



SDCI Rental Programs Overview

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Helping people build a safe,
livable, and inclusive Seattle.



SDCI Purpose and Values

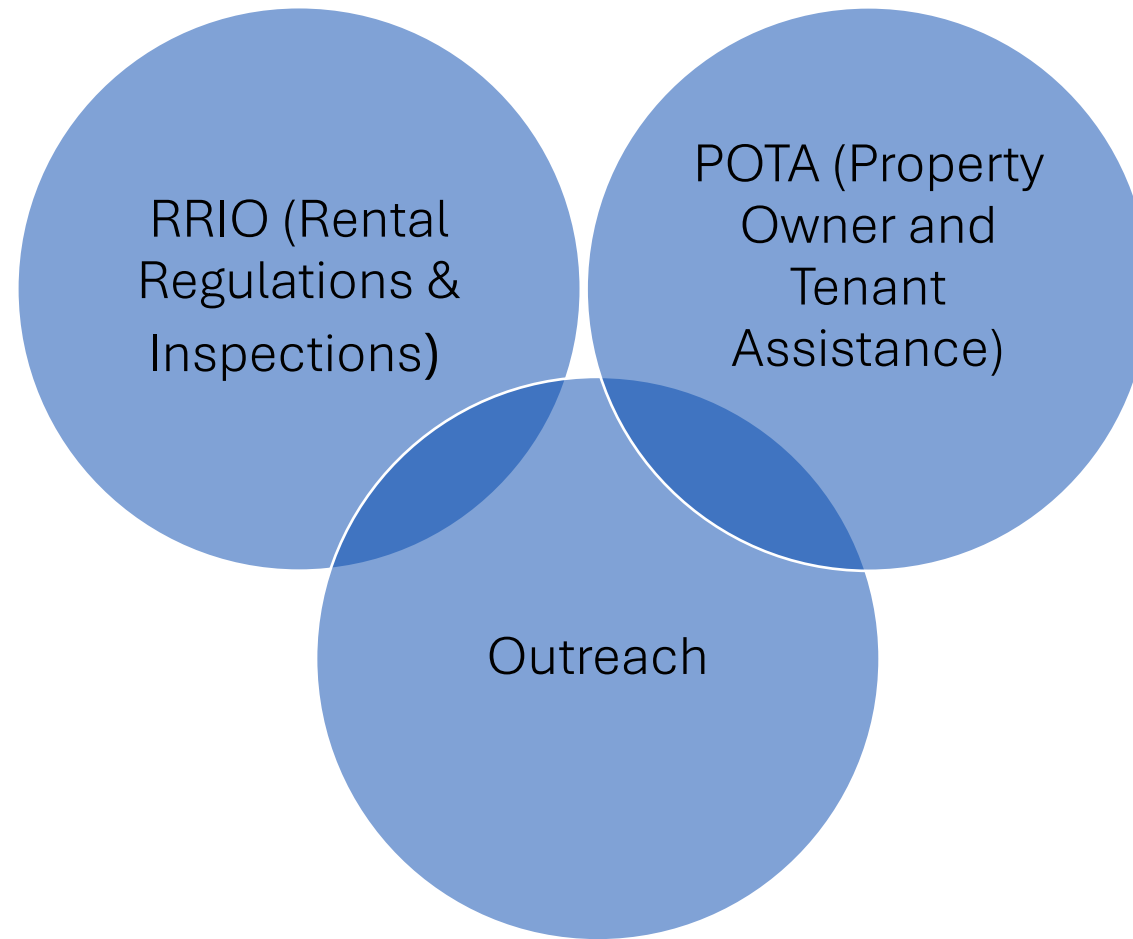
Our Purpose

Helping people build a safe, livable, and inclusive Seattle.

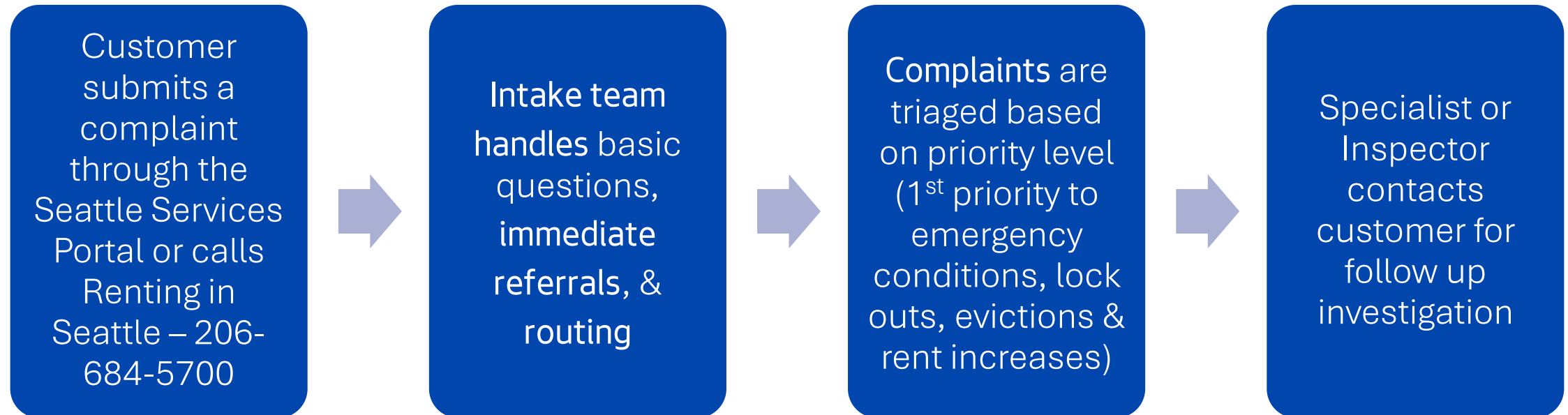
Our Values

- Equity
- Respect
- Quality
- Integrity
- Service

SDCI – Rental Programs



Making a Tenant Complaint



Our Code: Tenant Protections

Rental Agreements & Fees

- Move-In Costs
- Late & Notice Fees
- Non-Electronic Payments
- Notice of Rent Increases
- Roommates
- Junk Fees (coming July 2027!)

Prohibited Acts

- Retaliation
- Rent increases when property fails RRIO inspection
- Lockouts
- Impeding tenant right to organize
- Illegal entry

Duties of Owners

- Keys/access
- Maintain clean & habitable premises
- Provide for pest extermination
- Make all repairs as required by the Code

Our Code: Evictions

Eviction Protections

- Right to Counsel
- Just Cause Eviction Ordinance
- Right of First Refusal/Lease Renewal

Eviction Defenses

- RRIO Registration
- School Year Defense
- Winter Eviction Defense

Our Codes – Relocation Assistance

Tenant Relocation Assistance Ordinance (TRAO)

- Development, change of use, removal of rent restrictions
- Provides early notice to all and \$5,354 to 50% AMI or less

Economic Displacement Relocation Assistance Ordinance (EDRA)

- Rent increase of 10% or more
- Provides up to 3x rent to 80% AMI or less

Emergency and Other Relocation Assistance

- Imminently hazardous housing conditions, unpermitted units
- Financial assistance (varies) for situations within the owner's control

Our Codes – Maintenance, Habitability, & Safety

Housing and Building Maintenance Code (HBMC)

Rental housing minimum standards, including:

- Maintenance
- Structural integrity
- Heat
- Ventilation
- Electrical
- Fire safety and security

Complaint-based response

Rental Registration and Inspection Ordinance (RRIO) –

- Applies to most rental housing in the City
- Based on HBMC
- Registration must be renewed every 2 years
- Properties are selected at random for inspection every 5-10 years
- RRIO includes non-owner-occupied short-term rentals

Who Does What

- **Techs**: Process all incoming telephone and online complaints; identify & forward priority complaints to appropriate teams.
- **Inspectors**: Conduct inspections when a complaint is received related to the conditions of the property. If violations are found, inspectors issue a notice to the owner that gives a deadline to fix the problems. (NOTE: if your client believes the property is not up to Code, the appropriate thing to ask for is an inspection).
- **Admins**: Admins provide support to Code Compliance, including but not limited to managing RRIO certificate renewals, scheduling RRIO inspections and sending compliance letters.
- **Outreach Coordinator**: Develops and presents workshops on landlord-tenant regulations; creates outreach materials, content, and maintains the Renting in Seattle website
- **Property Owner & Tenant Assistance Team** – Investigates complaints and enforce violations of landlord-tenant regulations. Administers tenant relocation programs and emergency relocation assistance.



Photo from Women and Trade Event

Property Owner and Tenant Assistance: Meet the Team

- **Manager**
 - Heather Warren
- **Relocation Lead**
 - Silke Anderson
- **Code Analysts**
 - Stella Washington
 - Alek McCune
 - Francis Tran
 - Vanessa Shaughnessy
 - Damari Corral
 - Kanika Mills
 - Rebecca Vong
- **Housing Ordinance Specialist**
 - Felyce Hill

POTA Prioritization of Complaints

- Evictions
- Lockouts
- Rent Increases
- Active Notices of Entry
- Housing Emergencies (as determined by a housing inspection)
- All others

POTA's Scope of Enforcement

- **POTA DOES:**

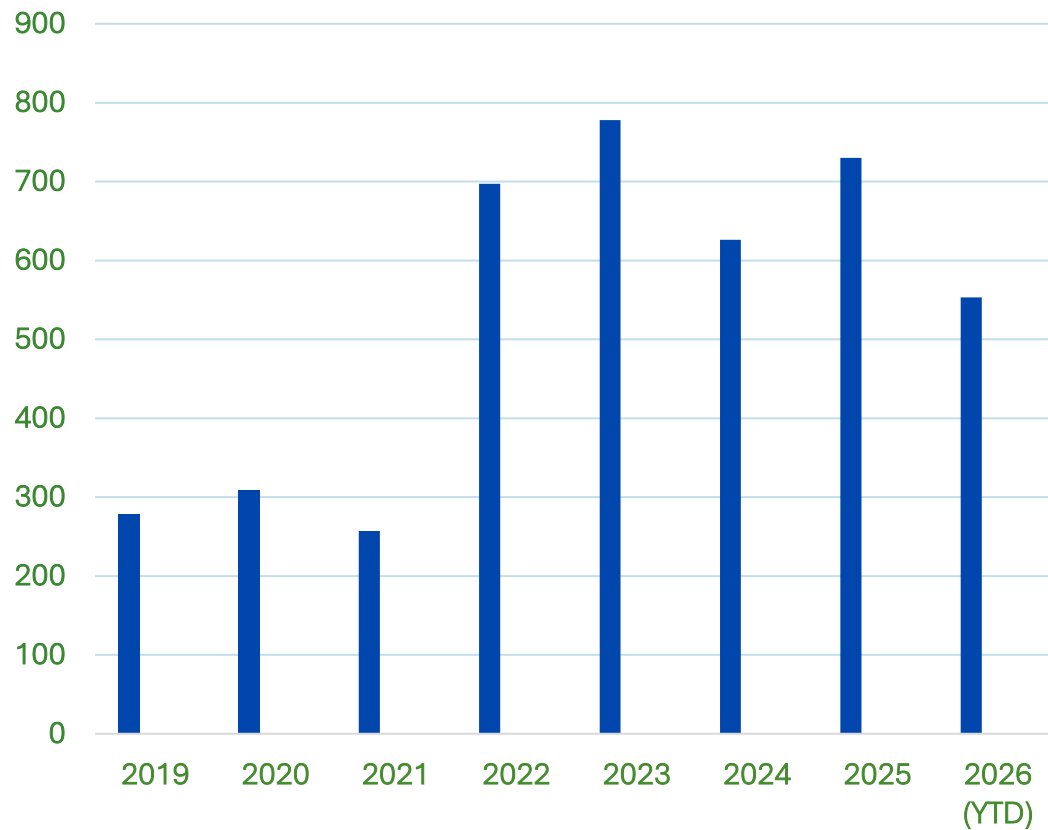
- Only enforce the Seattle Municipal Code
- Resolve the majority of complaints with voluntary compliance
- Require the rescission of non-compliant notices (eviction notices, notices of entry, rent increases)
- Issue notices of violations or citations for non-compliance (which one depends on the authority in the Code)
- Provide referrals to low or no cost legal services for matters outside our scope

- **POTA DOES NOT:**

- Enforce the RCWs, federal regulations, etc.
- Require rescission of non-compliant notices already in litigation (i.e. filed complaint)
- Engage in disputed issues of fact (i.e. a tenant disputes the allegations in a notice or the charges against a security deposit)
- Determine financial responsibility in most repair situations
- Provide mediation services for tenants & owners

Just Cause Eviction Ordinance Data Trends

Complaints Received

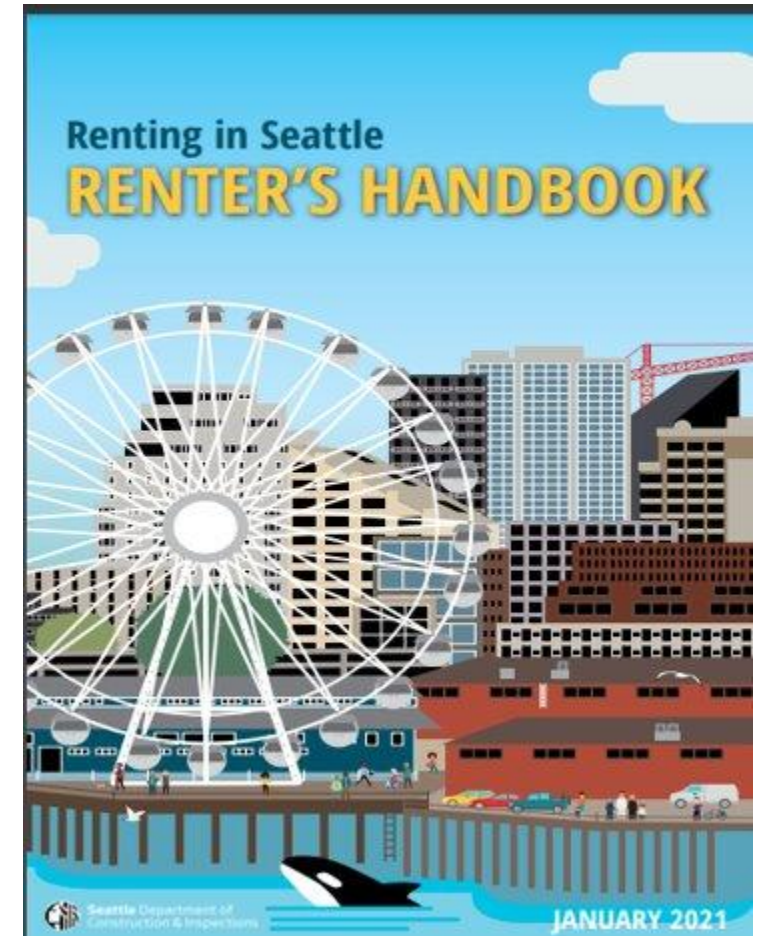


Calls related to evictions spiked after the pandemic.

- Average time to first contact from an analyst for priority calls is 24-48 hours.
- Eviction notices are reviewed for:
 - Statement of a valid just cause
 - Required language
- Compliance for an invalid eviction notice is typically rescission of the invalid notice.

Outreach – Renting in Seattle

- **“Renting in Seattle”** branded to be easy to find and navigate City services for renters
- **Website** written for both tenant and landlord audience – www.seattle.gov/rentinginseattle
- **Landlord Trainings** – at least four offered annually
- **Renter’s Handbook** – in 14 languages, partner with Rental Housing Association on distribution
- **Landlord newsletter** – sent approx. quarterly to ~19,000 email addresses
- **Partner Trainings** – community organizations, grantees, etc.
- **Community events** – SDCI home fairs, SHA housing fairs, food banks, etc.



To file a complaint or request guidance, call the Renting in Seattle helpline or visit the Seattle Services Portal.

The helpline is staffed

Monday, Wednesday, Friday: 9:00 AM – 3:00 PM

Tuesday, Thursday: 10:30 AM – 3:00 PM

206-684-5700

**Permits, Licenses and Regulatory Compliance -
Seattle Services Portal | [Seattle.gov](https://seattle.gov)**

