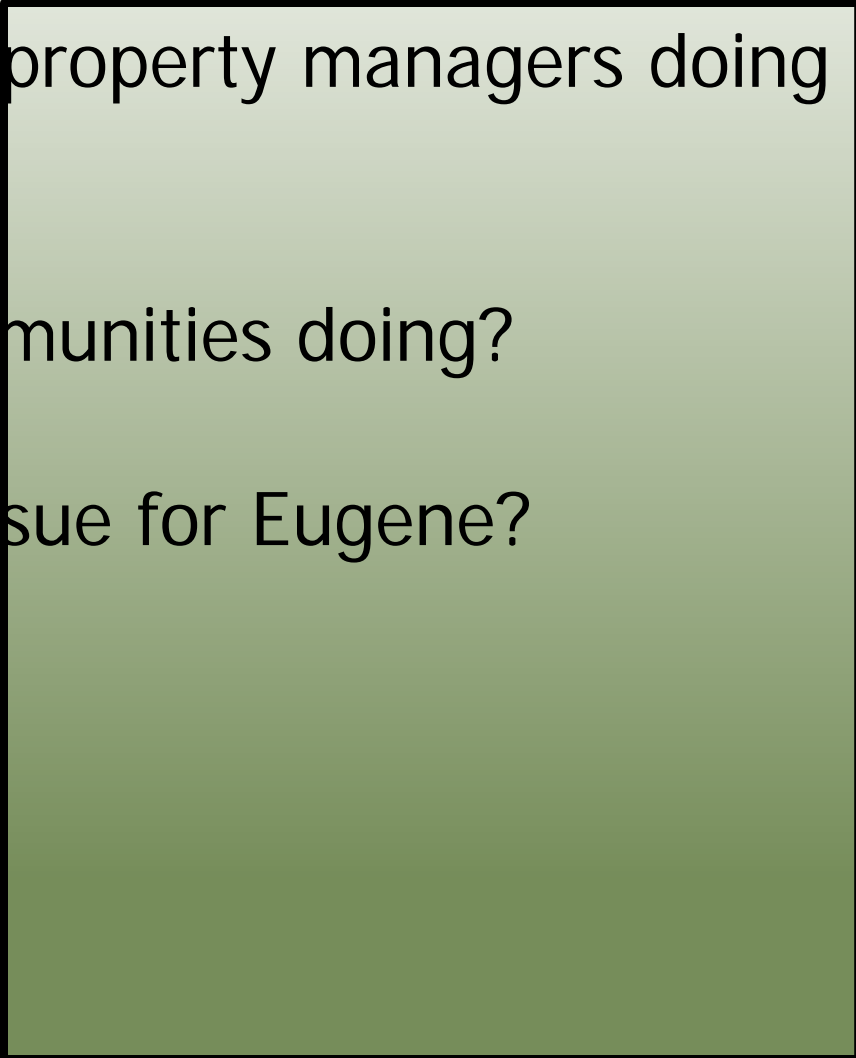




# Response to Multi-unit Management Issue

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- What are multi-unit property managers doing in Eugene?
- What are other communities doing?
- What should we pursue for Eugene?



# Multi-Unit Property

Can include:

- Rental property
- Condominiums
- Student housing
- Senior housing
- Affordable housing
- Mixed ages and income
- Wide range of sizes





# Eugene Examples

What are multi-unit property managers doing in Eugene?

- On-site live-in management
- On-site management
- Behavior restrictions and fines





# Examples From Other Communities

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## What are other communities doing?

- Informal survey of different communities
- Focus on student housing
- Different strategies employed
- Similar issues in many communities



# Examples From Other Communities

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What are other communities doing?

- Require Local Agent
- Good Neighbor Guide
- Rental Permitting – Potential Sanctions
- Noise Ordinance
- Outreach & Education





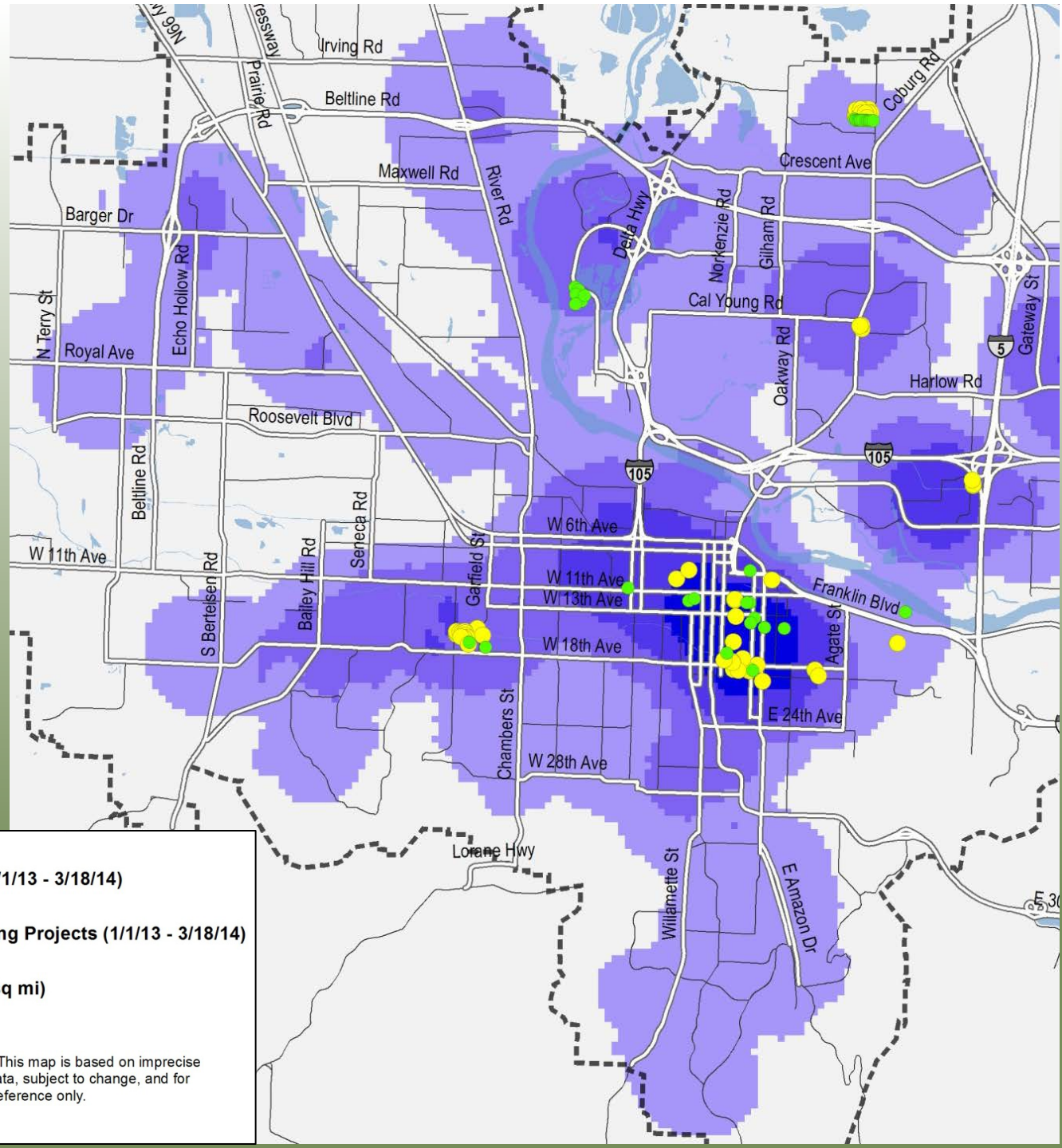
# Lessons Learned









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- Similar issues facing many communities
- Variety of approaches and ideas
- Management is critical
- Response to complaints
- Smaller and larger properties
- No perfect template



# Eugene Multi-Unit Density



 Eugene UGB  
**Active Multi-Family Housing Projects (1/1/13 - 3/18/14)**  
 (1,229 Units Proposed)  
**Recently Completed Multi-Family Housing Projects (1/1/13 - 3/18/14)**  
 (591 Units Proposed)  
**Current Multi-Family Housing Density (sq mi)**  
 0 - 282  
 283 - 975  
 976 - 2,155  
 2,156 - 4,027  
 4,028 - 6,541

Caution: This map is based on imprecise source data, subject to change, and for general reference only.



# Local Measures

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## Responsive and Proactive Measures

- Unruly Gathering Ordinance
- Security Plans
- Rental Property Program
- Crime Prevention Through Environmental Design



# Local Measures

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## Unruly Gathering Ordinance – aka Social Host

- 1 year-old
- 25 citations
  - 24 – between 11<sup>th</sup> & 24<sup>th</sup>, E of High
  - 1 – near 28<sup>th</sup> & Chambers
- No repeat offenders

# Local Measures

## Security Plan

Sets standards for:

- Property Control
- Theft reduction
- Security & Surveillance
- Education and Outreach
- Reporting
- Evaluation





# Local Resources

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## Rental Property Program

- Proactive
- Alerts property owners to incidents including:
  - Criminal mischief
  - Criminal trespass
  - Disputes among tenants
  - Unlawful damage
  - Noise disturbances
  - Disorderly and/or
  - Intoxicated subjects
  - Illegal drug activity
- 325 property managers/owners
- 2,000 addresses
- 500 emails per month

# Local Resources

## Crime Prevention Through Environmental Design (CPTED)

Crime Prevention Specialist Provides Audit

- **Natural Surveillance**
- **Natural Access Control**
- **Territorial Behavior**





# Next Steps

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- Take input from today's work session
- Continue to research and refine
- Coordinate efforts
- Return to council for discussion and input



# Input from today's work session

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- Measures to Address Behavior
  - Other issues?
    - Habitability, design, parking...
- Particular strategies?
- Size of properties?
- Unintended consequences?
- Partners and stakeholders?



