



# Proposed Rental Fee Ordinances

Public Engagement Report

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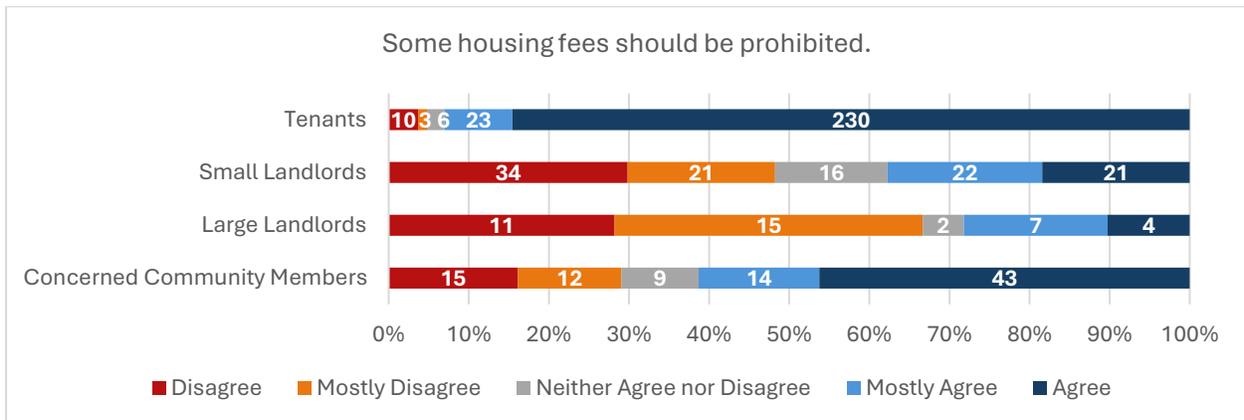
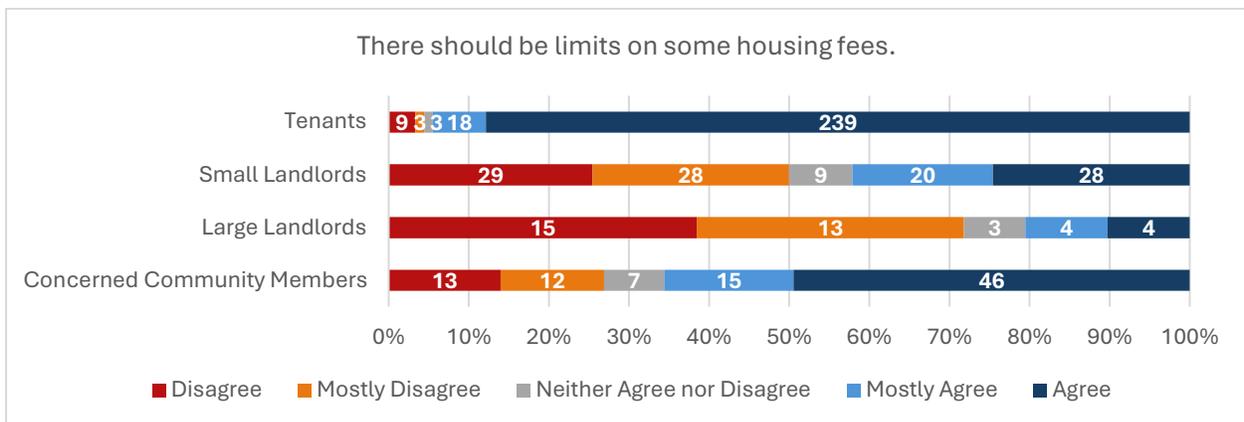
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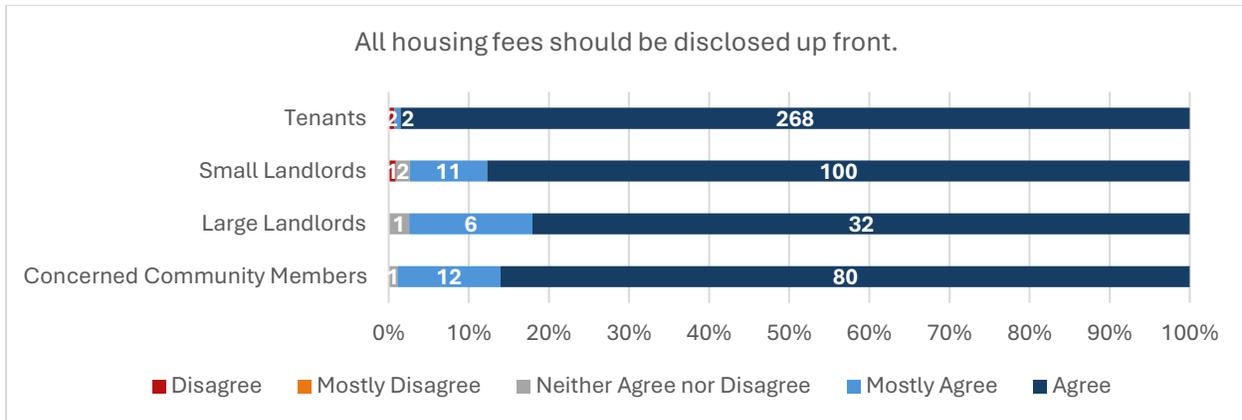
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# Public engagement summary

## Overview

To gather input from tenants, small landlords, and large landlords regarding proposed ordinances that regulate rental fees, the City of Bellingham conducted an informal, non-scientific opinion survey and contracted the services of Whatcom Dispute Resolution Center to facilitate three focus groups. Both efforts were intended to hear from a range of voices and perspectives. Input from this public engagement effort reflects key concerns about the need for balanced policies that protect tenants while allowing landlords to conduct business. This input complements prior community member feedback, along with research by Council Members and staff members. *The following graphs show survey respondents' level of agreement or disagreement with three statements:*





## Key takeaways

- **Clear call for transparency**
  - An overwhelming majority of tenants, small landlords, large landlords, and concerned community members support full, up-front disclosure of rental fees.
  - In gathered feedback, tenants reported discrepancies between what they thought they were paying for and what landlords provided and charged; landlords reported frustration that tenants either did not read or did not understand leases.
  - Survey and focus group input reinforces the transparency requirements in the current versions of the proposed ordinances, which call for up-front disclosure of fees in lease agreements and advertisements.
- **There's a fine balance**
  - Tenants expressed concerns that excessive fees are burdensome and increase housing insecurity. Landlords view fees as necessary to cover costs and warn that restrictive ordinances could reduce rental supply, drive small landlords out of business, and ultimately lead to higher rents.
- **Disparities in charges**
  - Large landlords are more likely than small landlords to charge certain fees.

## Interpreting feedback

### Survey

This survey complements other information gathering efforts to give Council Members and City officials a better understanding of community member perspectives and experiences regarding rental fees and the proposed ordinances. This body of information includes survey results, public comments, Council Member research, discussions with community members, focus group session feedback, emails to Council, and staff member research and input.

*This survey was not intended to be statistically valid.* This means that the survey should not be considered an accurate representation of the population; instead, the survey is a way for Council Members to hear community member voices. While survey data cannot be deemed accurate

enough to analyze fine distinctions in responses, it can be used to identify general trends and areas that can be further examined.

This document provides a summary of written comments and survey responses. Survey respondents took time to share constructive written comments, and we encourage readers to review the raw responses in the complete survey reports.

*Please note:* When tenant responses are referenced, only those who reported living in Bellingham are used (272 out of 300 responses from those who indicated they were tenants).

## Focus groups

We are thankful to all who volunteered their valuable time to participate in the focus groups, sharing both personal experience and subject matter expertise while bringing their creative problem-solving abilities to this complex issue. The focus group feedback includes raw input. Suggestions have not been filtered for practicality, actionability, scope, or financial viability. Insights and ideas come from both open-ended and ordinance-specific questions posed by facilitators and the ensuing discussions, and this information can help shape future policy considerations.

# Rental fees survey executive summary

## Background

The Bellingham City Council is weighing two proposed ordinances that define which rental fees are permitted, limit amounts for some rental fees, and promote fee transparency. At the October 21, 2024, Council Regular Meeting, Council directed staff members to create a public engagement plan for the proposed ordinances. As part of this plan, the City administered an informal, non-scientific, online survey, distributed community-wide in English and Spanish from January 24 through February 14, 2025.

## How the survey was administered

The survey, which was publicly available on the Engage Bellingham website (<https://engagebellingham.org>) and required no identifying information to participate, was

- shared with those invited to participate in focus groups,
- included in the City's email newsletter,
- and posted on the City's Facebook account.

## Metrics

From January 24, 2025, through February 14, 2025, there were 2,610 visits to the rental fees page on Engage Bellingham resulting in 546 survey submissions. Notably,

- 1,506 visits came via City email or webpage links;
- 764 visits came via social media; and
- 236 visits came via community websites, mainly local news sources.

## Definitions

For the purposes of reporting results, we use the following definitions:

- **Tenants** – Those who indicated they rented an apartment or house, owned a manufactured or mobile home, or rented a manufactured or mobile home.
- **Small landlords** – Those who indicated they were landlords or property managers with fewer than 12 units.
- **Large landlords** – Those who indicated they were landlords or property managers with more than 12 units or who were involved in managing multiple properties.

## Key survey observations

- **Transparency is popular:** Nearly all respondents – including 99% of tenants, 97% of small landlords, 97% of large landlords, and 99% of concerned community members – said they agree or mostly agree with disclosing all rental fees up front. This strongly validates the up-front disclosure requirements for leases and advertisements included in the current versions of the proposed ordinances.

- **Scale matters:** Small landlords do not charge many of the fees that large landlords do (e.g. 15% of small landlords said they charge administrative fees, versus 67% of large landlords; 26% of small landlords said they charge pet rent, compared to 59% of large landlords).
- **Well-informed respondents:** 91% responded that they had read the current versions of the ordinances.

## Suggestions from survey respondents

We asked all survey participants to suggest improvements and additional provisions for the proposed ordinances. The following is a summary of their input:

- **Transparency and fairness:** There were calls for clearer lease agreements, disclosure of all fees up front, and standardized application processes. A few respondents propose standardized rental agreements to ensure fairness.
- **Concerns about effects:** Many landlords argue against government-imposed price caps, fearing financial strain and market disruption. They fear that increased regulations will lead to fewer small landlords, higher rents, and greater corporate control of the housing market. Some tenants said that landlords will find ways to pass on costs regardless of new rules.
- **Calls for balanced regulations:** Some suggest distinguishing between large-scale property owners and small landlords, ensuring fairness in rules.
- **Tenant protections:** Some proposed banning non-refundable fees, capping move-in costs, and limiting rent increases.
- **Accountability for both parties:** Some proposed stronger penalties for both landlords who violate tenant rights and tenants who cause damage or failing to pay rent.
- **Government role in housing affordability:** There were suggestions to reduce permitting fees and regulatory burdens to encourage housing development.

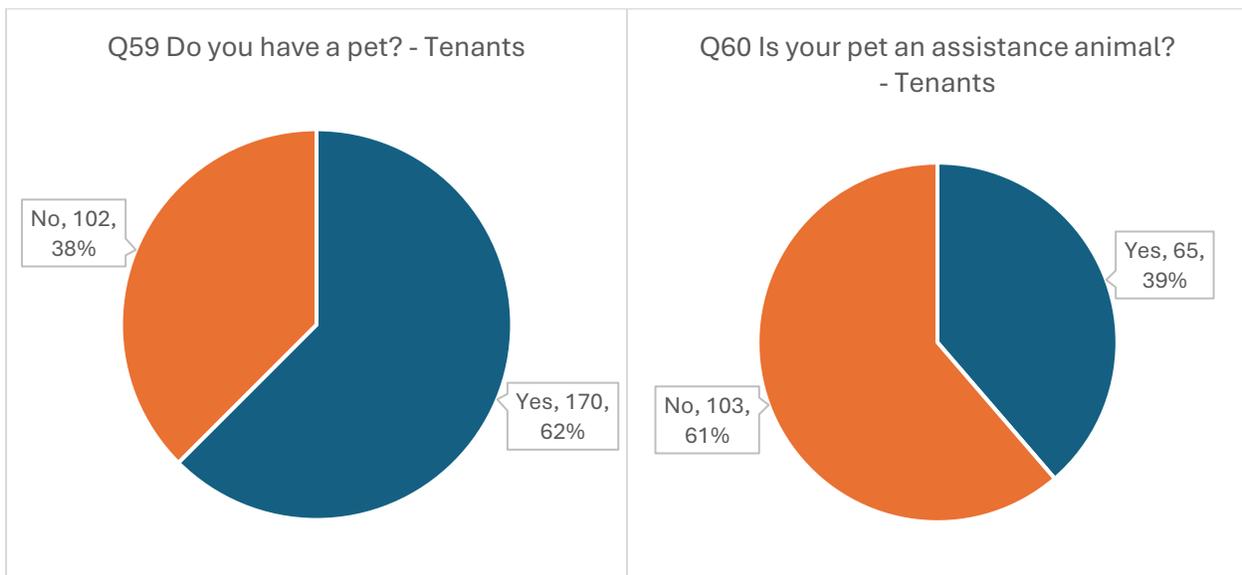
## Highlighted survey responses

To better understand the fee landscape, we asked survey participants to describe specific fees they pay or charge. We called attention to selected survey topics with substantive results and pertinence to the current versions of the ordinances.

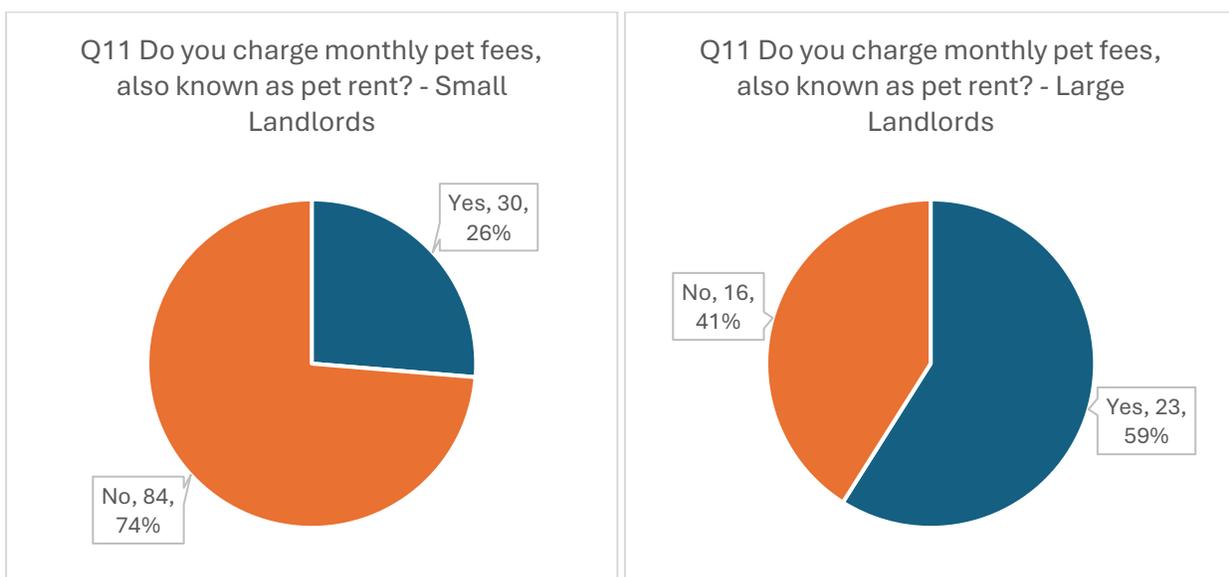
### Pets

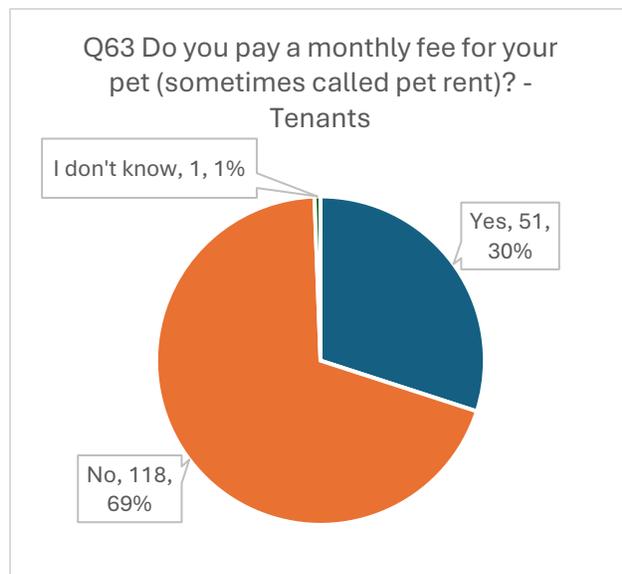
#### Pet rent

62% of survey participants who indicated they were tenants said they have a pet. Of those with a pet, 61% said that their pet was not an assistance animal.



26% of small landlords said they charge pet rent, compared to 59% of large landlords.





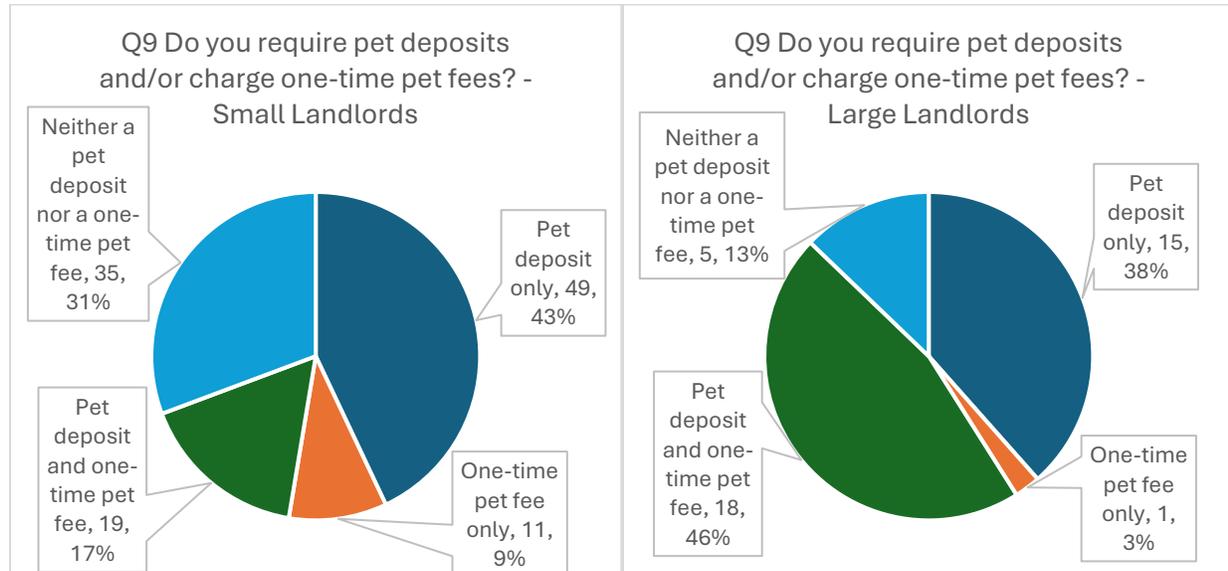
30% of those with a pet said they paid monthly pet rent, which was commonly reported as being \$25 to \$60 per pet.

**Landlords:** *Summary of written responses about pet rent*

We asked those who indicated they were landlords or property managers if they charge monthly pet fees, also called “pet rent.” If they did, then we asked them to share the amount of the pet rent and why they charge it. Landlords said pet rent is a way to mitigate financial risk while accommodating pet owners, but it often does not fully cover the cost of damages pets can cause. Monthly pet fees range from \$25 to \$100 per pet per month. Some charge higher rates for larger or multiple pets (e.g., \$50 for a dog, \$25 for a cat). Some charge higher fees for units with carpeting due to cleaning costs. Some landlords prefer charging pet rent to recoup gradual damage over time. Others use one-time deposits but find them insufficient to cover major repairs. Some landlords said pet urine and scratches often require full carpet replacement or deep cleaning to remove odors and accommodate future tenants with allergies. Landlords said some tenants claim pets as Emotional Support Animals (ESA) to avoid fees. Some landlords said they do not allow pets at all due to past costly damages.

## Pet deposits and one-time fees

Nearly half (46%) of large landlords said they require both a pet deposit and a one-time fee, compared to 17% of small landlords.

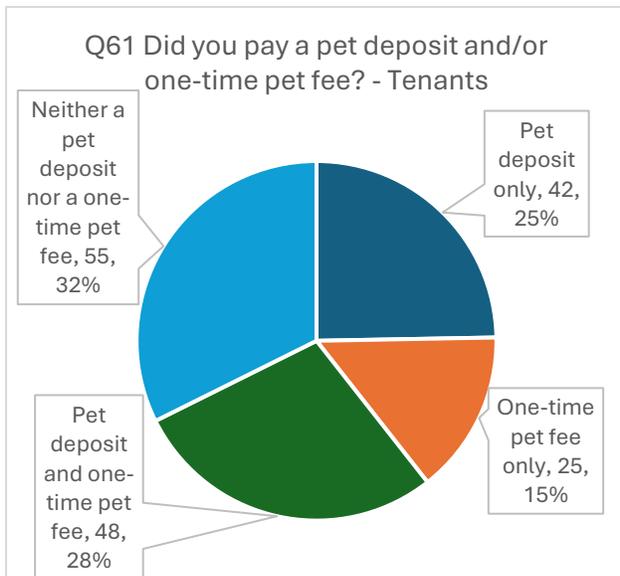


### **Landlords:** Summary of written responses about pet deposits and one-time pet fees

Overall, landlords said they charge pet fees and deposits as financial protection against the additional wear and tear caused by animals, with many believing even the highest fees rarely cover the full cost of pet-related damage. Commonly reported deposits ranged from \$200 to \$500 per pet. Higher-end deposits range from \$850 to \$1,200. Some landlords said they charge one month's rent as a deposit to ensure potential damage costs are covered. Non-refundable pet fees, often charged in addition to a deposit, typically ranged between \$200 and \$500 per pet. Some landlords increase the deposit for bigger pets or multiple animals (e.g., \$1,000 for dogs, \$500 for cats) or for higher-risk pets, such as puppies. Some landlords said they do not allow pets due to past costly damages or "ESA abuse," which they say is a loophole tenants use to avoid paying deposits. Many landlords believe even \$500 is not enough to cover pet damage, and some argue caps on pet deposits would make it harder to accept pets, leading to higher rents or more no-pet policies.

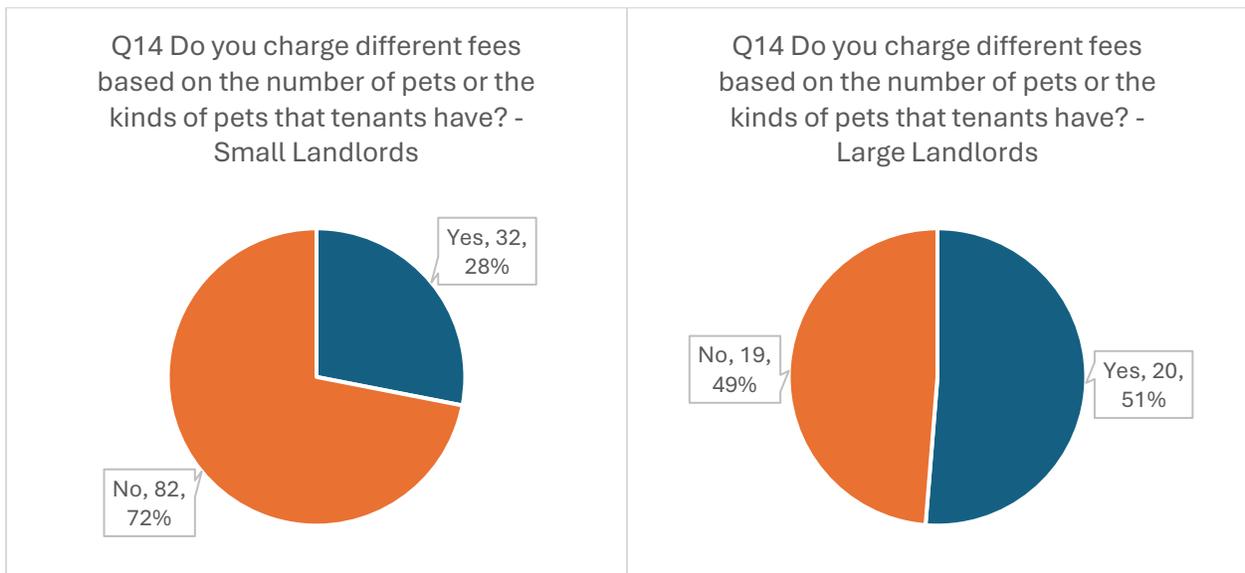
### **Tenants:** Summary of written responses about pet deposits and one-time pet fees

Of tenants who said they had a pet, more than two-thirds (68%) said they paid a one-time pet fee, a pet deposit, or both. 28% said they paid both a one-time pet fee and a pet deposit. They reported paying between \$50 and \$1,000 for pet deposits and/or one-time fees.



## Different pet fees

28% of small landlords charge different fees based on the number of pets or the kinds of pets that tenants have, compared to 51% of large landlords.



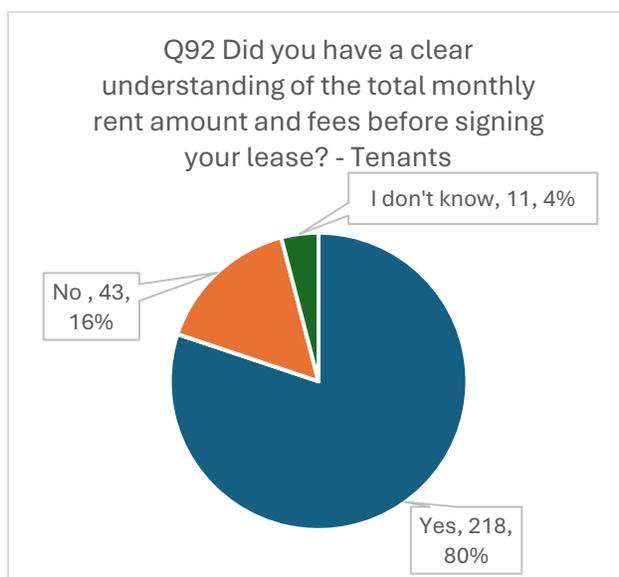
### **Landlords:** Summary of written responses about different pet fees

Overall, landlords said they structure pet fees to offset potential property damage, often adjusting costs based on the size, type, and number of pets. Most landlords said they charge a separate fee for each pet, with common rates ranging from \$25 to \$100 per pet. Many landlords increase fees for larger pets (especially large dogs) and for tenants with multiple pets, citing increased wear and tear on the property. Some landlords charge more for dogs than cats, while others consider cats to be more destructive due to urine damage. Certain small pets (e.g., fish, hamsters) may not incur fees,

but large aquariums and free-roaming animals (e.g., rabbits) might. Some charge one-time deposits (e.g., \$500 for a cat, \$1,000 for a dog), while others require monthly pet rent (e.g., \$50 per pet per month). Some landlords ban large dogs or limit the number of pets allowed due to concerns about damage. A few landlords waive fees for tenants with small or well-behaved pets or make exceptions based on individual tenant history.

## Understanding the amount of monthly rent and fees

80% of survey respondents who indicated they were tenants said they had a clear understanding of the total monthly rent amount and fees before signing their leases, compared to 16% who said they did not.



### *Tenants: Summary of written responses about fees they did not expect*

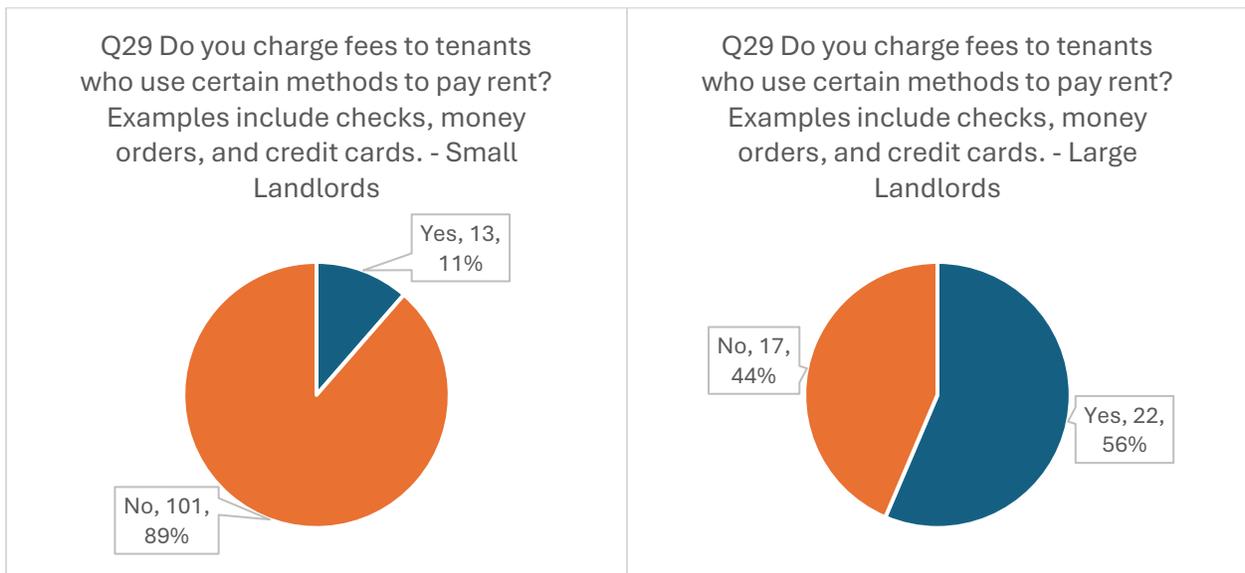
Survey participants who said they did not fully understand their rent and fees before signing reported being surprised by the following fees and charges:

- **Utility fees:** Some said they were unaware that water, sewer, and trash were not included in rent or what the average monthly cost would be.
- **Payment processing fees:** Charges for paying rent with a debit card or credit card, and fees for paying online.
- **RentPlus enrollment:** Some said that they were automatically opted into a service called RentPlus, which allows people to build a positive credit history through timely rent payments.
- **Administrative and lease fees:** Unexpected administrative fees, lease renewal fees, and move-in/move-out fees.
- **Pet fees:** Higher-than-expected pet deposits, ongoing pet rent, and additional pet-related charges.

- **Parking and common area fees:** Charges for parking, access to common spaces, and key replacements.
- **Rent increases and hidden costs:** Some discovered rent was higher than advertised due to added mandatory fees, or that rent increased unexpectedly during lease renewals.
- **Maintenance charges:** Some were charged for repairs they claimed were the landlord's responsibility or faced high fees for maintenance visits.

## Fees for different payment methods

About 1 out of 10 small landlords (11%) charged fees if tenants use certain methods (checks, money orders, credit cards, etc.) to pay rent, versus about 6 in 10 large landlords (56%).



### *Landlords: Summary of written responses regarding fees for payment methods*

We asked survey participants who indicated they were landlords or property managers if they charge fees to tenants who use certain methods to pay rent. If they did, then we asked them the amount of the fees and what associated business costs they recovered. Many landlords emphasized they do not profit from these fees. Many said they offer free payment methods to tenants to avoid fees.

- **Third-party charges and labor:** Landlords who charge fees for certain payment methods said they generally do so to cover costs imposed by third-party payment processors or the additional labor required to process checks.
- **Credit card fees:** Many landlords pass on credit card processing fees to tenants, typically ranging from 2.99% to 3.5% of the transaction amount.
- **Debit card fees:** Some landlords or their payment platforms charge a flat fee for debit card payments, commonly around \$4.95 to \$9.99.
- **ACH/bank transfers:** Most landlords allow ACH payments at low or no cost.

- **Check or money order fees:** Some landlords charge fees for checks, typically around \$3, citing the time and effort required to manually process and deposit them.
- **Online payment portal fees:** Many landlords use property management platforms (e.g., Appfolio), which automatically apply payment processing fees to tenants.

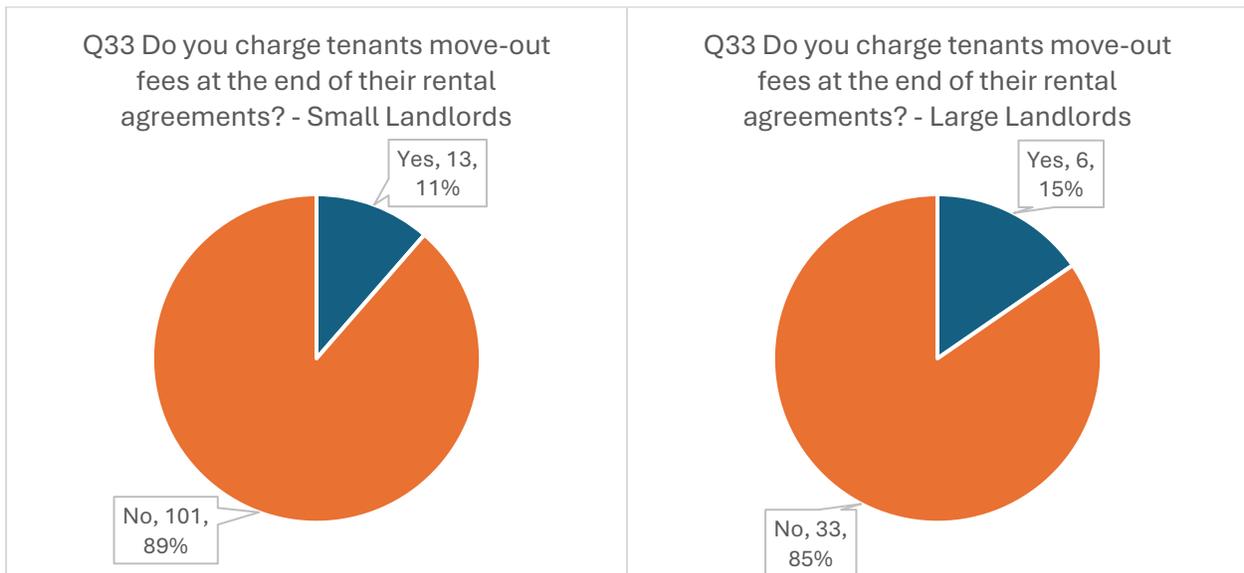
**Tenants:** *Summary of written responses regarding fees for payment methods*

Survey participants who indicated they were tenants were asked which payment methods incurred fees and how much those fees were. The reported fees for payment methods ranged as follows:

- **Credit card fees:** 2% – 9% of the total rent, with some reporting flat fees of \$10 – \$50+
- **Debit card fees:** \$2 – \$70 per transaction, or a percentage ranging from 3% to 10%
- **ACH/bank transfers:** \$1.50 – \$5 per transaction
- **Checks or money orders:** \$3 – \$20 per payment
- **Online payment portal fees:** \$2 – \$19.95 for using the portal

## Move-out fees

About the same percentage of small landlords (11%) and large landlords (15%) said they charge move out fees at the end of rental agreements.



**Landlords:** *Summary of written responses about move-out fees*

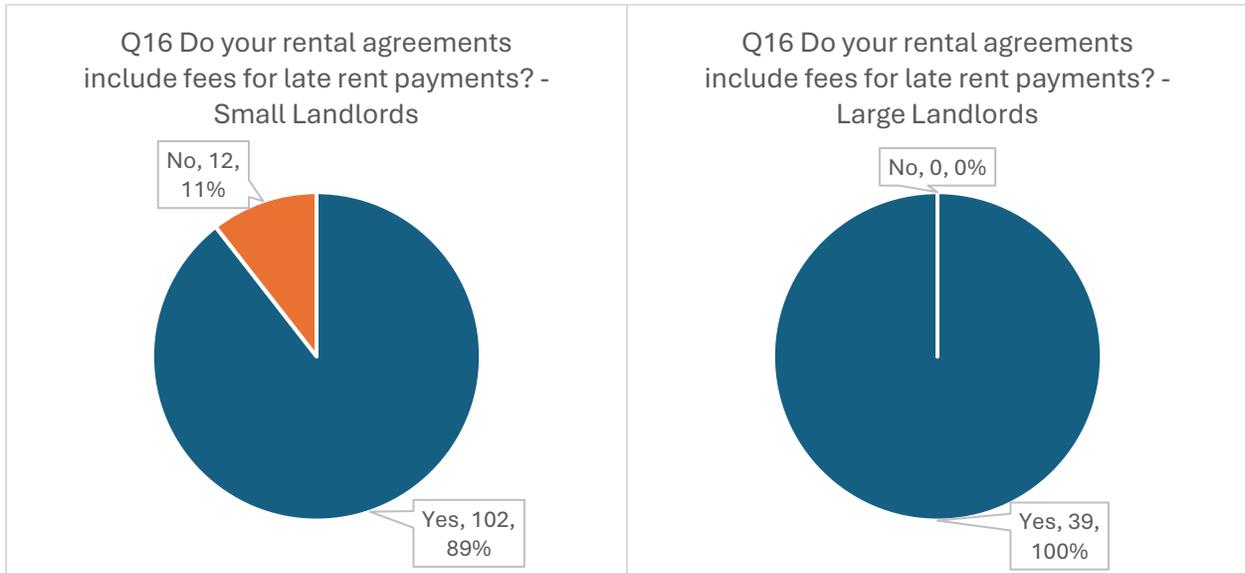
Survey participants who indicated they were landlords or property managers were asked if they charged move-out fees, and, if so, how much those fees were and what associated business costs they recovered. Most landlords assessed move-out fees based on cleaning and damages, either as a fixed non-refundable fee or by passing on actual vendor costs to tenants. While some had mandatory cleaning fees, others only charged if tenants left units in poor condition. Many landlords charged \$100 to \$300 for general cleaning.

**Tenants: Summary of survey responses about move-out fees**

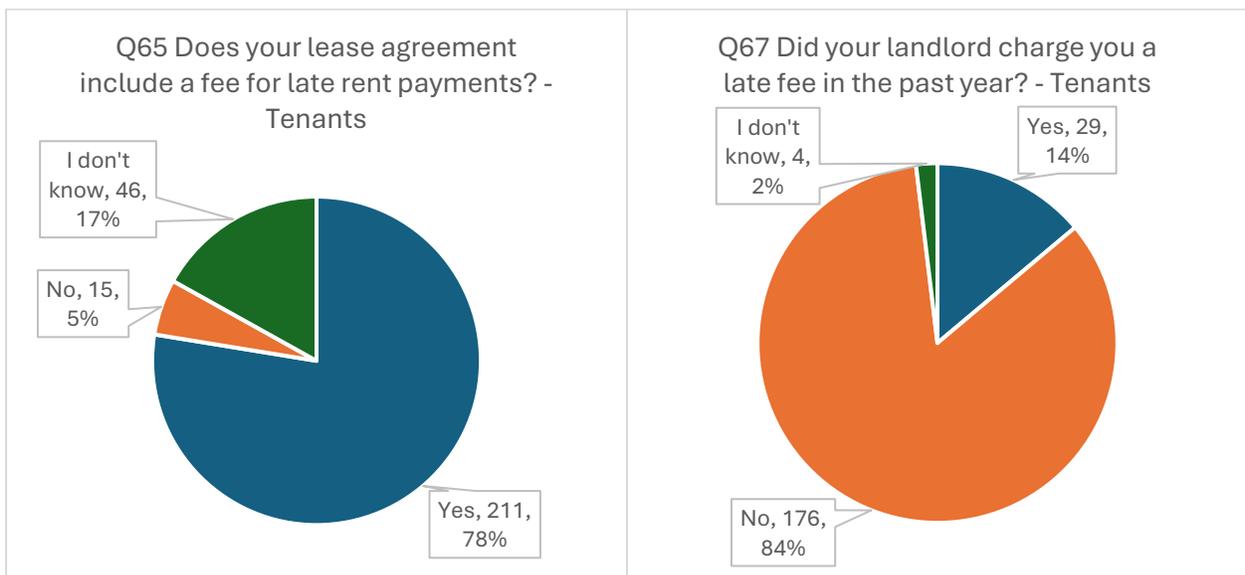
We asked those who indicated they were tenants if they paid move-out fees at the end of a tenancy in Bellingham, and, if so, what reason was given for the fee. Tenants reported move-out fees ranging from \$25 to over one month's rent. Some respondents noted that landlords provided no explanation for certain charges. Some reported fees of \$200+ for carpet cleaning.

**Late fees**

All large landlords and 89% of small landlords said they charge fees for late rent payments.



78% of tenants stated that their lease agreement includes a late fee, and 14% of tenants said they were charged a late fee within the last 12 months.



### **Landlords:** *Summary of written responses about fees for late payments*

Overall, landlords said that late fees are typically used as a deterrent rather than a primary revenue source. Some landlords emphasize that fees help cover mortgage and operational costs, while others prioritize tenant communication and flexibility.

- **Flat fees:** Many landlords said they charge a one-time fee, often between \$25 and \$100, after a grace period (typically 3-5 days).
- **Daily fees:** Many landlords impose a daily late fee, usually \$5 to \$20 per day, often capped at a maximum amount.
- **Combination of flat and daily fees:** Some charge a higher initial fee (e.g., \$50-\$75) plus additional daily fees (e.g. \$5-\$10) per day thereafter.
- **Percentage-based fees:** Some landlords charge a percentage of the rent, typically 5-10%, either as a one-time charge or accruing over time.

Some landlords limit total late fees, often capping them at \$75-\$150 per month. Some landlords include late fees in the lease but rarely enforce them, preferring to work with tenants on payment plans. Many landlords defer fee policies to their property management companies, which set and enforce the charges.

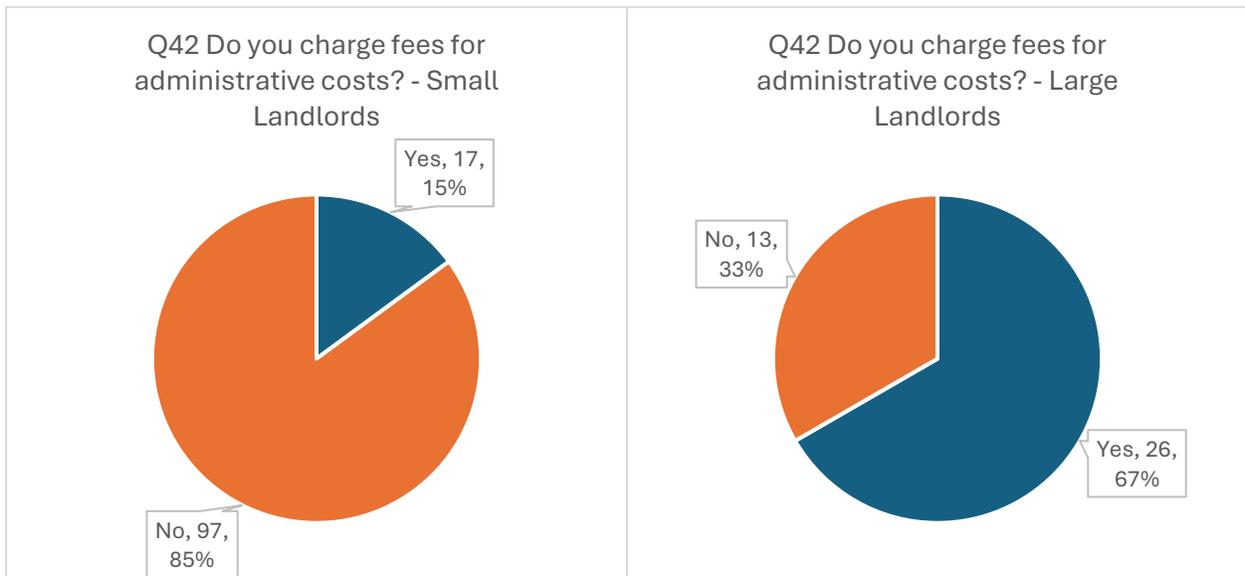
### **Tenants:** *Summary of written responses about fees for late payments*

Tenants reported late fees that ranged as follows:

- **Flat fees:** Minimum was \$10, and commonly reported amounts were \$25, \$50, \$75, and \$100.
- **Daily fees:** Between \$2 and \$50 per day
- **Percentage-based fees:** Between 2% and 30% of monthly rent.
- **Additional penalties:**
  - **Fees for returned payments:** \$35 – \$100 per NSF check
  - **Eviction-related fees:** \$40+ for process servers and legal expenses

## Administrative fees

15% of small landlords said they charge administrative fees, versus 67% of large landlords.



### **Landlords:** Summary of written responses about administrative fees

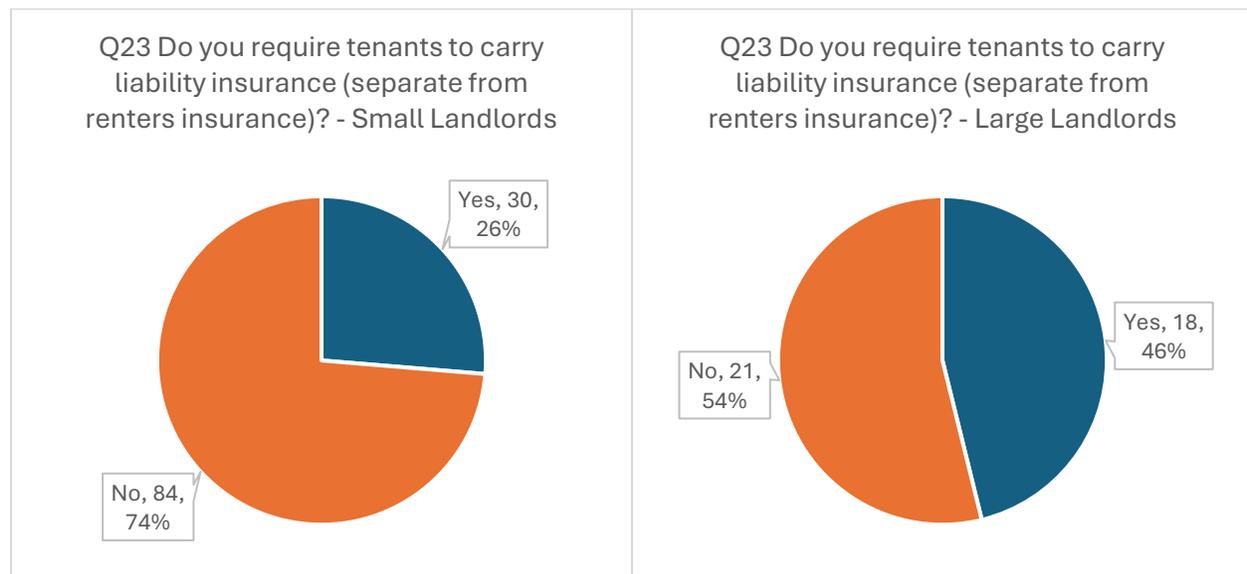
Many landlords emphasized that processing tenants and managing rental properties is labor-intensive, requiring administrative support. Some landlords mentioned that fees help enforce lease agreements and ensure tenants are serious about renting. Some landlords stated that without administrative fees, they would need to raise rent or cut services. Reported fixed administrative fees ranged from \$45 to \$500. Landlords said that these fees cover lease preparation, application processing, move-in coordination, inspections and walkthroughs, and handling tenant communications.

## Additional landlord responses

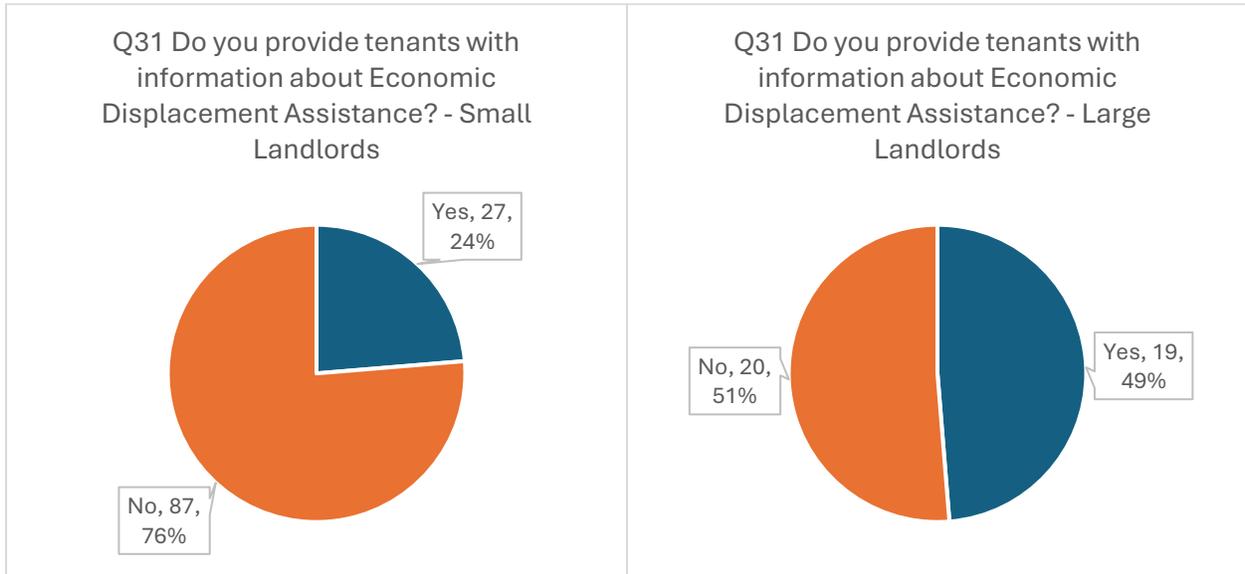
114 small landlords and 39 large landlords completed a survey. Nearly all responded that they had read the current versions of the ordinances.

### Landlord aggregate responses

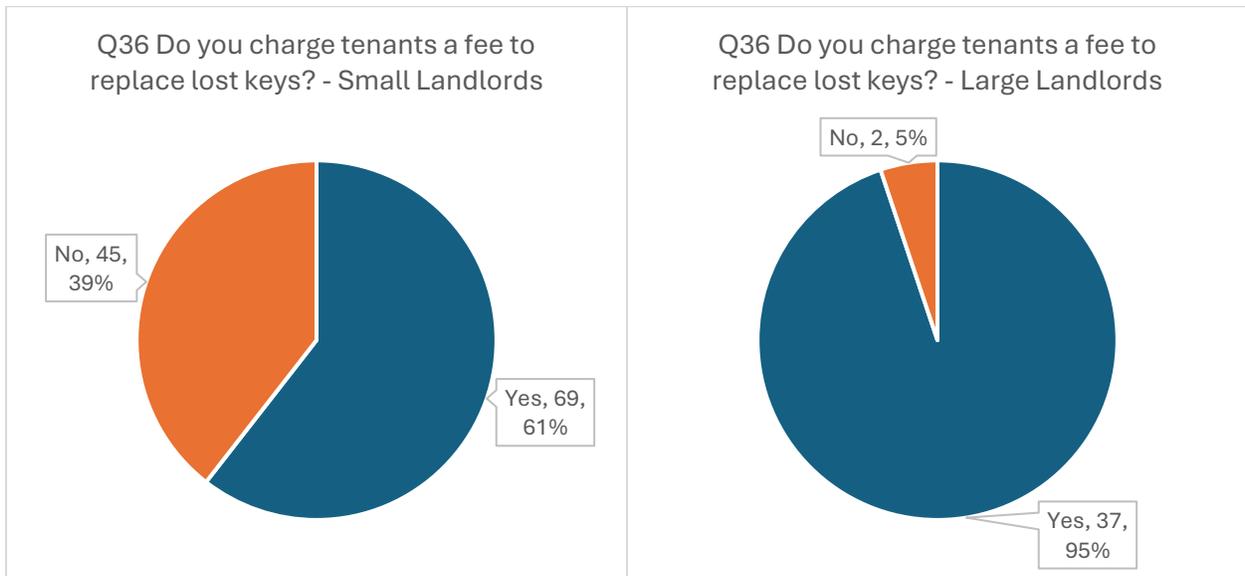
- Small landlords were generally more amenable than large landlords to limiting some housing fees and prohibiting others, with about 4 in 10 expressing some level of agreement. About 2 in 10 large landlords expressed a level of agreement with limiting some fees, and about 3 in 10 expressed a level of agreement with prohibiting some fees.
- Nearly all small landlords and large landlords responded that they do not charge fees for in-unit appliances; common area access; or additional services, such as bike storage, tenant portals, and benefit packages.
- 26% of small landlords responded that they require liability insurance, compared to 46% of large landlords.



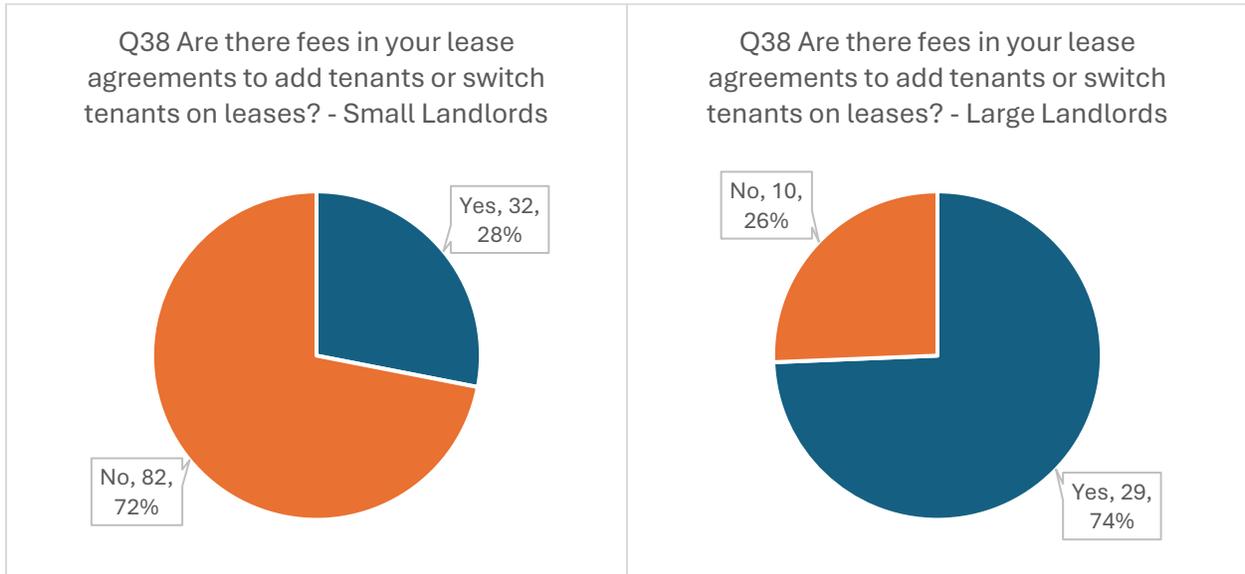
- About half of large landlords (49%) provided tenants with information about Economic Displacement Assistance, versus 24% of small landlords.



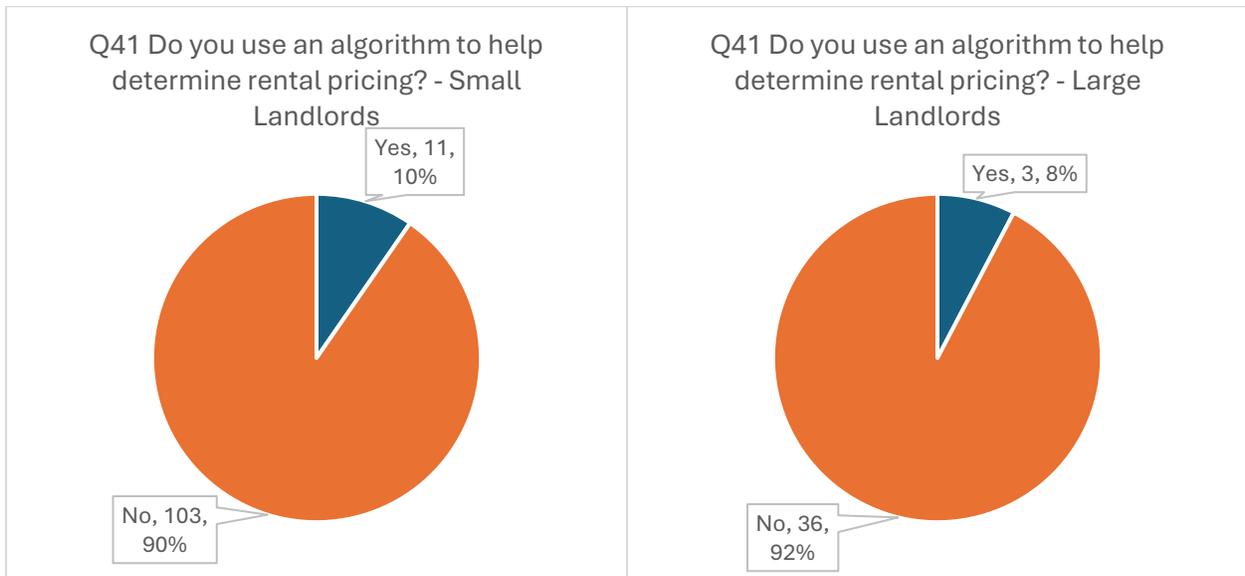
- Almost all large landlords (95%) charged tenants fees for lost keys, compared to 60% of small landlords.



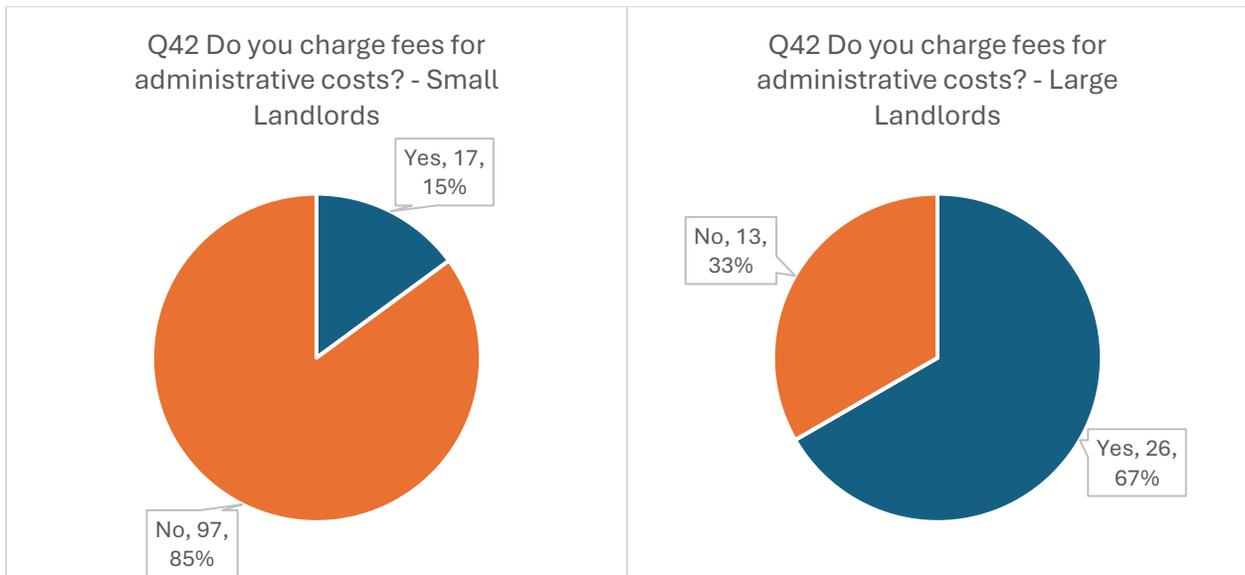
- 74% of large landlords responded that they charged fees to add tenants or switch tenants on leases, compared to 28% of small landlords.



- About 9 in 10 large landlords and small landlords responded that they do not use an algorithm to help determine rental pricing.



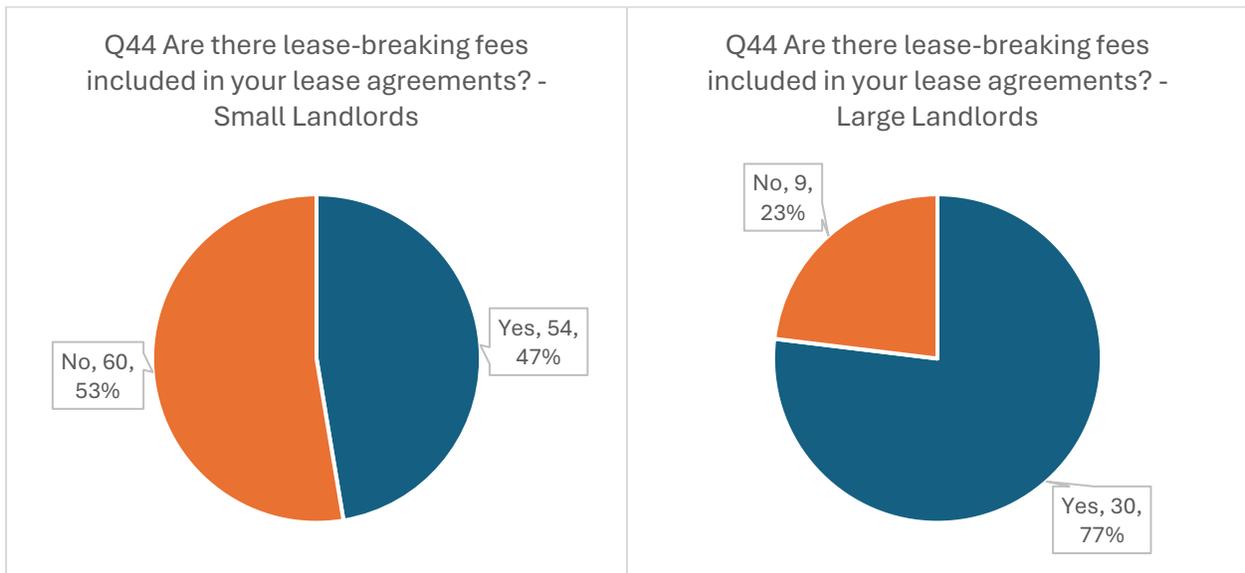
- 15% of small landlords and 67% of large landlords said they charge administrative fees.



## Summaries of select written responses from landlords

### *Lease-breaking fees*

47% of small landlords and 77% of large landlords indicated that there are lease-breaking fees in their lease agreements.

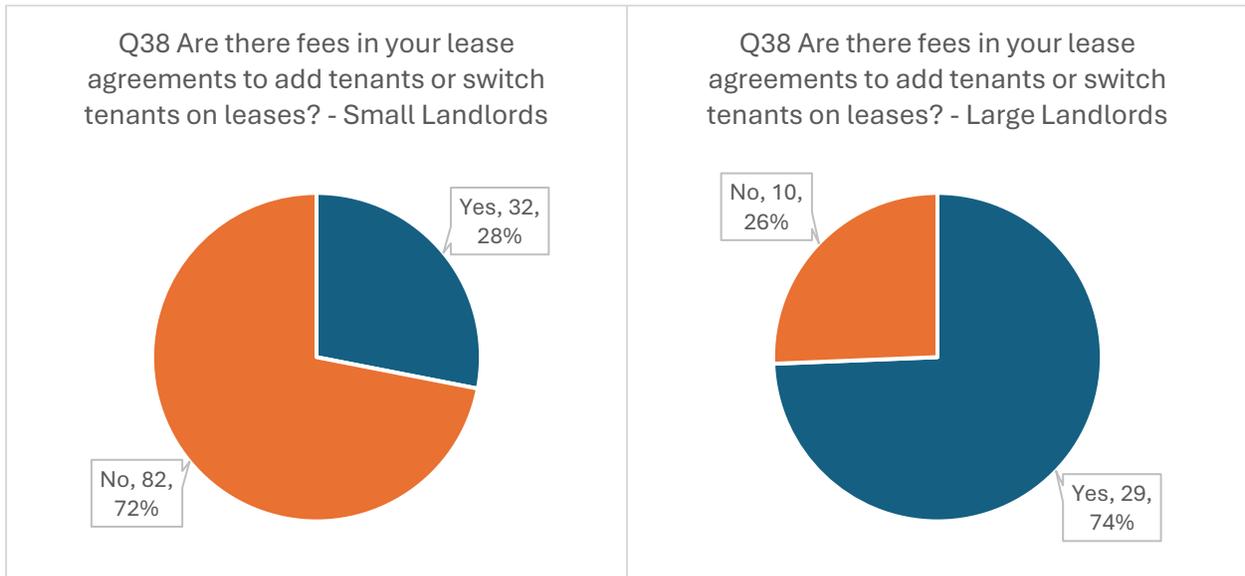


The lease-breaking fees reported by landlords varied widely. Lease-breaking fees were structured to compensate landlords for lost rent, administrative work, and turnover costs. While some landlords

imposed strict financial penalties, others were willing to negotiate based on circumstances. Many cited concerns about lease stability, vacancy risks, and financial hardship when justifying their policies. Some applied higher fees for mid-winter vacancies when demand was low. Lease-breaking fees that were reported ranged from \$200 to up to 3 months' rent. Some tenants lost their full deposit as the lease-breaking penalty. Some landlords required tenants to continue paying rent until a new tenant was found or until the lease ended. Reported lease takeover fees ranged from \$250 to \$300.

*Fees to add or switch tenants*

28% of small landlords and 74% of large landlords said they charge fees to add or switch tenants.



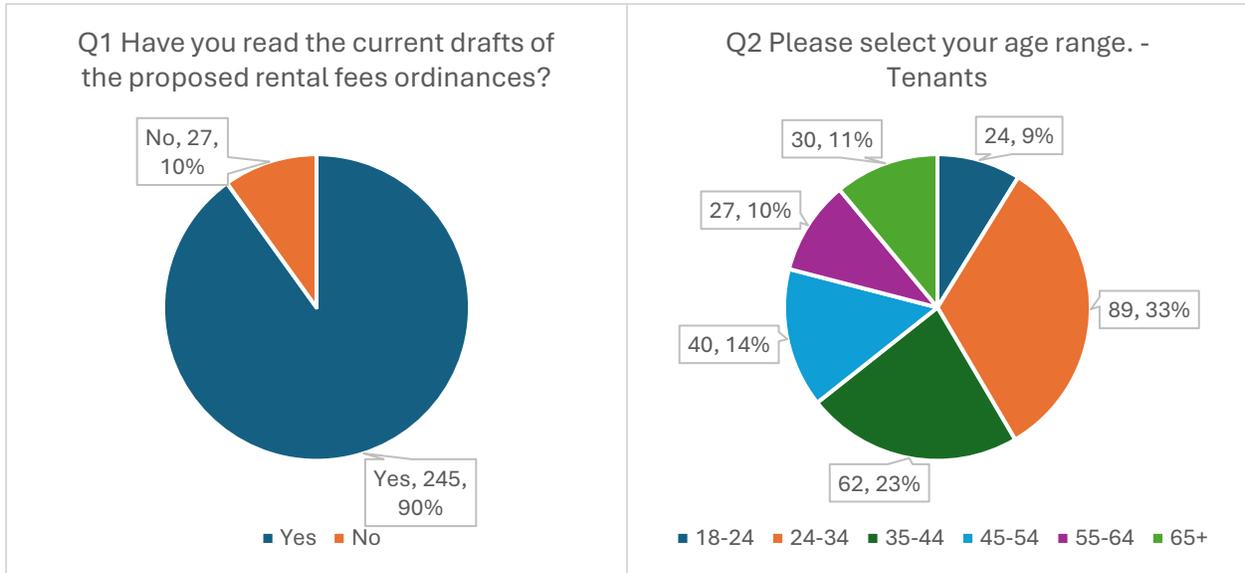
Landlords largely justified tenant change fees as necessary to cover administrative costs, legal compliance, and time spent handling lease modifications. While some offered minimal fees for simple additions, others imposed higher charges, particularly for full lease takeovers or mid-lease replacements. They said these fees covered background checks (typically costing \$30–\$50), lease amendment and processing costs, property inspections, and time and labor costs. Fixed fees that were reported ranged from \$25 to \$750. Some landlords said they charged higher fees (typically \$250–\$500) when a new tenant took over a lease, requiring more paperwork and verification.

# Additional tenant responses

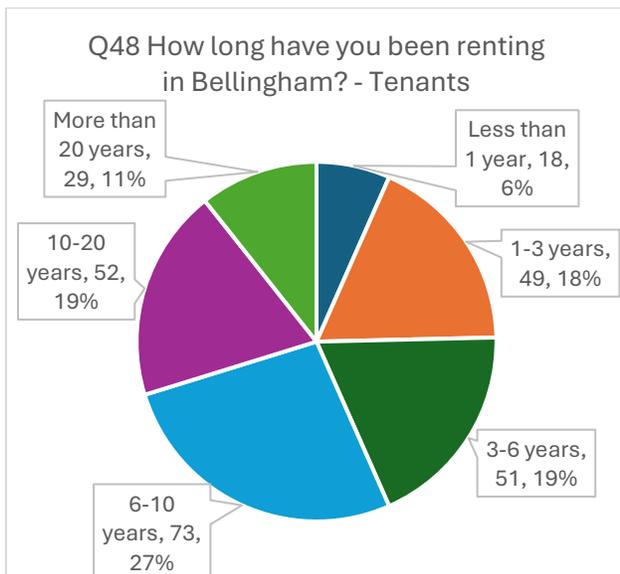
272 tenants who indicated they lived in Bellingham completed a survey. 90% responded that they had read the current versions of the ordinances. More than half of respondents (56%) said they were between 25 and 44 years of age.

## Tenant aggregate responses

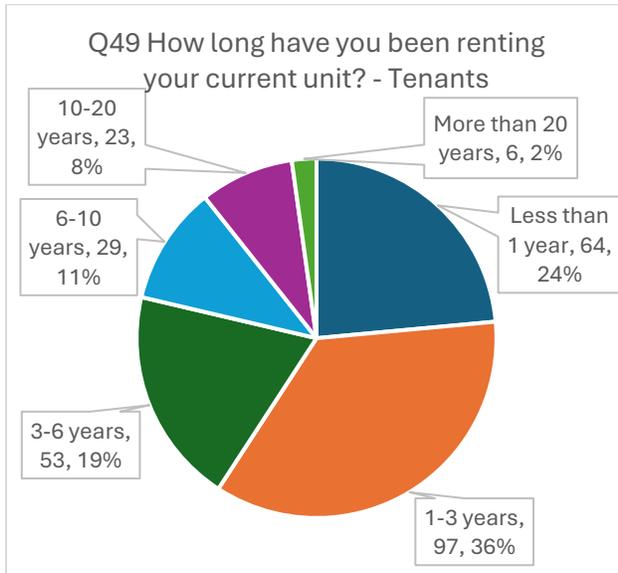
- 90% of tenants who took the survey said they have read the draft ordinances.



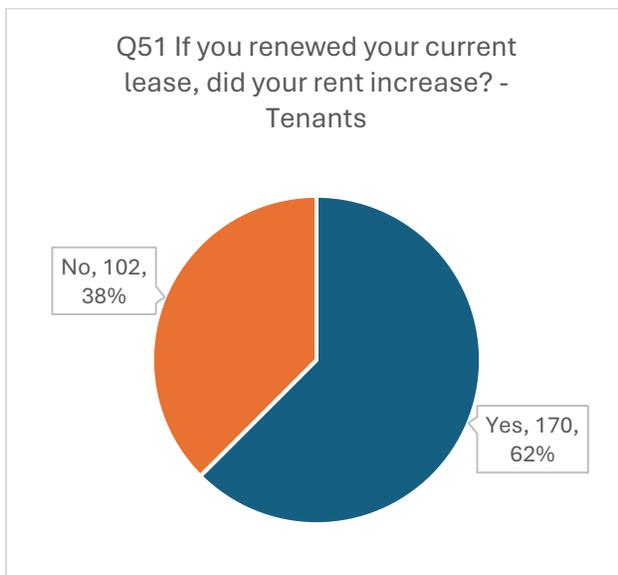
- 6% of respondents said they had rented in Bellingham for less than a year. Nearly a fifth (18%) of respondents said they have rented in Bellingham for between one and three years. And nearly a third (30%) of respondents have rented in Bellingham for 10 years or more.



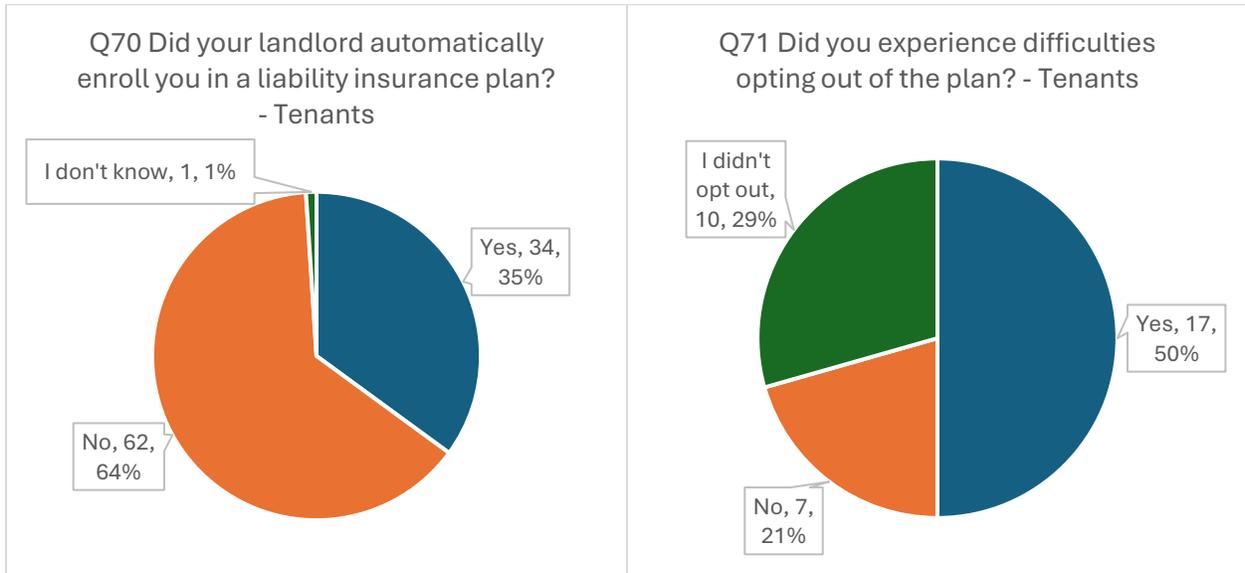
- Nearly a quarter of respondents (24%) said they have rented their current unit for less than a year. About a third of respondents (36%) said they have rented their current unit for between one and three years.



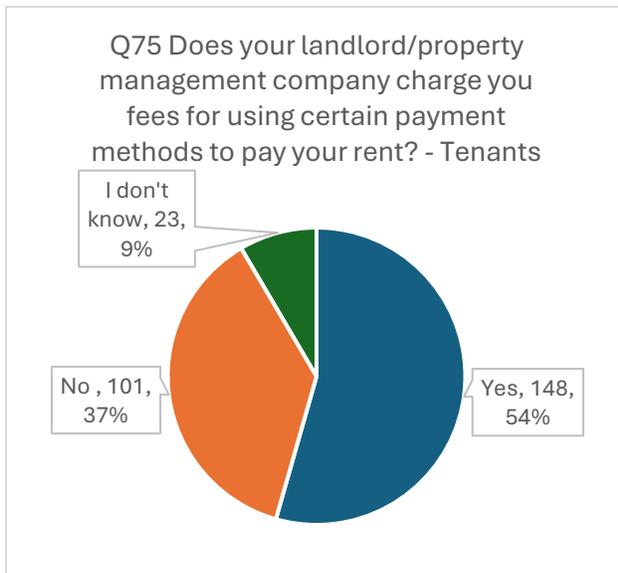
- 62% said their rent increased at the last renewal.



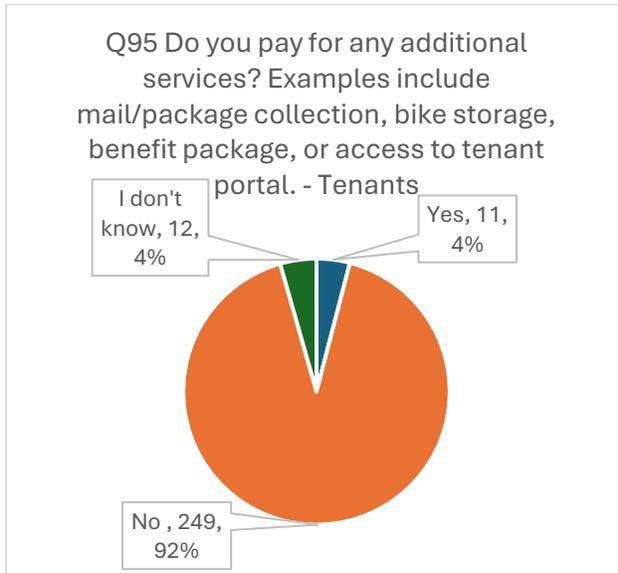
- More than one-third (35%) of respondents said they were automatically enrolled by their landlord in a liability insurance plan. Of those automatically enrolled, 50% said they found it difficult to opt out, while 29% said they did not opt out.



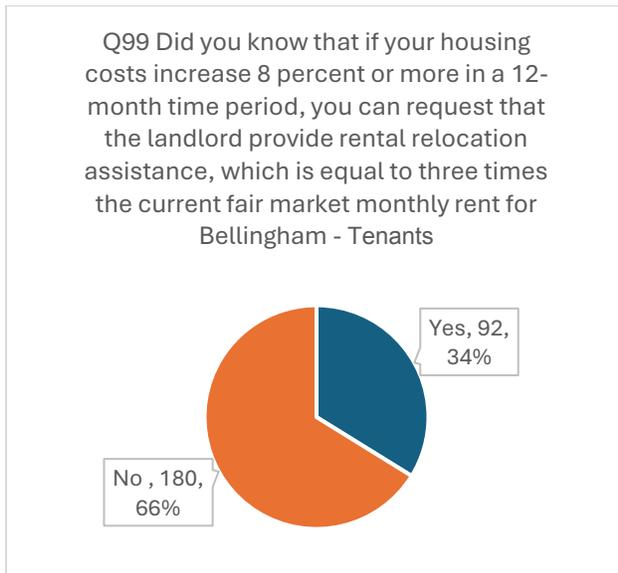
- More than half of tenants (54%) stated that their landlords charge a fee for using certain types of payment methods.



- 92% of respondents said they do not pay for any additional services (e.g., mail/package collection, bike storage, benefit package, or access to tenant portal). This aligns with the 98% of small landlords and 95% of large landlords who said they do not charge these fees.



- 66% of tenants were not aware that they can request that the landlord provide rental relocation assistance equal to three times the current fair market monthly rent for Bellingham. 86% of tenants were not aware that a landlord must inform the City of Bellingham within 30 days if a tenant requests rental relocation assistance.



## Summaries of select written responses from tenants

### *Withheld security deposits*

40% of respondents said they had a security deposit withheld at the end of a tenancy in Bellingham.

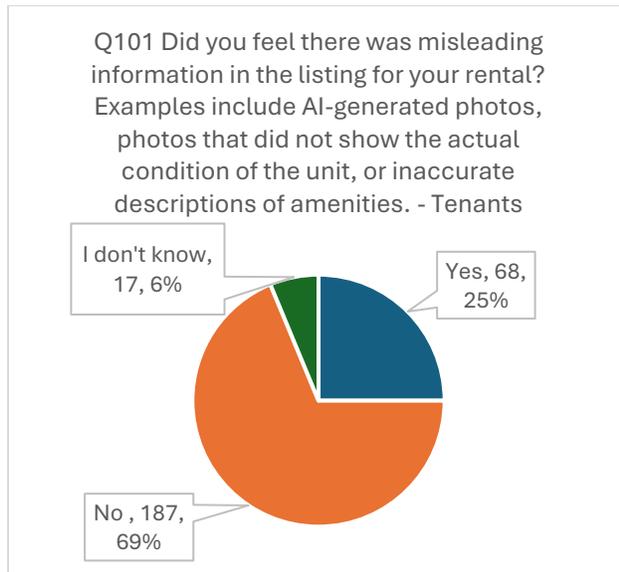


Survey participants who indicated they were tenants reported that landlords withheld security deposits for a variety of reasons, which they often perceived as unfair or excessive. The most common reasons they said landlords provided include:

- **Cleaning fees:** Many tenants stated that they were charged for cleaning even after thoroughly cleaning the unit themselves or hiring professional cleaners. Some reported being charged blanket cleaning fees regardless of the unit's condition.
- **Carpet cleaning and replacement:** A recurring issue was mandatory carpet cleaning fees, often charged regardless of whether the carpets were dirty. Some tenants reported being charged for full carpet replacements, even if the carpets were already old or previously worn.
- **General wear and tear:** Charges for repainting, replacing blinds, and minor cosmetic repairs, even when damages were due to normal use.
- **Damage fees:** Fees for alleged damages, including flooring, appliances, or small repairs, such as loose screws and lightbulb replacements. Some tenants disputed these claims, stating the damage was pre-existing or improperly documented.
- **Undisclosed fees:** Respondents said some landlords deducted deposits for fees not included in the lease, such as undisclosed mandatory cleaning or administrative fees.
- **Pet-related charges:** Fees for pet cleaning or damages, even when respondents said pet deposits had already been paid.
- **Lack of explanation:** Some tenants said they did not receive an explanation for why their deposit was withheld.

### Misleading information on listings

25% of respondents said they felt there was misleading information in the listing for their rentals.



The following is a summary of their responses:

- **Misrepresented photos:** Respondents said many listings used old, AI-generated, or staged photos that did not reflect the unit's current condition. Some featured images of a different unit or an upgraded version.
- **False advertising of amenities:** Respondents said advertised pools, saunas, hot tubs, and communal spaces were often broken or inaccessible. They claimed some listings falsely advertised in-unit laundry or other amenities.
- **Undisclosed maintenance issues:** Some said units were in worse condition than described, with mold, broken appliances, heating issues, and leaks. They said promised repairs and upgrades were not completed before move-in.
- **Hidden fees and costs:** Some said rental prices listed online differed from actual lease agreements. Fees for parking, pets, and administrative services were not disclosed up front.
- **No unit tours before leasing:** Some renters said they were not allowed to see the unit before signing, either due to COVID policies or management practices. They said walkthrough videos were misleading.
- **Deceptive pricing and lease terms:** Some said listings falsely advertised “first-month free” promotions while increasing rent overall. Income-based housing providers did not adjust rent when tenants' income decreased.

## Concerned community member feedback

There were 93 responses from concerned community members. 86% said they read the current versions of the proposed ordinances. There is a clear divide between those advocating for stronger regulations vs. those fearing overregulation could harm the housing market. More broadly, many said rising costs force people out of Bellingham.

- **Most favor restrictions:** About two-thirds said some rental fees should be limited or prohibited. Community members identified several rental fees they believe are problematic or excessive, including
  - charging application and background check fees per unit,
  - move-out and cleaning fees,
  - lease transfer and renewal fees,
  - pet deposits and monthly pet rent,
  - mandatory service fees,
  - hidden fees, and
  - mid-lease rent increases.
- **Transparency:** 98% said all housing fees should be disclosed up front.
- **Housing market concerns:** Some were concerned about having too many limits on fees, because some fear this could reduce rental availability and drive up overall rent prices. Some called for lower taxes and fees on property owners to reduce costs passed on to renters.
- **Recommendations:** Community members proposed the following
  - caps on application fees, pet fees, and late rent fees;
  - incentives for reusable background checks;
  - no-cost rent payment options;
  - more transparency on why deposits are withheld;
  - caps on rent increases; and
  - limits on property ownership.

# City of Bellingham

## Landlord & Tenant Input on Proposed City Council Housing Fees Ordinances



WHATCOM DISPUTE  
RESOLUTION CENTER

Prepared for the  
**City of Bellingham**  
*Bellingham, Washington*

Prepared by  
**Whatcom Dispute Resolution Center**  
*January 2025*

## Landlord and Tenant Listening Sessions

# Input on proposed City Council ordinances concerning housing fees

January 2025

### **Overview and Methodology:**

At the request of the City of Bellingham (COB), the WDRC entered into a contract with COB to conduct a series of three stakeholder Listening Sessions regarding proposed ordinances regulating housing fees, and to provide a Summary Report of the input. The City conducted all communications, selection, and invitation of participants. The session questions were jointly agreed upon through discussion and collaboration with City staff, and the WDRC developed and facilitated the meeting process. In order to create as impartial and focused an environment as possible for people to provide input, neither City Staff nor Council members attended the sessions, held at the WDRC office in downtown Bellingham. Occurring successively, each distinct stakeholder group met on a different day for 90 minutes: Large landlords/non-profit housing providers on January 22nd; Small landlords on January 23rd; and Tenants/Community organizations on January 28th.

### **Group input process:**

All of the listening sessions focused on the same four questions and followed a similar reflection and discussion process. Averaging 18 people per session, the participants had the opportunity to reflect individually, in small groups of 4, and as a whole group on each of the questions. Participants wrote down their own individual responses as well as ideas discussed during their tabletop conversations or the full group exchange. In addition to collecting these written statements, WDRC recorded and later transcribed what participants shared verbally, and also took notes during the session as people spoke.

### **Input Compilation:**

After compiling and integrating the wide array of input for each question, WDRC staff then endeavored to capture a variety of input examples that represented the breadth of concerns and perspectives for each question. In general, all groups had a high level of accord during their sessions. As such, points may occur repeatedly in the report, coming up again in different questions, or with slightly different angles or emphasis. These were left in intentionally to provide additional context or texture for oft-echoed concerns. Other times, if the input was virtually identical, repetitive comments were omitted in the report for the sake of brevity. As such, it is important to not equate repeated points with import, frequency, or vehemence of the concern.

Similarly, to honor each person's contributions and their desires to be heard, WDRC purposely minimized the interpretation and distillation of qualitative data any further than creating thematic headings and highlighting some of the most prevalent topics from each session. This

report is not intended as an analysis nor a weighted ranking – rather it is an effort to present the input people shared during the Listening Sessions as faithfully as possible to all views presented. WDRC did not prioritize nor do quantitative thematic analyses. People may have been speaking as an individual or representing group interests. Attempts at identifying key takeaways and organizing content into topic headings are just that – best efforts to highlight some of the points that kept resurfacing. That being said, virtually all of the included content enjoyed some level of resonance across that stakeholder group.

One message that came across repeatedly was the strong desire by all participants to have City Council hear their perspectives directly. Having an intermediary, such as the WDRC, filter and further condense the input would be antithetical to their wishes and the goals of these sessions. While doing so might make it a more digestible report, it would remove the richness and nuance of the variety of perspectives and experiences each participant contributed to the conversations. Each session, people graciously dedicated their time and expertise and showed up with collaborative and community-minded energy. It was an honor to serve as facilitators and bear witness to all the important ideas and thoughts shared during these sessions.

**Content Summary:**

The following pages include the synthesized input from each of the three sessions. While everyone shared a common commitment to wanting Bellingham to thrive, as the following pages reveal, landlords and tenants held different opinions on what role the City should or shouldn't have in regulating the housing industry in service of that goal. Yet within the spectrums of perspectives, it is worth noting some places of overlap across all three groups:

1. Housing is a critical element of a thriving community.
2. Housing is currently an expensive proposition, both for tenants trying to rent units, and for landlords trying to purchase, maintain, and rent them out.
3. Full upfront disclosure of any and all fees is important and helpful.
4. Helping tenants better understand lease terms would be valuable.
5. Affordable and accessible legal resources are scarce.
6. Enforcement feels difficult for both landlords and for tenants.
7. City Council should create opportunities to listen to input directly.

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# Tenants: COB Focus Group

Conversation facilitated by WDRC on 1/28/25, 6-7:30 pm  
(16 Participants)

The goal of this report is to provide the City with an organized compilation of what was shared by participants, representing all unique viewpoints with as much fidelity to the original voice and sentiment as possible. The contents represent an encapsulation of opinions shared directly from participants, including direct quotes, slight paraphrases for brevity, or amalgamations (when multiple people spoke to a similar sentiment), and do not represent the views of or interpretation by the WDRC.

The headings in bold are added categories to structure the content in a more readable way, whereas the information below each heading comprises either direct quotes or consolidations of direct input. The Key Takeaways are impressionistic – renderings of shared ideas and opinions that surfaced repeatedly throughout the session – to help provide a more concise snapshot of recurrent or widely-shared input.

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## Section 1: Tenants – Key Takeaways

Recurrent topics that emerged from participant input

**Power imbalance:** The significant power differential between tenants and landlords, leaves tenants with little bargaining power and vulnerable to excessive fees and unfair practices. Landlords frequently take advantage of this. The City should work to balance power by providing enforcement, legal and financial support, clear information about tenant rights, and more.

**Undue financial burden:** Tenants are already facing extremely high rental costs in Bellingham, and the excessive fees (especially for corporate-owned and property-managed units) add to an already intense financial burden.

**Housing insecurity:** People are being priced out of rentals and the added fees make moving to something more affordable (if you're lucky enough to find it) very difficult, if not impossible. Council needs to protect vulnerable populations.

**Unfair and punitive practices:** Fees are often hidden, added mid-lease, unsubstantiated, excessive, or may be part of an automatic opt-in service that was not disclosed. Fines, and the speed with which they grow are overly punitive.

**People before profits:** Housing is a fundamental human need - keeping people housed is more important than maximizing profits for landlords and property management companies.

**Full transparency is vital:** Total costs need to be fully transparent. Landlords must provide clear explanations for all fees, including what the fees are for, why they cost what they do, when they will be charged; what penalties exist, and no automatic opt-in fees. Fees must be based on the actual costs of goods and services and no one should be allowed to profit from them. Accurate and detailed accounting should be provided.

**Remove fees:** Fees should be removed entirely, capped, or limited to actual costs incurred with receipts and evidence.

**Legal support is unavailable, in practicable terms:** There is an extreme lack of legal resources for tenants and no actual legal remedies outside of eviction; no lawyers who take cases and lack of enforcement.

**Enforcement is critical:** The City needs to enforce existing rules and regulations and hold landlords accountable to fair and reasonable practices. In practicality, there is no accountability for landlords at present, leaving tenants constantly vulnerable.

**Tenant resources:** The City needs to actively support tenants with more resources including free and available legal assistance for all matters, a dedicated website, and a Renter's Resource Center.

**Disempowerment:** Interactions with landlords are often complicated and confusing. Too often, landlords take advantage of the knowledge gap and leverage the complicated regulatory framework against the tenant to disempower them of their rights.

**Legalese:** Leases are long and filled with technical, legal language that is hard to understand. The City should provide a Uniform Rental Agreement.

**Universal background checks:** Tenants should only have to pay for one background check, receive a copy, and be able to use it for multiple properties if it is still current. They should also be reciprocal - landlords should have to undergo a background check as well and provide it to tenants.

**Language access:** The City should require landlords to provide a multilingual renter's packet with up-to-date rights and responsibilities in an easy to understand manner.

**Disproportionate impacts:** If not part of rent, costs/fees are not covered by housing subsidies. Not including fees or costs in rent creates an extra burden for anyone who lives on a fixed income and receives a rental subsidy.

## Section 2: Tenants – Priority Feedback

As the Bellingham City Council continues with the process to establish ordinances about rental fees, what do you think is the most important thing for them to understand?

*“The most critical piece of the puzzle of working to make headway on solving the housing crisis is to establish a ‘housing-first model’ for our unhoused neighbors and to put people and community over profits to ensure that renters don’t get priced out of their homes. Ensuring that ordinary people have a say in their abilities to navigate an already Kafka-esque system of leases and rental agreements goes a long way towards cultivating a more equitable housing landscape for all.”*

---

*“City could and should adopt a strong stance in terms of policing the existing tenant / LL laws... even an iota of current level would go a long way toward addressing issues”*

---

*“Renters in Bellingham already face high costs of living, which extend beyond housing. In the current state of Bellingham, renters have NO bargaining capacity and have to dedicate weeks if not months to find a rental that is affordable and within their capacity. The City Council has so much power to protect tenants from additional overreach from property management groups and landlords to ensure that people in Bellingham who don’t own property can afford to live here. Please keep in mind that the cost of living is among the highest in the state while having a median income below the state average. Please work to pass the current draft ordinance with additional protections discussed by the tenants focus group.”*

---

*“I think legislators often forget that college students are a major group facing these practices of exploitation. We often have 1-2 or even 3 jobs, while we are trying to learn. It’s incredibly difficult already - and with aggressive and punitive housing practices, the city loses out on future economic growth. I cannot consider staying in Bellingham once I graduate because the cost of living is too high. Also, considering at least 33% of college students in the US are food insecure (myself included), Council has a duty to act and protect our vulnerable populations.”*

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*“Humans cannot choose to need housing to survive, let alone thrive. LLs can choose to enter the business of renting property. The system is inequitable at its foundation. The emphasis on equal treatment for LLs and tenants at every step of this process only sustains the existing inequality.”*

---

*“Democracy is a bottom-up system. The working class, working poor, are committed to it, but the LL lobby is not. Arbitrary fees, intimidation tactics, and lack of enforcement must come to an end.”*

---

*“Any fee or cost that is included in rent will also be subsidized for any household who receives some form of rent assistance (section 8, RRH, etc.). Not including fees or costs in rent creates an extra burden for anyone who lives on a fixed income and receives a rental subsidy. This harms the most vulnerable members of our community and disproportionately impacts older adults, people of color, single parents, and people with disabilities.”*

---

*“The majority of people in Bellingham are renters. The odds are, for most of my generation and certainly for me (being single and foolishly working in public service), that we will never own a home and will rent forever. The way prices keep rising, I might not afford rent much longer either. Homelessness in this city is because of how high the cost of living is. The cure is here, in doing what you can to keep housing affordable. If you can’t cap rent, the least you can do is stop people being cheated and exploited even further. People who just want a stable place to live.”*

---

*“Optional fees need very specific limitations so tenants aren’t rejected from rentals for declining the “optional” fees.”*

---

*“The strongest tactic to end homelessness is to keep people who are already safely housed in their units. We will never stem that tide in Bellingham without additional common-sense regulation on the rental industry. Ending junk fees is just a start given the economic (and climate) forces at play in this town. You will never build your way out of high homelessness.”*

---

*“Thank you for working on this. I hope this passes and with strength from this session. Junk fees are an important process to ban, but they are only the tip of the iceberg. Many people will still live paycheck to paycheck. There is a clear need for things like rent stabilization statewide to lift the ban on rent control - to help lift many out of poverty. Even if there existed no junk fees, rents are too high the vast majority of times and keep going up despite stagnant wages. I hope you will not weaken the proposal on hand though, and thank you for setting this meeting up.”*

---

*“The youth in Bellingham (and young adults) are not voracious and property management corporations know that if they take advantage of their tenants, most will comply and it’s impossible to challenge anything mid-lease. The COB needs to understand that many, many of these young folk are sharing housing with multiple roommates well into their 20s and 30s, refusing to start families and extremely limited in their economic mobility and career prospects. If landlords continue to price-gouge entire generations of Bellingham residents, in just a few years the homeless epidemic will be exacerbated and there will be nobody left to prosper anew. There will also be swaths of people moving out of Bellingham to pursue an affordable lifestyle, further diminishing the economy and livelihood.”*

---

*“Allowing PTLA to take over all the rental housing in the city to monopolize the destruction of its residents through price-gouging with no repercussions is egregiously self-destructive for the city in the long term.”*

---

*“Include an ordinance that would require LLs to accept month-to-month rent at the end of lease without charging exorbitant increases like double the rent! If the LL raises the rent to the point you have to find another unit this would make the transition more equitable. Tenants would still be required to give the full 30 day notice of course.”*

---

*“It should be made mandatory that when a prospective tenant is applying to rent a home they should be allowed to have their own master copy of a background check and credit check as long as it is current so LLs are not able to profit from application fees. This would also prevent scammers from scamming tenants when they are just trying to profit and don’t actually have a property for rent.”*

---

*“Also, when or if a tenant is required to give a copy of a background and credit check, the LL should be required to give one to the tenant so tenants can make a more informed choice on who they are handing so much money to as well as a key to their home.”*

---

“Not only are there too many junk fees but there are also fines. I think fines should also have a limit and be negotiable and transparent.”

---

“The current landscape for tenants to seek civil remedies and protections is so dismal. So property managers and LLs who have no interest in investing in our community act with an egregious lack of regard for the law and local LL/tenant codes, taking advantage of vulnerable community members because they know they won’t be held accountable. It is not financially viable for private attorneys to take tenants’ civil action cases so there is effectively no private legal support for tenants available.”

---

“Landlord/Property management retaliation is unfortunately super common! Passing the drafted ordinance will offer practical protections for tenants from retaliation. The period of rebuttable presumption should be extended to 180 days to offer more protection from retaliation.”

---

“There is such a huge power imbalance with LL and tenants, and tenants, families, and elders are struggling. Passing this ordinance is a very practical measure to improve the quality of life for our community.”

---

“The COB must find a means of enforcing these and other housing codes and laws. At present there is no actual accountability. Housing codes are routinely broken by landlords and the city must uphold the laws, statutes, etc.”

---

“In a college town there seems to be a rather predatory element to many landlords- they know that they have a ready pool of renters. Having worked at WWU for many years, I am disgusted by the housing abuses students and poor individuals must endure.”

---

“Housing is essential to live with dignity. Because that’s the case, the profit motives ought to be regulated. Any “fee” charged on the basis of any residential tenancy should reflect actual costs associated with the service that fee ostensibly provides. LLs should be required to file a report each year showing the ins and outs associated with all the fees.”

---

“The city unfortunately expresses unconscious bias against renters when discussing LL / tenant issues. Failing to enforce city laws actually makes the city complicit.”

---

“Please update your data collection methods and quantify how many of the rentals are managed by property management companies.”

---

“Ban the sale and use of Costar and other AI software.”

---

“Create a rental resource center.”

---

*“While there might be many “mom & pop” LLs in town, most units are corporate-owned property management-operated. Do not lose sight of this.”*

---

*“It is most important to understand that many, many renters are really struggling, especially as more properties are being run by massive corporations with no ties to our community. Those entities view renters as completely expendable, and don't care at all if they become unhoused. If fees are being charged, they must be based on the actual costs of goods and services, and no one should be allowed to profit from them. Utter transparency is the only viable option. Every time a fee is increased, accurate and detailed accounting should be provided.”*

---

*“Also, I really hope that the City Council takes a look at the predatory software/formulas that most property management companies now use to determine market value. They are sorely skewed in favor of landlords. More than 50% of residents in Bellingham are renters. Protect us!”*

## Section 3: Tenants – Purposes of fees

What purpose do you think rental agreements serve?

### **Fees increase profit:**

- A way to further increase revenue and profit margins.
- To squeeze more money out of people beyond monthly rent.
- Sometimes hidden, obscured by legalese, they create excess profit at the tenants expense.
- They do not serve any real purpose besides price-gouging. Even for pet damage– that’s what the deposit is for.
- A way to get around newer tenant protections
- To feed the greed machine.
- A way to pull money out of deposits
- Increase profit for the middle-man - property management.

### **Fees are punitive:**

- Supposed to be motivation, but more often punishment.
- Collective punishment for everyone, though one tenant causes the problem
- It seems to me that rental agreements serve as a punitive function of society at large. While some fees are certainly required, this is not the norm for most fees.
- Feels especially punitive for students since we may be temporary residents

### **A way to attract business by misleading actual cost:**

- Allows the LL to advertise a lower rent price, but “compensating” for it to the tenants’ detriment.
- False advertising; makes rent appear cheap, but other costs increase how much it actually costs to be on the lease.

- Gives the LL grounds to withhold parts of the deposit(s) that would otherwise be refunded (e.g. cleaning fees without self-clean alternatives).
- Artificially make rent look lower than it actually is.
- Advertise a lower rent cost per month; tenant finds out full cost after paying screening, potentially turning down other housing.

#### **Tool to maintain power:**

- Maintain power imbalance between the business owner (LL) and the customer (renter).
- Trap - when fees to relocate are so high, you can't afford to move somewhere else... so trapped in an unaffordable fee
- They are often arbitrary, and many property managers cannot really explain why they are being charged.
- More often than not, they feel like punitive measures used to disempower tenants
- Tenants don't have a lot of negotiating power... you can't oppose or negotiate if you don't want to then lose access to that rental.
- Tenants assume they have to pay the fees or lose out on the rental.

#### **Compliance/Accountability/Cost recovery:**

- To motivate tenants to comply with their lease and/or pay rent on time.
- Structures of accountability for renters and LLs; provides a roadmap for both parties to address any additional costs incurred - but currently being used in a punitive and unfair way.
- In ideal situations, it would simply cover sunk costs - however, we do **NOT** live in an ideal situation as renters in Bellingham. The reality is unfair, unjust and hidden fees exist.
- Offset additional costs that the property owner takes on as needed.
- I understand that there are costs involved with maintenance, services, etc. It's fair to pay a **reasonable** fee if it contributes to the quality of life in a community.
- To cover recoupment costs and/or background check costs/Fees for some services/utilities – but not enough protection against more fees

## **Section 4: Tenants – Challenges of Fees**

What do you think are the downsides or challenges associated with fees?

#### **Lack of transparency:**

- There should be FULL disclosure upfront in all of the ads and in an obvious place on the lease; NO Hidden fees!
- Fees advertised, lease designed clearly; tenants have no bargaining power, so everything needs to be up front – clear and honest - there needs to be FULL transparency.
- Some property management companies have started adding fees mid-lease in anticipation of the junk fee ordinances.
- Sometimes LL are straight up lying about an additional fee or expense (like how suddenly I have to pay garbage separately, even though my lease says it is included, because the city

changed the rules) and if you don't have the energy/resources to research and challenge, you get screwed.

- Many of these fees happen in every case. (i.e. cleaning fees, admin fees...) Not something "additional".

#### **Complexity and confusion:**

- Lack of awareness and understanding / leases are long and technical and it's hard to know when fees are triggered.
- Too many fees/ways of collecting fees (outside of monthly rent) makes it easy to miss something and get charged an additional late fee!
- Why and when are the fees charged.... there should be NO surprise fees in the middle of the month for example; or interest on a fee when you didn't even know you had a fee.
- Landlords are not required to explain any changes in fees or their basis to begin with (cost breakdown/calculation) - if it's arbitrarily set, that's essentially service fraud.
- They significantly increase the monthly housing costs for tenants, but are not clearly communicated and are a surprise additional cost.

#### **No oversight or enforcement of rules:**

- No accessible or affordable oversight or enforcement mechanism for tenants.
- No way to enforce any charges that do violate current ordinances.
- Tenants have no choice if they feel a fee is unreasonable and abusive - Housing is so scarce that tenants have no negotiating power.
- No oversight for fee administration; they are applied arbitrarily, and often w/o explanation or consent of the tenant.
- No oversight for fees, no recourse or affordable way to make a complaint. For example, "normal wear and tear"... who is enforcing that? The City needs to be in the habit of enforcing the laws that we make.... we don't have that!

#### **Tenants shouldn't have to bear the cost of profitability:**

- Tenants shoulder increased costs of maintaining and administering rentals through admin fees when this should be a cost to the landlord.
- Costs of maintaining rental properties are increasing, but that shouldn't be passed on to the tenant through fees.
- As the cost and complexity of maintaining rentals has increased, and more LLs turn to private property management groups to administer the rentals, tenants shoulder that cost.
- If these fees are actually used, it puts the burden of LLs having a profitable business onto tenants.

#### **Challenges with utilities:**

- Utility costs are not always split equitably.
- With the emergence of ADUs, renters in the main property are being made responsible for collecting utility fees instead of the property owner.

### **Leads to unaffordable housing with a plethora of negative ramifications:**

- Fees stack up and compound, growing ever bigger for those who can't afford to pay them in the first place.
- It poses inherent barriers to those who do not have personal wealth to support themselves.
- Such high fees mean relocation costs are out of reach; it makes moving that much more untenable if priced out.
- The youth in Bellingham are so strained on money that there are several generations of people who currently share housing with several people well into their 20s and 30s and are refusing to start families for exactly this reason. It is egregious for tenant gouging to be so normalized and will only lead to a collapsing Bellingham in 10-20 years.
- Rent is already high, fees make housing even more expensive and out of reach.
- These fees and the power imbalance for tenants are keeping people stuck where they are, or even losing housing as a result; this has severe impacts on the city as a whole.

## **Section 5: Tenants – Sources of Confusion**

We know that sometimes there is confusion between landlords and tenants about fees. What do you feel are the main sources of confusion?

### **Lack of Disclosure and transparency:**

- No transparency - fees can be conjured from nothing, changed at any time depending on the type of agreement, and stacked to use toward an eviction.
- If there is confusion, then I would guess that the fees are not delineated contractually. That should not be legal. Fees should be transparent.
- Lack of clarity on things such as: Are certain fees refundable? Which ones? Why are fees so expensive? When will they happen and what will trigger them?
- Too many different fees/ways to collect.
- Different units/complexes having different sets of fees (not uniform across Bellingham).
- Legalese and lengthy forms that are difficult to understand / Lengthy forms that are lawyer-speak./ Leases are long and technical

### **Fees are effectively hidden or cloaked:**

- Many fees aren't typically stated either in any easy-to-identify place on the lease or in the advertisement. Fees are excluded in listings, hidden in the lease, and not pointed out at signing.
- Fee language in leases is not easily comprehensible.
- Some property management companies change fees mid-lease and imply that it is legal - "per your lease"
- Lack of clarity that tenants on fixed-term leases cannot be required to agree to mid-lease changes

- Fees are part of rent, but it's not the price you signed up for = false advertising.
- Fees occur after tenants move in, again because leases are either designed to cloak them or they're too difficult to identify.

**Landlords don't provide a basis for fees and they are often unfounded:**

- Not agreeing on the foundational basis of certain fees. Fees often exceed the cost for the stated goals of their legitimacy. e.g. Full cleaning fee even when tenants clean
- Lack of information when/why fees are charged. e.g., anything found damaged at the end, even if there was a maintenance request, is charged to the tenant.
- No explanation or breakdown or calculation for fees = service fraud.
- Landlords don't provide proof for what fees are for and why you're being charged. They need to be specific.
- Landlords make things up out of thin air to charge more fees and back down when challenged.
- Fees that are pet-related do not represent any tangible thing since damages are taken out of deposit = service fraud.
- Non-refundable deposits are no longer just deposits, they are fees.

**Power Imbalance:**

- Tenants are not clear on their rights. We aren't provided education.
- Paycheck to paycheck - I don't have the time (always) to make sure I'm applying my renter rights - or to be aware of them all.
- Tenants have no bargaining power. The power imbalance allows landlords to exploit tenants. What do tenants receive for these fees?
- Lack of any bargaining power in the lease-signing nor to amend lease.
- Misrepresent their rights to tenants, or try to convince them that it's a bad idea to exercise.
- Lengthy lease documents use lawyer speak. With penalties for certain things.
- Refusal to communicate/ stone walling tenants.
- LL retaliation (as defined in the ordinance) throughout the rental.
- LL intimidating tenant when attempting to clarify on fees.
- LL uses tactics like delay, stonewalling, lack of communication and no requirement to discuss fees.

**No access to legal remedies or enforcement:**

- No actual legal remedies for tenants outside of eviction; no lawyers who take cases and lack of enforcement.
- Private right to action is not practical/achievable
- No practical accountability or oversight (e.g. LLs can represent their preferences as "legal" to tenant)
- There is no centralized enforcement of the RLTA or local ordinances, which exacerbates the existing power and wealth imbalance between LL and tenants.

- Relying on a right to private action when most tenants cannot afford a lawyer, few lawyers take on tenant cases, and legal aid orgs are overwhelmed with eviction cases is effectively carte blanche for LLs to do whatever they want.
- Lack of accountability measures to ensure LL/property managers are adhering.
- No accountability or oversight as to how they administer rentals: they act w/o regard for the law often, confusing tenants.
- Lack of clear set laws with clear set relief that can be sought if laws are broken.
- Deceit (outright lies) from some LLs - lack of enforcement - retaliation.

**System is fundamentally inequitable:**

- Lack of recognition that this system is already deeply inequitable - there is a focus on mom and pop LLs as face of the industry when most units are corporate-owned and property manager-operated. Most of the time, tenants are month to month living paycheck to paycheck. LL are typically not so, and may see renters as a source of profit. There is a power dynamic and although renters at the present rely on landlords, landlords may not always see that perspective because they often are not struggling the same way.
- No way to even move out/get out of a lease without extra fees.

## Section 6: Tenants – Suggested City Actions

What could the City do or provide to help avoid these misunderstandings?

**Prioritize enforcement and provide remedies that tenants can easily access:**

- Allocate more code enforcement personnel.
- Make it a civil offense to lie to a tenant in efforts to raise fees or solicit any additional money from tenants.
- A means of enforcement **needs to be encoded** into city law.
- Create more protections and enforcement mechanisms if a LL is abusive.
- Bring manufactured homes into RLTA and local protections
- End ability for LLs to retaliate with impunity
- Provide dedicated legal support to low-income tenants, especially for non-native English speakers for representation, re: pursuing civil action against LLs
- City can support by providing practical remedies for tenants to seek relief when LLs violate their rights/retaliate
- Add language to existing renter protections that support the use of WDRC; if either party requests mediation, it is mandatory.
- Who’s enforcing what is “normal wear and tear”?

### **Require LLs to justify fees and provide evidence of their legitimacy:**

- Give clear reasoning legitimizing fees, including policy reason along with actual costs of implementation.
- Any increases must have a cost-breakdown and explanation.
- Ban fees that are, based on the data, illegitimately imposed/enforced, or are otherwise impractical.
- The city could require that the actual cost of every service and utility requiring an additional fee is fully and easily accessible to tenants.
- Require landlords to include the basis of fees, how they are calculated and clear explanations of their purpose (Example: if they are charging for water, to have to reveal what they are being charged).
- With no explanation/justification, such as a \$250 admin fee, it becomes services fraud.

### **Eliminate or substantially limit fees:**

- Eliminate fees / Get rid of fees (reasonable late fees could possibly be an exception)
- Encourage LLs to reward and incentivize the behaviors they want to see.
- Only allow application fees. Administrative fees are steep and don't represent any tangible service– the LL has a job already, and they're paid for that service by rent itself.
- Limit the use, types and dollar amounts of fees that can be charged; be detailed and specific.
- With high rents, hidden fees can dramatically hurt the cost-burdened tenant.

### **Require transparency, full disclosure, and simple language (in multiple languages):**

- A landlord/tenant handbook similar to Seattle's that answers questions, provides examples and easy explanations of rights and responsibilities of both parties.
- Require housing costs to be included in the rent (if it's so high, you'd think it would be covering more of the costs of living in a unit).
- Require plain language summary of all fees and their purpose/financial justification (perhaps a website paid for by LLs). All fees should be up front, easily visible and understood, and highlighted, and clear in ads.
- Enforce stricter disclosures for utility fee calculations and optional service opt-ins.
- Online portal with disclosures by listing.
- Require by law that fees be listed/disclosed when listings are posted; The city could insist on fees being completely transparent, and written clearly into the lease or rental agreement; summarize all fees within lease on the first page.
- Require and specify what fees (or utilities) LLs should be responsible for paying city-wide so there is no confusion on what utilities or fees a tenant should be paying.
- Force LLs, in the lease writing process, to state all fees up front in the lease or otherwise highlight them / Ensure that leases provide clear, concise definitions and systems for fees and their administration during the application process.
- Implement clear guidelines for what fees are/aren't permissible. Regulate which fees LLs can include in a lease, and that no additional fees beyond what is on the lease can be charged.

### **Work to balance power and address inequities:**

- Dedicated channel in city government to address repeated/consistent violations.
- Address the gap in resources for seeking relief.
- Create a fund dedicated to legal support and representation
- Provide resources to help trapped tenants get out of a lease without fees or debt.
- Provide inexpensive loans for tenants to afford move-in costs.
- Provide co-signer alternatives
- Our city should have a tenant support clinic / Create and fund a rental resource center! / Fund a renter resource center and website to support renters and landlords not using a property management company / Have landlord/tenant resources where things can be explained.
- Ensure access to mediation.
- Address the undue burden of multiple background check fees (which often make it impossible for tenants to be able to shop around) by creating a centralized background check portal so tenants only have to do it once in a given period and multiple LLs can access the findings/ratings from that central spot.
- Clarify: can fees be negotiable?

### **Create a Uniform Lease Agreement:**

- Provide a uniform standard lease agreement form, with addendums specifically authorizing fees.
- Create a standardized lease form that all LLs must use
- Right now, there is no consistency and rules are “guidelines”. This makes it very difficult to dispute.
- Leases are highly technical and variable, leaving tenants at a disadvantage. Create a plain language, easy-to-understand standard template for all.

### **Provide accessible, up-to-date information about rights and responsibilities:**

- Provide free know-your-rights education/information to landlords and tenants (so many rules!)
- Create a multilingual packet with LL/Tenant rights and responsibilities that LLs must provide to a prospective tenant
- Create a website that synthesizes COB, Whatcom, and WA laws regarding LL/tenant law to help people understand the full picture for their actual address (ArcGIS could link to relevant page)
- A landlord/tenant handbook (multilingual) similar to Seattle’s that answers questions, provides examples and easy explanations of rights and responsibilities of both parties / require it to be provided with every lease and prospective tenant at cost to the LL.
- Landlords should have to go through a background check as well, to protect tenants

### **Ensure that renters, and those with less economic power are fully heard:**

- Listen, but also intentionally engage in these conversations! Continue what is being done - public hearing, surveys, focus groups, but also reach out to tenant organizations. Typically, the owners' perspectives are more heard. Very few (maybe one?) council members are renters and that matters.

## **Section 7: Tenants – Input on Proposed Fees**

The proposed ordinances have provisions allowing these seven fees:

1. An applicant screening fee of \$50
2. Security deposit equal to one month's rent
3. Pet damage deposit equal to 30% of monthly rent
4. Late fee of no more than 2% of amount owed
5. A fee for utilities that are not included in the rent, based on actual usage
6. A reasonable fee for any optional good or service that tenants opt-into
7. A fee for any payment returned for insufficient funds that does not exceed the actual costs.

Are there any fees that you think should be added, removed, or changed? If so, what and why?

### **General Feedback**

- I agree with the above (proposed ordinances).
- Keep the language in the ordinances as what is allowed instead of what is not.
- City enforcement and retaliation must be kept and not weakened; same with affirmative defense.
- Don't lower penalties for LLs
- Fees should be the cost incurred; no more / Require proof of everything for any fees - receipts!
- LL / property management should have to disclose code violations.
- Maintenance charges: if tenant reports it, it gets charged to them; this is egregious
- Make it mandatory to accept assistance from all assistance programs, not just rapid re-housing programs.
- Enforce Source of Income Discrimination.
- If a unit comes with an assigned parking space, there should not be any additional fee to use that parking space. Ever.
- Place limits on cleaning / Cleaning fee limits / no more than \$30/hour
- Limit fees that are allowed to application fee and optional fees by excluding all fees except for those ones / Limit types of fees to applicant screening only.

- Place limits on lease breaking / Limit lease break fee, up to one month's rent or deposit - whichever is less/ tenant NOT responsible for remainder of term rent if notice given / Tenants should have flexibility to change to shorter/longer leases
- No penalties for going month-to-month at the end of a fixed-term lease, to allow a person to find a new unit, as long as T gives 30-days notice / Tenants should be allowed to go month-to-month at the end of the lease without exorbitant penalties
- Add a time limit for corrective action - 15 days?
- Cap on move-in fees - too burdensome, most people apply to several locations / Allow payment plans for move-in fees / Mechanism for adjustment based on need / Security deposits create too high of a barrier when coupled with other fees.
- Impose penalties for attempting to or soliciting payment on a false basis (many such cases with paper trails).
- No fees for paying online / other forms of payment / no fee to use electronic pay service even though not using it!
- Disallow service fee for eviction sign
- Include a dedicated channel in city government to address repeated/consistent violations

## Fee-specific Feedback

### 1. Screening fee:

- Screening fee should be no more than the actual cost of screening. / "At cost" or "Up to" and require receipt / If the landlord has to pay a screening fee, the tenant should not be charged more than the landlord is. No one should be allowed to profit from the process / This is meant to cover background checks. It should be a fixed rate associated with that streamlined cost. / Should be lower - \$20 is standard background check.
- **Add:** Automatic refund for any fees upon rejection
- **Add** Universal Background Check to ordinance and COB cap at \$20
- Universally accepted applications or background checks to avoid numerous application fees / Tenant should get a transferable background check and LL's should be required to accept a current one / Tenants should be allowed to have a master copy of background/credit check that should be accepted if current.
- There should be a law that requires a swapping of info during applying. If a prospective tenant has to disclose a background check and credit check, the landlord should be required to give one to the tenant as well. If a LL legally gets a key to a residence, tenants should legally be allowed to know if their LL has convictions or outstanding debt that might make it tempting for a landlord to charge more.
- **Remove this fee:** LL should pay cost of a background check - that's on them if they want it./ LL should pay
- If accepted, it should credit back to T's ledger / Automatic refunding of any fees upon rejection - and accountability mechanism for this.
- Allowed only if LL actually expends these costs. If costs decrease because, for example, members of family don't require additional work, this shouldn't be allowed.

## 2. Security deposit equal to one month's rent

- That's pretty standard, and I don't particularly have an issue with it. That said, I do think there needs to be more clarity about exactly what things can lower the amount of a deposit someone gets back. Right now, in many instances, it seems pretty murky.
- Don't limit double deposit options to RRH programs. Other assistance program types (prevention for example) can offer this as a co-signer alternative too.
- Why is the deposit based on anything other than likelihood of cost of repair?
- Depends on unit size. Survey showing actual likely of costs of damage should be the standard. Smaller unit should mean smaller fee, regardless of where the unit is located.
- Refundable security deposit to be fully refundable (no mandatory cleaning rates for normal wear and tear) / Deposit should be refunded other than documented damage
- Reduce to ¾ months rent
- Impose a time limit to refund security deposit (e.g. 30 days after move out.)

## 3. Pet damage deposit equal to 30% of monthly rent

- I don't have a real problem with a pet deposit, but it definitely shouldn't be nonrefundable. And, if a deposit is being charged, there shouldn't also be an additional monthly fee for having a pet. Make it one or the other, and if there is no damage due to a pet's presence, the deposit should be returned in full.
- Pet damage deposits should be for if there is actual damage.
- 15%-20% instead of 30% - burden too high
- Just use security deposit / Pet fee is bulls\*\*hit (and I don't even have a pet.) If there's damage or cleaning required, when you leave it comes out of the deposit.
- Pet deposit fees are seldom returned / The pet deposit needs to be refundable (other than documented damage)
- LLs should pursue collecting from individuals that have pets that cause damage instead of spreading that cost across all tenants with pets. The tenants liability insurance should cover damage.
- Pet rent should be forbidden since damages came out of both deposits - or lower deposit %
- Up to \$250
- **Remove:** Pet fee should be eliminated or reduced to 15-20% and refundable
- **Add:** Pet rent is NOT an allowable fee

## 4. Late fee of no more than 2% of amount owed

- I think that's reasonable. Otherwise, particularly if late fees continue to accrue, it can make it impossible for a tenant to catch up. It becomes punitive and predatory.
- \$25 or 2% whichever is lower.
- \$75 cap in unlawful detainers - just use this
- Late fee cap to 1% - again, way too expensive for most, will certainly cause financial difficulty.
- **Change:** require that rental assistance be accepted.

## 5. A fee for utilities that are not included in the rent, based on actual usage

- Unless the tenant has their own accounts separate from LL control WHY ISN'T IT INCLUDED IN THE RENT?! (to make the cost of living there look lower than it actually is most likely). / Require utilities to be included in rent / If LL is controlling this, it should be part of rent, not an additional fee.
- Cost of utilities (and other fees): must be transparent in how they got the number
- The problem is that tenants never see evidence of how much the utilities actually cost. It seems likely that landlords are profiting from those fees. That many fees are based on the number of bedrooms a unit has instead of how many tenants occupy a unit is certainly not based on usage.
- **Changed:** Define how actual usage will be determined. Provide a record of past years utility costs for estimation.
- Proof of utility charges, or option to be billed directly by city.

## 6. A reasonable fee for any optional good or service that tenants opt-into

- How is “reasonable” defined? What is a “reasonable” fee? - Maybe define it as at market rate for a good service legally, evidenced by communications of quotes from local business and LLs.
- I feel that sort of thing can leave tenants open to retaliatory behavior if they choose not to opt-in / Need very specific limitations so tenants aren't rejected from rentals for declining the “optional” fees.
- Opt-in fees are an interesting concept that need to be handled carefully to ensure that it is not exploited.
- **Remove:** they are never really “optional”, but a *de facto* requirement: if tenants don't agree to pay certain fees at the time of screening, they will be rejected / Tenants are passed over if they ask about the optional fees.
- **Remove:** LLs can exploit “optional fees”
- Optional fees should not be in the lease so they are truly optional; an addendum should be available instead.
- “Optional” fees need to ACTUALLY be optional. Not presented as mandatory, or hidden in the lease.
- Don't allow LL to automatically opt-in a tenant.

## 7. A fee for any payment returned for insufficient funds that does not exceed actual costs

- I worry that this would exacerbate current situations for those who have to pay said fee.
- If the landlord incurs a fee for a returned payment, then a fee that does not exceed the actual cost is to be expected. If the landlord is not charged a fee, then the tenant should not be either.
- **Change:** Cap this fee at the standard fee for a bounced check – no higher; processing fee already attached to rent portals.
- \$20 or \$30 flat and not a percentage

**Continue to next page for Small Landlords section**

# **Small Landlords: COB Focus Group Input**

Conversation facilitated by WDRC on 1/23/25 from 6-7:30 pm  
(19 Participants)

The goal of this report is to provide the City with an organized compilation of what was shared by participants, representing all unique viewpoints with as much fidelity to the original voice and sentiment as possible. The contents represent an encapsulation of opinions shared directly from participants, including direct quotes, slight paraphrases for brevity, or amalgamations (when multiple people spoke to a similar sentiment), and do not represent the views of or interpretation by the WDRC.

The headings in bold are added categories to structure the content in a more readable way, whereas the information below each heading comprises either direct quotes or consolidations of direct input. The Key Takeaways are impressionistic – renderings of shared ideas and opinions that surfaced repeatedly throughout the session – to help provide a more concise snapshot of recurrent or widely-shared input.

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## Section 1: Small LLs – Key Takeaways

Recurrent topics that emerged from participant input

**Fees are too low:** The fees are inadequate and will not allow landlords to cover costs or cover risk (especially security deposits, pet fees, and late fees). Fees should be structured to cover reasonable costs (inclusive of the time spent) and protect both the tenant and the landlord.

**Disclosure is important:** Upfront disclosure and clear communication about fees and costs is very important and helps to reduce later issues.

**Unintended consequences:** The ordinances will lead to higher rents, reduced access to housing for folks on the margins, and more small landlords leaving the business due to excessive business costs.

**Acknowledgement:** Small landlords actively contribute to the wellbeing of this town and its residents. Most landlords are good people trying to do things the right way and facing lots of challenges/costs/risks. Please stop using language at Council meetings, and in the ordinances that make landlords sound like the “bad guys”.

**More support and protections for small landlords:** There is already far less support and protection for small landlords than tenants and these will make that worse. Landlords need more City support such as a dedicated webpage, free legal advice, and uniform lease templates.

**Will lead to higher rents:** Increasing regulations will drive up rents, ultimately making the housing situation worse.

**Exodus of small landlords:** The more limits put in place, the more difficult it is to be a small landlord. These restrictions will drive more local landlords away from renting, leading to fewer units available and/or more corporate takeovers of rental properties.

**Disproportionate impact for low-income renters:** Because landlords will end up increasing rents and/or reducing risk by selecting only well-credentialed tenants, those on the margins will suffer most – exactly what the City is trying to prevent.

**Sowing conflict:** The City's approach is creating an adversarial relationship between landlords and tenants. Stop using language that demonizes landlords and pits them against tenants.

**Tenant accountability:** Too often, tenants don't actually read the leases and/or fail to comply with its terms. Landlords need effective ways to motivate compliance and recoup damages when people violate the terms of the leases.

**Target bad actors:** Regulations should target bad actors/offenders rather than make everyone pay for the outliers. The ordinances are making all suffer the consequences, even though most are doing the right thing.

**Double standard:** The City is applying a double standard, charging landlords high fees and raising taxes at levels higher than what they will allow landlords to recoup (e.g. City late fees for rental registrations).

**Incorporate landlord input:** The City should pay more attention to landlord experiences. Please provide more opportunities for landlords (especially small landlords) to be heard by the City Council.

## Section 2: Small LLs – Priority Feedback

As the Bellingham City Council continues with the process to establish ordinances about rental fees, what do you think is the most important thing for them to understand?

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*"I think it is important that the city council understands that as landlords we are already tasked with immense responsibilities. We are also hit with inflation from HVAC companies, plumbers, electricians, roofers, etc. from their cost increases. We have mortgages, insurance, property taxes, and sometimes HOA fees. It is our retirement. We are human beings too! We have families and being a landlord comes with risks!"*

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*"Any fee applied to landlords will most likely get passed on to tenants, causing rents to go up. Don't just side with renters, you need to look at the situation from both sides. Most landlords are good people but are made out to be the bad guys. We are not. It doesn't seem like any input from the landlords was asked for. Very one sided from the tenant side."*

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*"City council needs to remember they are controlling our income and spending other people's money."*

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*"All provisions will force landlords to: 1) raise rents to cover associated costs; 2) increase scrutiny of tenants, and, 3) raise rents to max allowed every year."*

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*“The City of Bellingham is increasing fees more than 8%. Water/sewer/storm at a 10% increase, 20% increase for garbage service – yet rent can only increase 8%! Not fair! Costs should go up accordingly. Stop raising costs. There seems to be way more consideration for tenants than landlords. There should be a more balanced relationship. Fees hurt everyone but landlords are not supported by City Council.”*

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*“Fees hurt everybody. Affordable housing is the goal, however over regulation hurts that objective. We are selling one of our units due to regulation fatigue. Supply and demand will even out the rents and some of the bad apples. FYI: We moved into property management because of all the regulations and that raised the cost of our rents & fees.*

- *Pets can cause an excessive amount of damage.*
  - *Please help limit the ESA's and have a cap.*
  - *Painting the landlord as a bully is not helpful. We are the heroes providing rent.*
  - *May we have attorneys to also advise us.”*
- 

*“The lack of support for landlords coupled with the tenant-friendly legal leniency is not sustainable. We, as landlords, will sell as soon as we're able to after not receiving rent for two years and having no power to evict them. This will decrease rental availability even further, not increase it.”*

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*“City needs to focus on enacting laws that are fair re: landlord/tenant issues, including fees; especially when it comes to damages and late rent payments.”*

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*“Stop making landlord / tenant relations so difficult. Look at COB fees - very disproportionate. Garbage tax went up from 12.99% to 20.85%. Stress to tenants and landlords they ALL need to be responsible. Stop demonizing landlords. Your involvement is constantly increasing rents. Stop promoting irresponsibility - promote responsibility.”*

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*“Clear identification of fees and costs upfront for landlord and tenant is very important. Fees need to be structured to cover reasonable costs and protect both the tenant and the landlord.”*

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*“Limiting security deposits, cleaning fees, late fees, etc. are detrimental to the landlord. The city has all kinds of fees and penalties for landlords, and tenants are treated as a special group. Tenants need to be protected of course! But prosecute the offenders.”*

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*“This law appears to be focused on a few bad actors and is heavily disproportionate in its negative impact on small landlords. Some outcomes of passing this law will be:*

- *Small landlords will leave the market due to the cost, risk, and fear*
- *Housing supply will decrease with loss of small landlords*
- *Rent will increase across Bellingham to account for the increased risk and cost.*
- *Small landlords are a significant portion of the small businesses in Bellingham. These laws will crush the small landlord business sector. Do the research: how many Bellingham landlords are less than 20 units? Answer: more than 80%. Those 80% will leave the market!”*

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*“It feels like the ordinance is being written for “bad actors” who are a very small % of landlords. It is disproportionately skewed in favor of tenants. The fees, punishments for violations etc. are 2% for tenants vs. 300% for landlord violation. It hurts small local landlords with paperwork, costs, etc. and will push them out of the market, consolidate PM in corporations. It will drive up PM fees. Too complicated, confusing, creates division and perpetuates a false narrative of “us” vs. “them” dynamic. Thank you!”*

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*“Not all landlords are out to price gouge tenants and are not evil people. This is a business, but this is also our personal property that needs to be protected. Where in this ordinance is the protection of the landlord? There needs to be a more equal representation of our needs as property owners. Feels like these ordinances are for the ‘bad actors’ in town, pitting tenants against landlords. We would like a one-on-one meeting with City Council to discuss.”*

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*“I feel that the City and state has created an unfair and adversarial relationship between the landlord and tenant. The tenant has all the rights and the landlord has very few. Tenants get free legal representation when they don’t pay rent along with damaging the property. Landlords have to pick up all of the expenses, including having to pay rent to evicted tenants who didn’t pay. I feel the city and state is trying to eliminate small independent landlords. Only large corporations will be able to survive.”*

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*“Laws are protecting tenants. That’s great but it makes me want out of the business. Stock market sounds more reliable. The more laws enacted, the more likely I am to use a property manager which will only drive my costs up. Be sure to ask tenants which kind of landlord they prefer - corporate vs. private! I super appreciate the opportunity to be heard. Thank you.”*

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*“Additional administrative and financial burden on landlords raises the cost of providing housing and therefore increases the cost of rent.”*

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*“The City of Bellingham has created an unhealthy adversarial relationship between tenants and landlords. Over regulation on small business owners has placed burdens on property managers and landlords, causing rent increases to tenants unnecessarily. You, City Council, are pushing small operators out - inviting large corporations to push out small mom & pops. The City is obviously biased against landlords, proposing obscene rules and caps. I would love to see a City Council member walk in my shoes.”*

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*“Limiting fees devalues the amount of time and energy LLs need to put in for a variety of related expenses and/or compliance.”*

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*“Walk your talk! COB Rental registration fees add costs to rental amounts. Late fees for rental registration are completely out of line. No grace period. Landlords are learning to charge fees just like the COB and other governments and businesses.”*

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## Section 3: Small LLs – Purpose of Fees

What purpose do you think fees in rental agreements serve?

### **To cover associated costs:**

- To help cover costs to serve tenant
- To mitigate damages
- To offset risk to property owner
- To cover administrative fees
- To help account for time and labor of landlord

### **To foster accountability:**

- To incentivize adherence to the lease as a legal contract between Landlord and Tenant.
- To motivate acceptable behavior and on time rent payment - there need to be consequences.
- To provide motivation to care for the rental unit.

### **To provide clarity:**

- To clearly inform the renter of all fees and communicate those expectations at the outset.
- To provide clear guidelines of expected behavior.
- To allow renters to fairly compare rental options.
- To help limit disputes over fees when charged.
- To create transparency for damages and how they will be handled.

## Section 4: Small LLs – Challenges of Fees

What do you think are the downsides or challenges associated with fees?

### **Lack of understanding and clarity:**

- Tenants feeling confused about what the fees are, why they are what they are, and how much they will have to owe.
- Lack of understanding about what the purpose of fees are.

### **Increased financial burdens:**

- If fees are too high they could make it impossible for a tenant to catch up
- Risk of being overly punitive or abused by landlords
- Can accelerate a financially-challenged individual getting even further behind
- Damage deposits agreed to by both parties may not cover actual damage costs.

### **Collecting and processing fees is time-consuming:**

- It can be difficult and burdensome to collect - this takes time and money

- Tenants not wanting to pay and arguing they are inappropriate even though they were shown fees at signing

**Two comments reflected no current challenges:**

- I respect the city trying to make fees more visible. As long as the tenants understand the fees, I don't see a challenge.
- We do not charge fees and I have not experienced any problems.

## **Section 5: Small LLs – Sources of Confusion**

We know that sometimes there is confusion between landlords and tenants about fees. What do you feel are the main sources of confusion?

**Lease language can prevent understanding:**

- Not having fees clearly identified in lease/rental agreement.
- Overly legalistic leases.
- Lack of clear language in lease

**Not reading the Lease:**

- Tenants apparently frequently sign and initial the lease without actually reading it, based on what they tell us (as persuasion) once they get a fine.

**Laws:**

- Lack of education for tenants and landlords about the laws
- Myriad rules and regulations across various jurisdictions to track
- There are bad actors on both sides violating the laws and/or lease terms, but so many of us are not - we work really hard to do the right thing
- Tenants have more rights than landlords.

**Little understanding of housing providers' experiences and negative bias:**

- COB and City Council are contributing to demonizing landlords - this is wrong and hurts.
- Failure to understand that it takes time, effort, and lots of expense to operate a rental business.
- False perception that fees are used to nickel and dime tenants when this is not how the vast majority of housing providers operate.
- People don't understand the high cost of property management and/or building ownership. Tenants assume we are land barons and wealthy.

### **Confusion over specific topics:**

- Maintenance responsibilities (e.g. disputes on who is responsible for upkeep, such as plumbing issues, landscaping, and appliance maintenance).
- Security deposits (e.g. the amount of money withheld; how they are used, and when they will be returned).
- Rent payment terms (e.g. confusion about due dates, grace periods, late fees or acceptable method of payment).
- Property condition: (e.g. “normal wear and tear” vs. damage caused by tenant).
- Move out: (e.g. sometimes tenants insist that the apt. is cleaned to move-in standard and nothing is damaged, when that just isn’t the case).
- Access to property: (e.g. uncertainty about when and how a landlord can legally enter the unit, often leading to complaints of improper notice).

### **Communication takes time, but makes a difference:**

- Leases can seem daunting upfront to tenants, however proper communication is key and can bring better understanding.
- Our tenants are clear on fees because we explain things upfront.

## **Section 6: Small LLs – Suggested City Actions**

What could the City do or provide to help avoid these misunderstandings?

### **Require full disclosure:**

- Require full disclosure of fees and ensure they are clearly defined upfront.
- All fees should be clearly delineated in the rental agreement to avoid confusion

### **Make ordinances clear:**

- Provide more clarity in the ordinances (e.g. late payment fees, optional fees)
- Clarify processes for lease termination, including notice periods for ending a lease, and penalties for early termination.

### **Provide standardized forms:**

- Create a uniform lease templates (e.g.: property purchases use a consistent set of docs/contracts)

### **Provide legal resources for landlords:**

- Provide free legal advice/attorneys for property owners
- Require an arbitration clause

**Increase support for housing providers - it is too lopsided in favor of tenants:**

- Seems very one sided, in favor of tenants; make it fair for landlords.
- Work on making legislation that is more equitable on what is expected of tenants- it's lopsided now, with measures that benefit tenants unfairly and are actually punitive towards owners/landlords.
- Provide resources on a dedicated webpage for housing providers.

**Portray housing providers fairly:**

- COB paints landlords as bullies - please stop doing this and start showing public support of landlords, balancing your support of tenants.
- Greater communication and outreach (like this group) will help to create policy that is fair and balanced.

**Reduce regulation and City fees to lower housing costs:**

- Don't overregulate if you want affordable housing.
- Lowering my costs = lower the rents.
- Reducing administrative and financial burden on the housing provider will also likely reduce those levied on tenants.

**Help educate tenants:**

- Provide tenant resources on a dedicated webpage.
- Provide tenant education opportunities, with incentives for tenants to attend.
- Educate tenants on the actual costs landlords incur to manage properties.

## **Section 7: Input on Proposed Fees**

The proposed ordinances have provisions allowing these seven fees:

1. An applicant screening fee of \$50
2. Security deposit equal to one month's rent
3. Pet damage deposit equal to 30% of monthly rent
4. Late fee of no more than 2% of amount owed
5. A fee for utilities that are not included in the rent, based on actual usage
6. A reasonable fee for any optional good or service that tenants opt-into
7. A fee for any payment returned for insufficient funds that does not exceed the actual costs.

Are there any fees that you think should be added, removed, or changed? If so, what and why?

## General Feedback

- Emotional support animals: Add refundable deposit for service animals; allow us to charge fees for ESAS; should be able to say no to all animals, including ESAS
- Add a fee to cover costs when the City inspects to cover a professional inspector.
- These are too low and will not keep pace. For example, COB has raised our w/s/g more than 8% and insurance went up 25% in one year!
- Tenants hate the 4 month notice for renewal.
- Add early termination fee
- Add parking fee and cleaning/turnover fee
- Add early termination fee - we must be able to charge this
- Add Admin fee
- Add in arbitration or mediation clause, to provide less costly way to resolve disputes
- Provide guidelines or a template for rental agreements to ensure consistency.
- We need more communication and clarification on section 6.16.060 - Retaliation Prohibited
- 6.16.070: Landlord should get opportunity just like tenant
- 6.16.080: Who pays attorney fees?
- 6.16.100: Need more than 15 days to contest

## Fee-specific Feedback

### 1. Screening fee:

- Get rid of a specific dollar amount and instead use actual cost; should be changed “to not exceed cost of service”
- Not enough to cover background checks; our fee is already \$50 and it will go up like everything else; the cost to run an application is closer to \$225 admin!

### 2. Security deposit equal to one month's rent

- Having flexibility will better serve more populations; though one month rent is fine in most circumstances, it is harmful to limit this because a higher security deposit can allow housing providers to rent to someone who does not meet other criteria.
- Not enough to cover potential damages; one-month security deposit may not cover costs and leave landlords in the red.
- Do not cap, it will just increase rents to capture increased risk exposure; I will be forced to raise rents the max just so I can get higher sec dep

### **3. Pet damage deposit equal to 30% of monthly rent**

- Definitely not enough - needs to be much higher!; Pets can easily cause more than 30% worth of damage; Pets are always an unknown and they can cause an excessive amount of damage; Pets can do so much damage, we need to have the ability to recoup costs; 30% could leave landlords in a BIG hole.
- Only 3 jurisdictions out of 281 in WA regulate this; follow City of Auburn's example and instead of 30%, say it needs to be "reasonable"
- Service animals need to be verifiable.
- Impose a limit of one support animal
- Does not account for multiple pets. Maybe 30% for each pet?
- Need to be allowed to charge pet rent: Pets drive up utilities compared to non-pet units and cause significant damage and associated costs (e.g. carpet deodorizing, flea bomb & clean, cats + mini blinds + dogs with trim).
- This is okay.

### **4. Late fee of no more than 2% of amount owed**

- A late fee of 2% is ridiculous! It will not cover our costs and provides pretty much zero incentive to pay on time; 2% is not reasonable.
- Late fees need to be steep to create enough of a consequence to motivate renters to pay on time. Late fee of no more than 2% owed offers zero incentive for compliance by the tenant - especially if this is a flat monthly fee. Perhaps if this was a daily fee, it would incentivize the tenant to pay on time.
- We have mortgages; mortgage late fees are much higher. At a minimum they should keep up with mortgage late fees.
- 2% is not enough for 1st day and there also needs to be an additional fee for each day that follows until paid;
- Easier for everyone if it remains a constant
- It will lead to more evictions as it creates no incentive to pay - if we can't motivate payment, our only other option is eviction.
- It is confusing and unclear - please clarify frequency (per day? week? month?) and how they stack up over time.
- COB is applying a double standard: should be similar to what COB charges landlords for late rental registration!
- Should be actual cost or minimum of \$50 in case landlord has paid the mortgage off already

### **5. A fee for utilities that are not included in the rent, based on actual usage**

- This is hard to define and is impractical for many buildings
- How would actual usage be calculated?
- Not feasible for many buildings, and allowable rent increases won't even cover the City increases, such as 10% increase water/sewage, 20% garbage increase
- 8% rent increases will not cover costs - City raises fees/taxes more than this.

**6. A reasonable fee for any optional good or service that tenants opt-into**

- Okay
- Cleaning fee helps to cover cost of turnover
- We need more clarification on this
- Lots of concern with this and see many potential issues

**7. A fee for any payment returned for insufficient funds that does not exceed the actual costs**

- Cost of our time and energy needs to be accounted for (e.g. bank charges plus 1 hr based on median city employee pay); it can be a nightmare to collect!
- Need to define actual costs
- Multiple occurrences cost more - the first offense should be the amount of actual cost and then additional charge for recurring events.

*Continue to next page for Large Landlords section*

# Large Landlords: COB Focus Group

Conversation facilitated by WDRC on 1/22/25, 3-4:30 pm  
(20 Participants)

The goal of this report is to provide the City with an organized compilation of what was shared by participants, representing all unique viewpoints with as much fidelity to the original voice and sentiment as possible. The contents represent an encapsulation of opinions shared directly from participants, including direct quotes, slight paraphrases for brevity, or amalgamations (when multiple people spoke to a similar sentiment), and do not represent the views of or interpretation by the WDRC.

The headings in bold are added categories to structure the content in a more readable way, whereas the information below each heading comprises either direct quotes or consolidations of direct input. The Key Takeaways are impressionistic – renderings of shared ideas and opinions that surfaced repeatedly throughout the session – to help provide a more concise snapshot of recurrent or widely-shared input.

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## Section 1: Large LLs - Key Takeaways

Recurrent topics that emerged from participant input

**Overreach:** The proposed ordinances are an intrusion on private business. The City is micro-managing an industry and unfairly singling out landlords (e.g. the City is not dictating the rates banks charge for mortgage late fees, nor what grocery stores charge for food). More regulation leads to more costs to the customer, which will only make matters worse for renters and the community.

**Transparency and disclosure are helpful:** Clear upfront communication about fees and costs is very important and full disclosure is necessary. To facilitate this, the City could mandate a one-page sheet that goes on the front of each lease that lists all fees.

**Fees are far too low:** The fees are overly restrictive and the caps do not reflect the reality of what it costs to operate a rental business. They are essentially mandating that a business run at a loss. Fees should be structured to cover our actual costs, including the cost of the time spent on administering them, collecting fees, notifying tenants, etc.

**Tenant accountability:** Too often, tenants don't actually read the leases and/or fail to comply with its terms. Landlords need effective ways to motivate compliance and recoup damages when people break the rules.

**Will reduce housing units:** The ordinances will lead to more landlords leaving the business due to business costs they will be unable to recoup. Limited supply is the core issue and this will only exacerbate that.

**Target bad actors:** Regulations should target bad actors/offenders rather than make everyone pay for the outliers. The ordinances are making all suffer the consequences, even though most are doing the right thing.

**Corporate consolidation:** This will force rental businesses to operate with high levels of financial risk and bigger losses, leading to local companies folding and further consolidation of the industry to large corporations that have more risk capacity.

**Higher rents and/or reduced maintenance:** The loss in income from the restrictions will, by necessity, either be passed on to renters, or compensated for by cutbacks in service and care for properties, leading to reduced housing options and/or worsening housing conditions.

**Disproportionate impact for low-income renters:** Because landlords will end up increasing rents and/or reducing risk by selecting only well-credentialed tenants, those on the margins will suffer most – exactly what the City is trying to prevent.

**Over-regulation:** The ordinances are not well-researched. The industry is already highly-regulated and the City’s proposals further confound the existing array of complex local, state and federal law/regulations. People are leaving the business due to over-regulation.

**Incorporate landlord input:** The City should pay more attention to landlord experiences and not pit them against tenants. City Council should listen to our input and concerns directly - we are experts in the field.

**Double standard:** The City is applying a double standard, charging landlords high fees and raising taxes at levels higher than what they will allow landlords to recoup.

**Unintended Consequences:** The ordinances will have a plethora of unintended negative consequences for renters and the community. They will increase rent, reduce supply, and limit access to housing. Though intended by Council as a way to help renters with high housing costs, they will do just the opposite.

**Acknowledgement:** Landlords are providing an important service for our community - these ordinances unfairly penalize landlords and further add to an imbalance of support for tenants.

## Section 2: Large LLs - Priority Feedback:

As the Bellingham City Council continues with the process to establish ordinances about rental fees, what do you think is the most important thing for them to understand?

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*“Fee regulation is not helpful to the landlord or tenant. The City will not get at the root problem of tenant issues by regulating/capping fees.”*

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*“Fines are absolutely necessary to use as an enforcement mechanism. They are not the same thing as fees. Fees should allow us to cover the cost of doing business, not operate at a loss, as the current ordinance intends. Property management is a business like any other and should not be regulated by City Council. Costs in other businesses are not regulated.”*

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“Do not regulate how we do business – let the market do its job! Most landlords are good decent people who want to:

- Take care of their property/asset
- Offer a good product at fair price
- Find tenants who want the same
- Respond quickly to tenants' concerns.”

“Price caps are counter-productive. Limiting what fees can be charged and how much means good tenants will incur increased rent to cover the expenses caused by other tenants. **You need to meet with us!** And answer our questions!”

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“Vacancy rates are 6%. Supply and demand for rental housing is currently in balance. Rents have flattened. If the City Council over regulates, less people will build, creating an imbalance of supply. Added supply of housing will bring costs down, plain and simple. This is only going to raise the costs. We are starting to see more availability – 35 properties are offering concessions today!”

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“By proceeding with the proposed ordinance you will be removing tools from our toolbox to work with tenants. You will drive out local investment and replace it with corporate interests that do not serve tenants. This ordinance will do very little aside from raising overall costs. I understand the desire for lower cost and creating transparency, but this is not the right direction.”

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“Quit creating barriers to housing.”

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“Need to understand core issues and facts. Many of your Whereas statements are outdated. Understand state regulation - current and proposed. Many items are already addressed. We are already so over regulated. More regulation = higher costs = more barriers to housing = less building. You need more input from landlords; get interested in our horror stories and the effects they have on good tenants.”

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“It's important for the Bellingham City Council to carefully consider the potential consequences of implementing ordinances about rental fees. While the intention may be to make housing more affordable or regulate rent prices, there's a significant risk that such policies could backfire. If rental fees are overly regulated or capped, landlords may be less incentivized to maintain or invest in their properties. This could lead to a reduction in the overall quality and availability of rental housing, ultimately exacerbating the very issues the ordinance is trying to address. Instead of improving affordability, it could drive up rents in the long run or discourage new development, making the housing crisis worse, not better. In essence, while the goals may be well-meaning, the approach may be counterproductive—essentially accomplishing the opposite of what is intended.”

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“With the proposed ordinance you are telling property management companies to operate at a loss.”

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“Rent control drives rent up - Well documented. Regulation fuels gentrification when costs are driven up. Most of the proposals are already addressed in state and federal law. If you discount the price of the product from the cost of doing business, you create slums. Please talk with professional organizations (WMFHA, RHAWA)”

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“Forcing price control on this industry will only have a catastrophic outcome. Investors will stop buying here and developers will stop building. Companies will be forced to close while others cannot grow due to the lack of housing. This meeting was completely ridiculous. It was not set up to address the actual issues. You should be ashamed for not even being decent enough to discuss this with us yourselves!”

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“The proposals inhibit a management company from actively and efficiently managing a property. These changes and prohibitions will cause the average person to drop rental properties thereby decreasing rentals or sending them to large companies. The limitation on late and pet fees encourages bad behavior.”

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“Overregulation of fines/fees will cause developers to go elsewhere, creating an additional issue with the housing shortage. Removing fines will reward negative behavior and prevent landlords from being able to uphold the lease. Properties will start trending downward. Clear transparency on fees and fines for lease violations should be implemented, however the city should not regulate or cap these fees/fines. Let tenants decide if they want to rent from the landlord based on info disclosed.”

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“This ordinance will raise rents by reducing the number of people interested in building units and renting them. More regulation = more costs to the customer.”

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“The city needs to know that increased regulations ultimately increase the cost of housing. Regulating the types of fees and fines that a landlord can charge, and even more egregious, placing caps on fees/fines, could force landlords/property mgmt. companies to operate at a loss. Transparency is important and will allow tenants to choose the best option for them. The housing supply problem is ultimately exacerbated by additional laws/codes. Developers are struggling to pay exorbitant permit fees, park impact fees, etc.”

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“This ordinance is unacceptable. You cannot regulate us to the point of losing money. I believe in transparency, but imposing made-up limits on fees/fines is a taking. Stop listening to these rental activists and start listening to those of us that have some skin in the game. This ordinance will create more barriers to renters, it will also make those of us that build and hold these units consider stopping. Less owners/builders will not help with cost or availability. It will only make supply go down. Rents are stabilizing. Let the market do its job and things will balance out.”

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*“Don’t regulate landlords. Let the state and federal government do it.”*

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*“The City Council has so regulated housing that now they have a supply crisis of epic proportions. And then they have the nerve to think that the answer to rising costs for a limited commodity is to limit prices? Economics 101 would be instructive. Moreover, proposing ordinances with cost limits without a shred of effort to understand the landlord aspects to rental housing is representing one side and fundamentally unfair. The result is a disservice to the entire community to placate a very vocal minority.”*

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*“The more laws enacted the more likely I am to use a property manager which will only drive my costs up.”*

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*“You are trying to regulate private business. This is not government housing. Start in your own field as city government, lower and cap water service fees, AIS fees, late parking ticket fees. Amalgamate a list of city government-related late fees and increases and discuss those. Your elected job!”*

## **Section 3: Large LLs - Purposes of Fees**

What purpose do you think rental agreements serve?

### **Fees are necessary to motivate and enforce compliance:**

- Fees create an incentive for tenants to follow rules and are the main tool to get compliance with contract provisions
- Without fees there is no enforcement mechanism
- They prompt people to pay attention and change behaviors that violate the lease.
- Fees reflect the consequences of behavior
- Fees and fines are not a profit center, they are supposed to encourage the tenants to live up to the contract.

### **Fees are necessary to cover the costs of business:**

- Fees are the main mechanism to recoup actual costs associated with providing an extra service or repairing damage; we need to cover costs or we will go out of business.
- Lease violations are the tenant’s fault and take time and effort for us to process.
- Fees are an exchange for goods or services, such as extra parking, additional occupants, pet fees. And then there are the fines for lease violations or tenant non-compliance - penalties for failing to adhere to the terms of the lease (e.g. late fees, noise violations, property damage, unauthorized roommates).
- They allow for tiers of service and a way to provide unique requests.

**Fees help create transparency:**

- Tenants see fees at time of signing the lease and have to initial them.
- Total disclosure in a lease agreement should be a requirement.
- Fees enable price comparisons

**Fee limits are not necessary:**

- Fees and fines should not be limited, restricted, or capped. The law already requires that fees be contractual and equitably-enforced.
- Fees already can't be enforced through pay/vacate.

**Fees distribute costs in a fair way:**

- Fees reduce the overall cost burden to contract-abiding residents and apply the cost to the person that violated the lease; assigning responsibility to the responsible party is the right way to do business.
- If fees become optional, then that automatically means I am breaking the law by not treating everyone the same.
- People have really different standards of cleanliness/living conditions. Fees allow us to deal with that appropriately, charging those who incurred the extra costs.

## **Section 4: Large LLs - Challenges of Fees**

What do you think are the downsides or challenges associated with fees?

**Tenants don't read or understand the lease:**

- Tenants are in a rush, want to get in, and don't read the contract (9/10 times, tenants tell us in writing that they did not read the lease, even though they had to initial each separate fee description).
- Tenants may be new to contracts and not understand the agreement terms.
- Fines can be an educational moment – they are signing on to all sorts of contracts (e.g phones, Xfinity, etc.) and they need to learn they have consequences and are real. We hear: “you can't really expect that I would actually read all of that language!” That's not the reality of life.

**Some tenants have very different standards for care for a space:**

- This can lead to high costs and we need to be able to recoup from those who have caused the damage.
- Different standards of living (cleanliness, maintenance, skills...)

**Collection is difficult:**

- Collection is challenging and time-consuming.
- No viable enforcement mechanism.

## Section 5: Large LLs - Sources of Confusion

We know that sometimes there is confusion between landlords and tenants about fees. What do you feel are the main sources of confusion?

### **Tenants not taking responsibility for what they are signing:**

- I can provide hundreds of emails from tenants and co-signers telling me that they can't possibly be responsible or expected to read the entire lease that they sign – where every single fee is clearly laid out.
- Tenants don't feel there will be retribution; as a LL it is expensive to bring someone to court, so there really is very little recourse for us.
- Our leases are very detailed and include important terms about rent increases, maintenance responsibilities, and penalties for breaking the lease. Unfortunately, tenants sometimes overlook these critical clauses, either because they don't take the time to read thoroughly or because they don't think it will apply to them.

### **Fees and Fines:**

- Fees and fines are distinct things. Fees are set costs that apply to everyone (e.g. security deposit, pet fees, etc.). Fines are for those who have violated the lease - trying to cover the costs of bad actors and prevent future violations.
- City uses the same mechanism (e.g. multiple \$50 late fees for a \$40 payment). Kind of hypocritical for them to use such large fines/fees but ask us not to have control over the fees/fines we feel we need to run our business!
- It takes money to enforce fines - to get appropriate legal counsel, post notices, and interact with the tenant.
- Fees are being perceived as shady – when they are a critical part of making a rental business viable.

### **This will cause housing costs to increase and hurt those on the margins most:**

- When you increase regulation, costs go up. Rent is high because supply is low. You sure can regulate your way into a supply problem, but you can't regulate your way out of it!
- It is going to hurt marginalized populations the most - they will be excluded because we will need to increase rents across the board to cover costs and/or will select renters with better financial histories because we will have fewer options to recover commensurate costs.
- We have a housing shortage because units are not being built to keep up with demand - point blank. This is the wrong approach and is NOT addressing the core issues.

### **Mismatch in accountability:**

- At time of signing, we all should be on the same page, and we all have the best intentions. I am going to do everything that is on the lease and not rescind or violate the

terms. Yet, for tenants, things change...life, roommate, jobs, etc.... and all of a sudden their needs or situation changes and they want a shift. That costs us money – there are real costs associated with it.

- Covid regulations created an idea that renters get everything for free and have zero penalty for failure to comply. That mentality has created a contentious relationship between landlord/tenants and has changed tenants' perceptions of rent and lease compliance.

**City Council is not taking the time to understand the industry nor the broader regulatory landscape:**

- City Council is pitting us against everyone else, as if we are the bad guys... we are not the bad guys! We are upholding the law, maintaining our properties.
- Stop over regulating, there are already so many laws to adhere to - this is adding more confusion and inconsistencies.
- These go against other laws and are not well-researched. Many of these are already in state or federal law, and in fact may be conflicting; they are not consulting the knowledgeable attorneys; they should be talking to housing provider associations and their attorneys, not the City's attorney.
- The only people that are confused are the City Council members!
- City Council failed to bring housing provider perspectives into their research in any adequate way. This should have happened long ago, and we should be speaking with the whole Council directly.
- Work with Housing Provider Associations - get educated! (WMFHA, BHAWA)

## **Section 6: Large LLs- Suggested City Actions**

What could the City do or provide to help avoid these misunderstandings?

**Figure out how to get tenants to read and better understand the leases:**

- A well-informed tenant is more likely to respect the lease terms and avoid disputes down the line, making the renting process smoother for all.
- If the City feels it has to get involved, free legal help to tenants to understand their lease and what they are signing would be more beneficial than caps on fees or removing fees entirely.
- There are already so many resources for tenants and they aren't choosing to access them. They want to just sign the lease and get in and aren't interested in the details – until they get a fine and then all of a sudden they are. Tenants don't seek support until they get a lease violation. The City already does a lot for tenants and nobody shows up.
- Maybe a *place* where people could go and get help understanding the lease
- Plain language is beneficial for all, and we are doing it

### **Disclosure and transparency matter:**

- One thing COB could do: *A Truth in Rental Form*, that attaches to the front of every lease and clearly lays out all the fees. One page that lists all the things that you need to DISCLOSE. They should not put a limit on them - you can put in whatever your deposits, fees, and fines are - but it is clear and transparent. Create a single page we can attach to our leases – leases that already follow state and federal laws.
- Provide a disclosure template and information sessions.
- The core issue is transparency! If you need to regulate something, regulate what needs to be disclosed and how.

### **Stop making us out to be the bad guys:**

- City Council should revise the Whereas statements.
- Prejudicial behavior and very clear bias is on display in session; is it pandering to a broader audience? Ignorance of the industry? The data these ordinances are based on is skewed.

### **Stop Overregulating:**

- Regulatory oversight on fees can lead to unintended consequences, such as increasing rents across the board or discouraging investment in property maintenance. In the end, while the intention behind regulating fees may be to protect tenants, it can inadvertently limit a landlord's ability to run a business effectively, in a way that's sustainable and responsive to market conditions.
- I don't believe the City has any business getting involved in this. They are getting involved in issues of commerce that are outside their lane. The State of Washington Landlord Tenant law should govern just that, landlord/tenant law.
- COB can stay away and let the free market do its thing.
- Stop overregulating – layers of bureaucracy add to the confusion.
- The more you regulate, the less people will want to build.
- Stop making rules in conflict with state and federal rules!

## **Section 7: Large LLs - Input on Proposed Fees**

The proposed ordinances have provisions allowing these seven fees:

1. An applicant screening fee of \$50
2. Security deposit equal to one month's rent
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5. A fee for utilities that are not included in the rent, based on actual usage
6. A reasonable fee for any optional good or service that tenants opt-into
7. A fee for any payment returned for insufficient funds that does not exceed the actual costs.

Are there any fees that you think should be added, removed, or changed? If so, what and why?

## General Feedback

### **It is not the City's purview to impose this much control on our business practices:**

- Do not cap, limit, or ban fees/fines! Instead, require disclosure in the lease agreement.
- The most important point = fees and fines should NOT BE REGULATED.
- Govt. is taking too much control... even telling us what we can charge... this is a taking... you are mandating that we operate at a loss (e.g. \$40 just for screening fee that we pay and \$10 in no way covers processing costs)
- This is a potential overreach of governmental entities trying to regulate how we operate our business.

### **These will reduce housing, local control, and increase housing costs and barriers for those on the margin:**

- Caps on fines/fees serve as a further barrier to housing, especially for marginalized people and reduce our flexibility in working with folks.
- Limiting fees will limit an owner's toolbox to get creative with a tenant to structure a favorable lease and living situation. This ultimately becomes a barrier to housing (eg. Allowing a double security deposit in lieu of a co-signer or a good credit score).
- Ask NY and San Francisco how well rent control and fee regulations have worked out. If renting becomes unprofitable, landlords will go condo and more people will be displaced. Regulation fuels gentrification.
- The rules being discussed will limit housing options available to renters and create reduced housing in the future, which will increase housing costs.
- A short-sighted look at housing – we are not addressing core issues. We don't agree with anything! All of these are going to restrict housing and increase costs of housing
- Dictating a cap on fees when costs continually increase over time limits an owner's ability to keep properties. They will be forced to sell and risk a non local or large corporation taking over the properties. Keep the money local!

### **The caps on fees will lead to unfair impacts:**

- Federal law requires everyone to be treated similarly, so now we charge to the lowest common denominator and everyone pays for bad actions.
- If inadequate fees are written in, then the base rent would have to be increased to cover the landlord's expense involved and all would be paying for those expenses in their base rent, even if they do not incur that fee.

### **The fees are inadequate:**

- The listed fees don't cover costs of doing business professionally; it is a highly-regulated industry: preparing legal notices for example - we shouldn't bear costs of a tenant doing something wrong.
- If City Council won't let us enforce behavioral standards, then where are we at?
- Fees that need to be added:
  - Administrative fees
  - Service/legal notice fees
  - Lease transfer fees
  - Early lease termination fees / Any and all lease or contract changes
  - Lease violation fees (i.e. noise complaints, unauthorized animals, etc.)

## Fee-specific Feedback

### **1. Screening fee:**

- \$50 does not include our costs; this is an industry that is already over regulated; background check providers set the price
- Already addressed by state law – that it cannot exceed actual costs
- It's completely unreasonable to impose a cap on this fee while allowing other businesses to increase their fees whenever it fits their business model. Currently, our fee is \$50, but we've been informed that the costs for screening & credit checks are set to double. Shouldn't we, as businesses, be able to adjust our fees to account for increases in wages, insurance costs, or other necessary expenses just as the City does with parking ticket fines, parking fees, or rental registration fees? Those fees aren't capped, and they rise as wages increase or when a program runs a deficit. Capping this fee without considering these factors simply isn't fair and should be illegal.

### **2. Security deposit equal to one month's rent:**

- This will cause additional barriers to housing – having a co-signer and/or low credit
- This is only going to hurt folks on the margins the most; it will gentrify
- This will reduce a LL's ability to mitigate risks, ultimately leading to stricter rental terms or higher rents to compensate for the increased risk. This could make housing less accessible for everyone in the long run.

### **3. Pet damage deposit equal to 30% of monthly rent:**

- Not nearly enough! If we can't collect an additional fee for potential damage we may stop allowing pets.
- 30% is fantasy land - does not reflect costs. Most animals urinate or vomit on a carpet and it costs over \$2,000 to replace a 2BR carpet
- Pets, especially in small apartments, pose a significant risk for damage, and it's simply unfair to expect landlords to take on that risk without adequate compensation. A pet in a confined space can cause extensive wear and tear, from scratched floors to damaged

walls, and the deposit is intended to cover those potential costs. It's crucial to recognize the unique risks associated with allowing pets in rental properties and ensure that landlords have the ability to manage that risk fairly.

**4. Late fee of no more than 2% of amount owed:**

- This is a joke – absolutely no incentive at just 2%. Credit card charges are at 3%! \$30 or less in late fees – truly untenable.
- Unrealistic; absolutely NO incentive! So out of touch with the reality... we have to make payments and mortgage payment late fees are 3.5 to 5% minimum – they aren't going to call WECU and tell them to not charge that amount.
- It will force people to sell to a large corp in NY – will remove local dollars and businesses
- No incentive to pay on time.
- Capping late fees to a percentage lower than what is allowed by every other entity, including mortgage companies, seems deeply unfair to landlords. Unfortunately, some tenants require an incentive to pay their bills on time.

**5. A fee for utilities that are not included in the rent, based on actual usage:**

- A lot of buildings don't have a set up that would allow this
- Requiring individual meters for each line of service, like water or electricity, in multifamily buildings could be incredibly cost-prohibitive for property owners. If a tenant agrees to a fixed utility charge in exchange for access to a service, that should be sufficient.
- Mandating that charges only be based on actual usage will likely have unintended consequences, such as higher rents. Landlords will need to increase rents to cover the additional costs of installing meters and managing utility usage if they can no longer charge based on factors like square footage or unit type. This would ultimately shift the financial burden to tenants, rather than offering any real benefit.

**6. A reasonable fee for any optional good or service that tenants opt-into:**

- This could get tricky — Federal law requires that we offer the same terms to all tenants – if we provide different services we may be in violation of federal law
- It is unclear what criteria would be used to determine a "reasonable" fee. Trying to standardize fees across the board disregards the natural variations in the market and limits a landlord's ability to respond to local conditions

**7. A fee for any payment returned for insufficient funds that does not exceed the actual costs:**

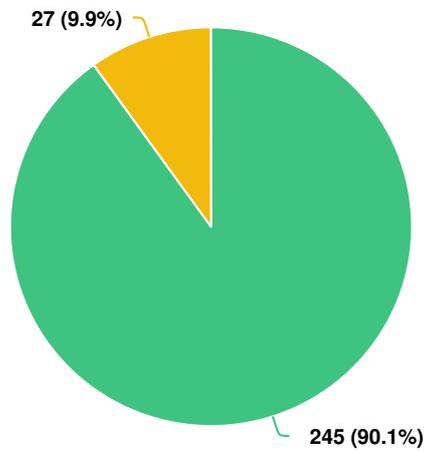
- Bank fraud is a crime; it costs \$ to recoup and follow up
- If a rent payment is returned, it could set off a cascade of other bills for the owner or landlord that then bounce or return as well, creating even more work and costs.
- Trying to collect is extremely difficult and time and intensive - the amount needs to include time spent.

# Tenant survey responses



SURVEY QUESTIONS

**Q1** | Have you read the current drafts of the proposed rental fees ordinances? Click to read the rental fee ordinance Click to read...



**Question options**

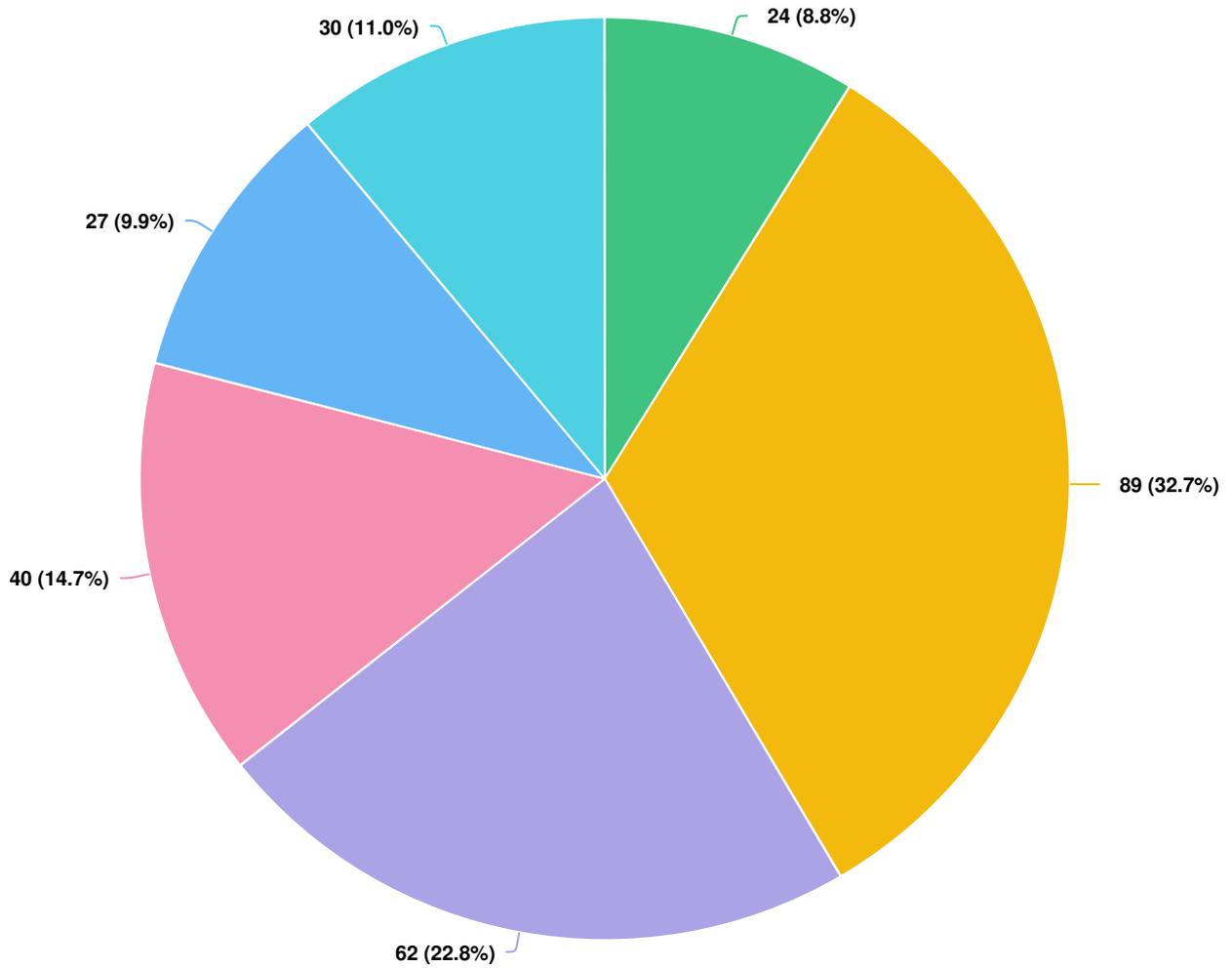
- Yes
- No

*Mandatory Question (272 response(s))*

*Question type: Radio Button Question*

*Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.*

**Q2** Please select your age range.



**Question options**

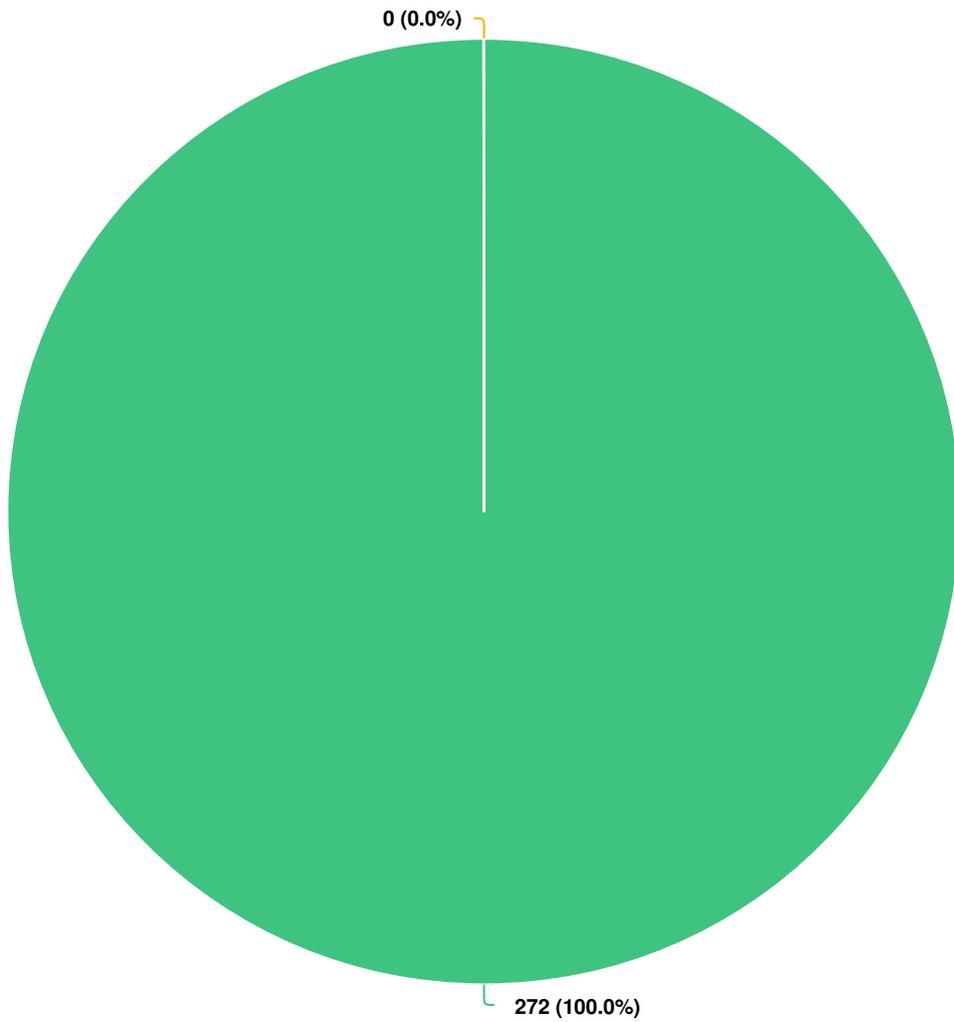
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

Q3 | Where do you live?



**Question options**

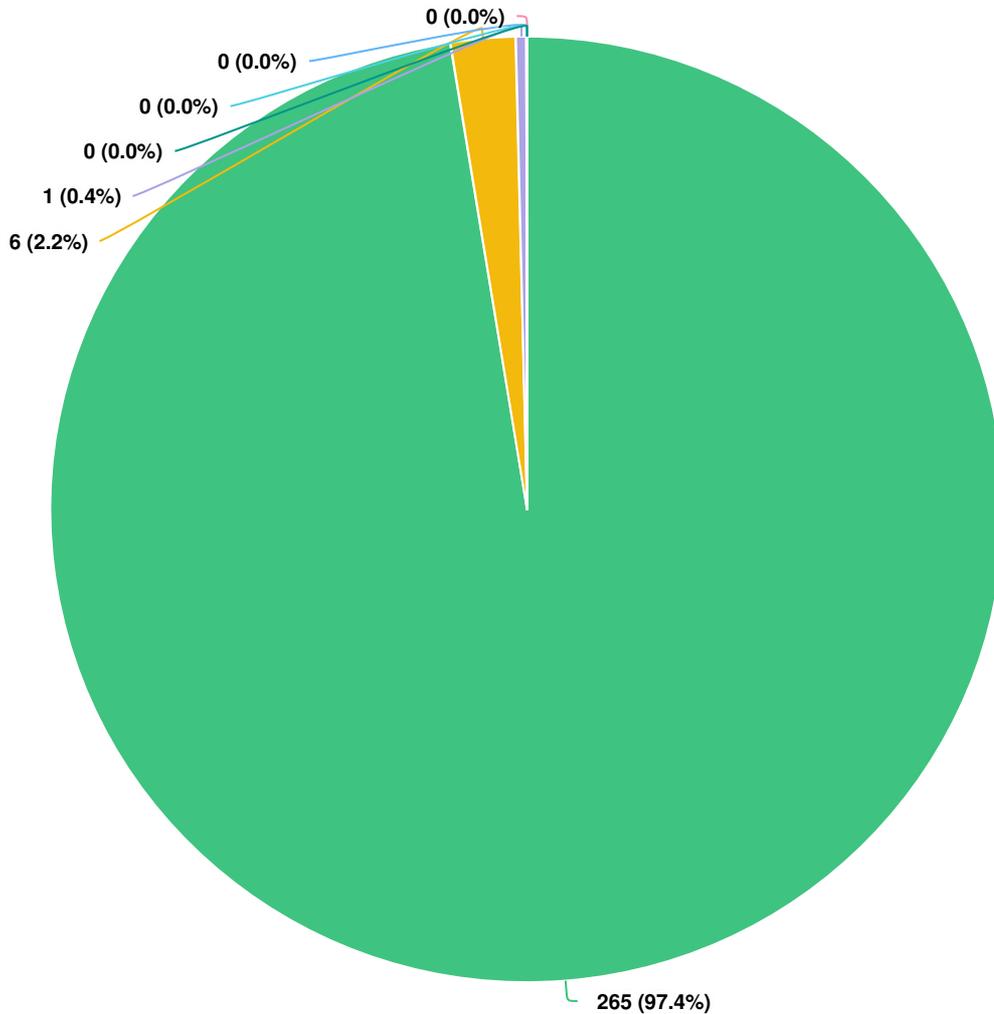
- Bellingham
- Outside of Bellingham city limits.

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q4** Please select the statement that most accurately describes you.



**Question options**

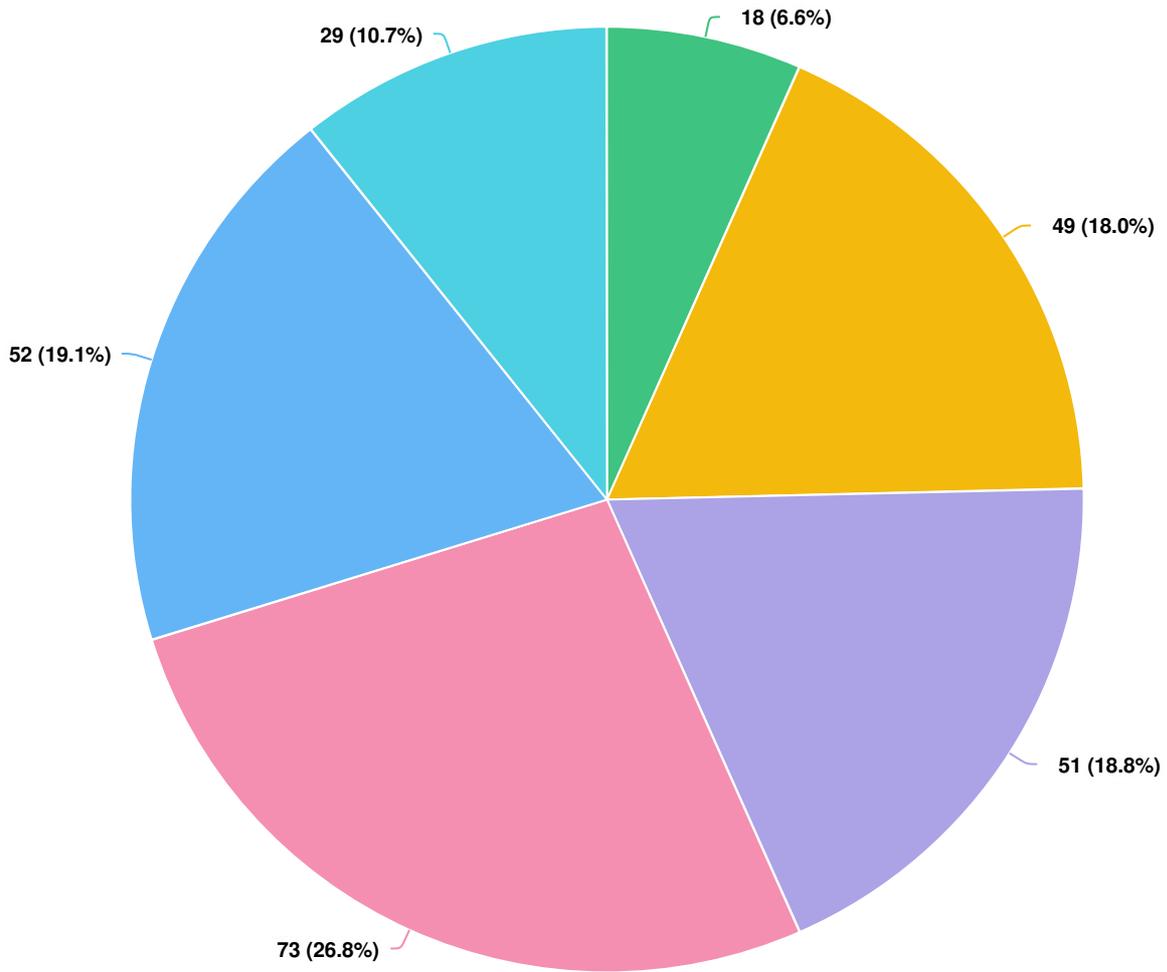
- I live in a rented apartment or house.
- I own a manufactured or mobile home.
- I rent a manufactured or mobile home.
- I am a landlord or property manager with fewer than 12 rental units.
- I am landlord or property manager with more than 12 units or am involved in managing multiple properties.
- I am a manufactured/mobile home park owner.
- I am a concerned community member.

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q48** How long have you been renting in Bellingham?



**Question options**

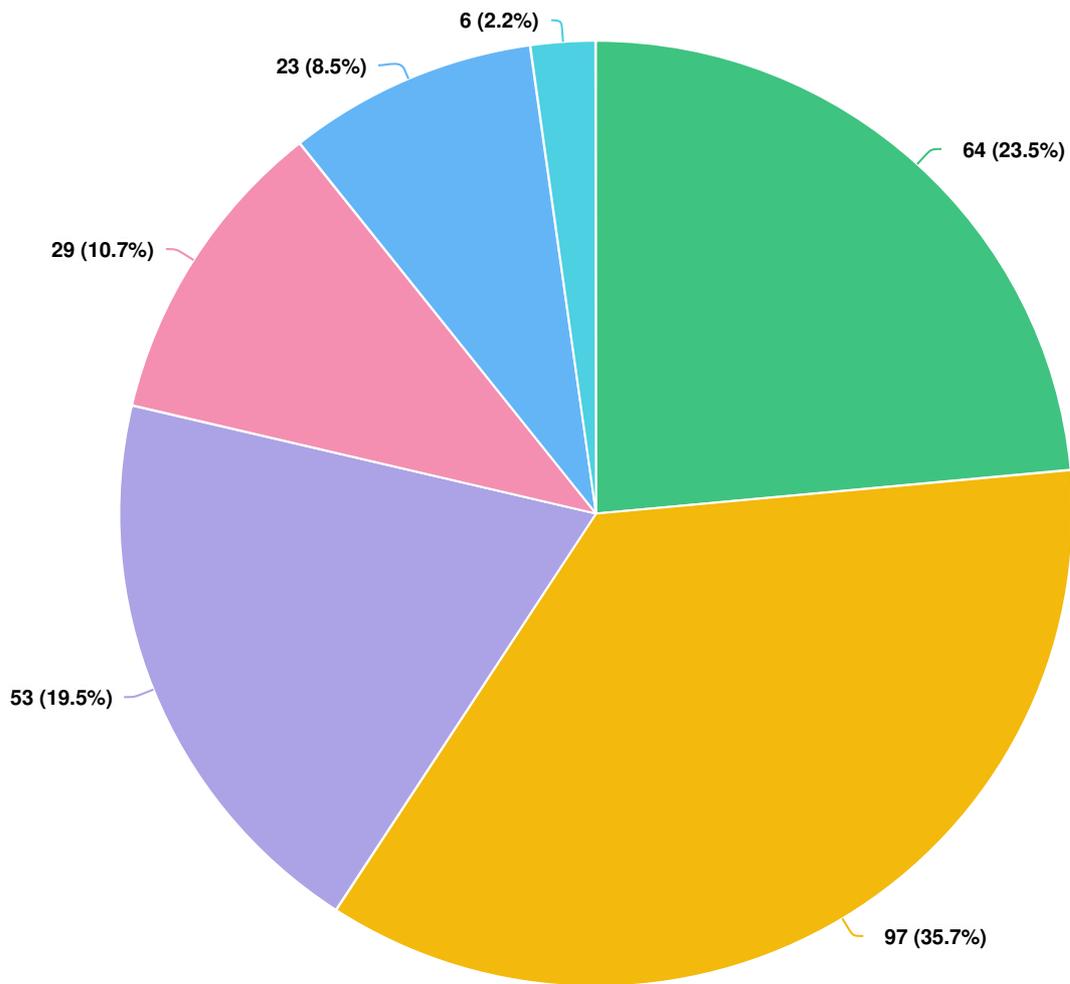
- Less than 1 year
- 1-3 years
- 3-6 years
- 6-10 years
- 10-20 years
- More than 20 years

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q49 | How long have you been renting your current unit?**



**Question options**

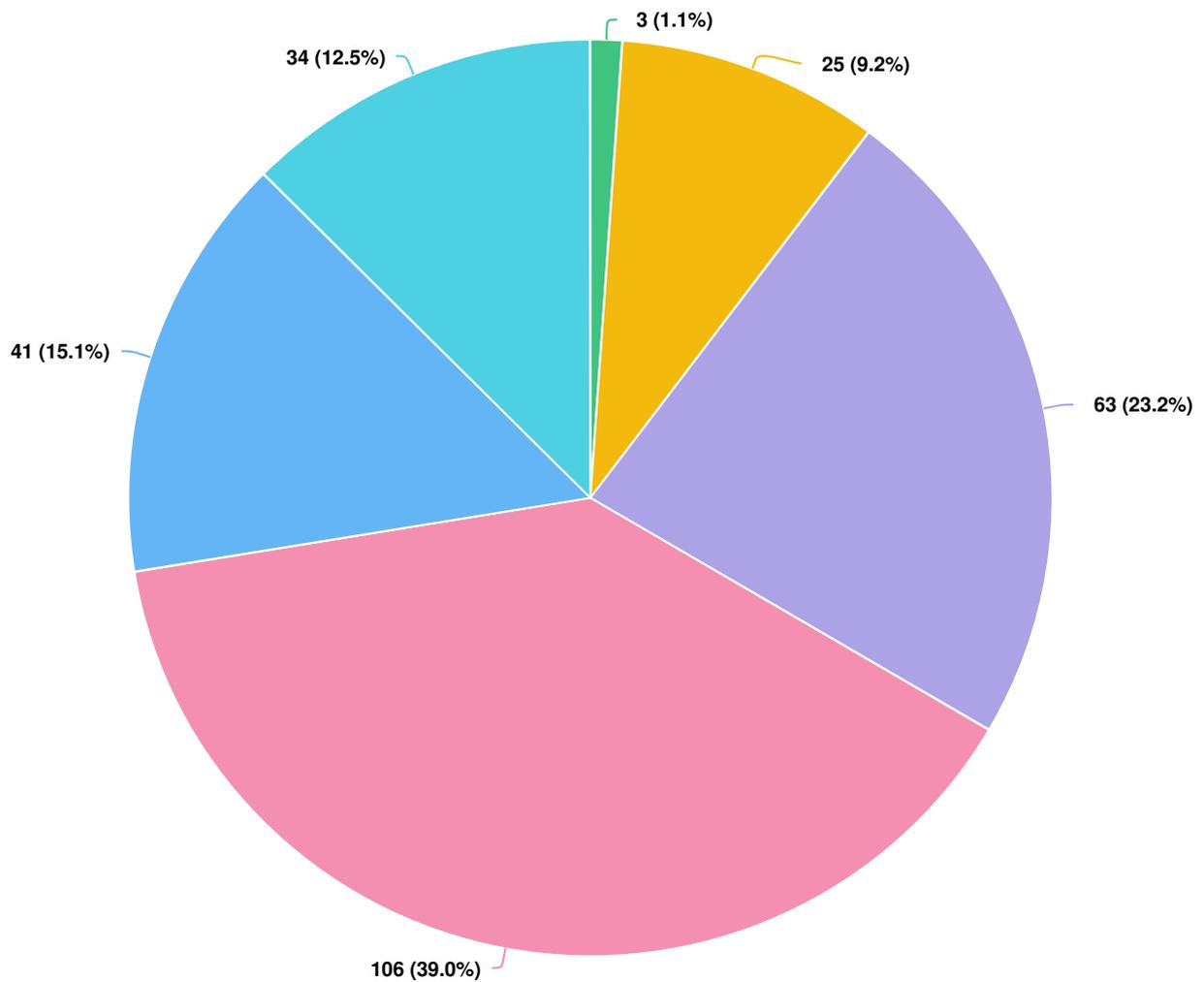
- Less than 1 year
- 1-3 years
- 3-6 years
- 6-10 years
- 10-20 years
- More than 20 years

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q50** How much is your total monthly rent, including fees?



**Question options**

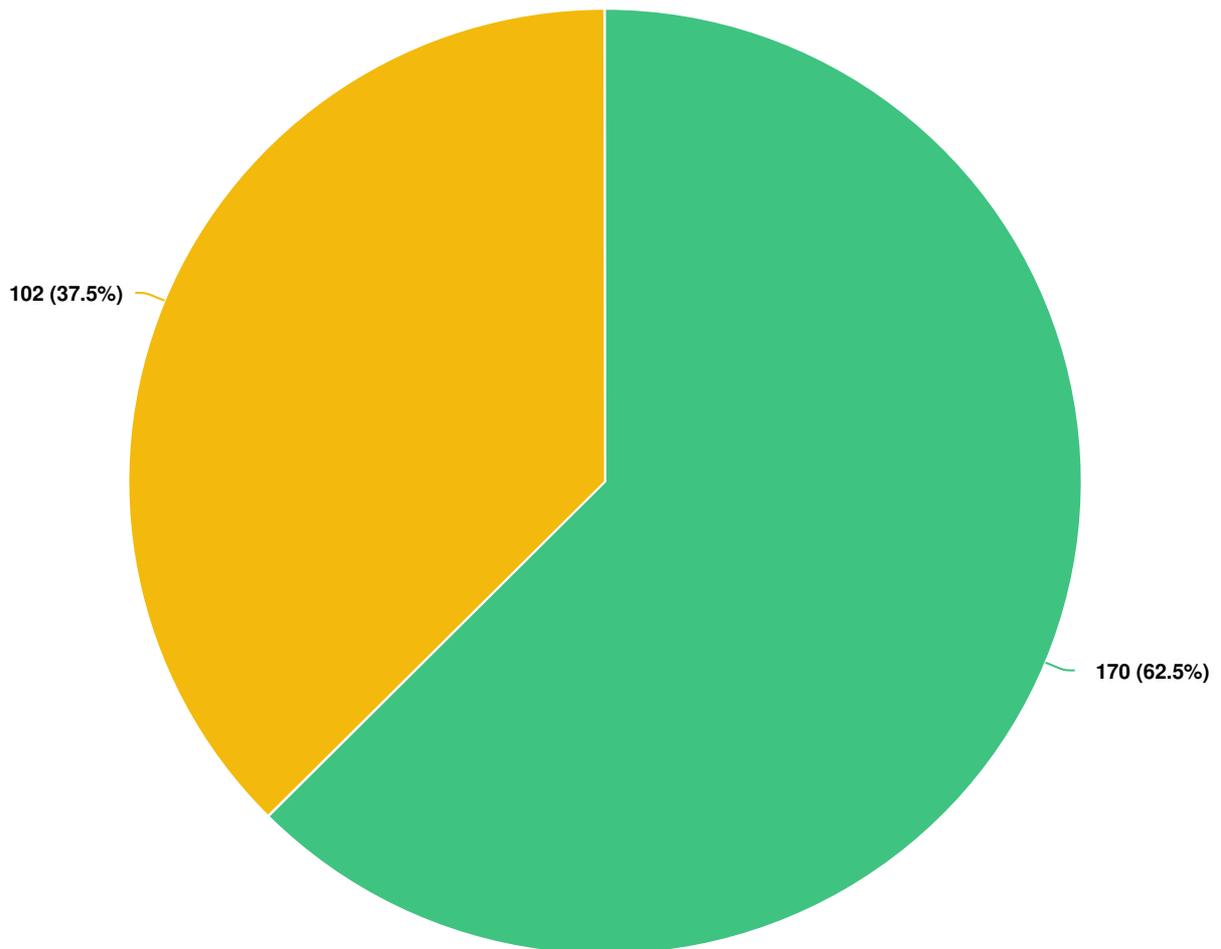
- \$0-\$500
- \$501-\$1,000
- \$1,001-\$1,500
- \$1,501-\$2,000
- \$2,001-\$2,500
- More than \$2,500

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q51** | If you renewed your current lease, did your rent increase?



**Question options**

- Yes
- No

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q52 | How much was your rent increase?**

Anonymous 1/24/2025 12:55 PM	100
Anonymous 1/24/2025 12:55 PM	\$200
Anonymous 1/24/2025 03:50 PM	\$75 last year, \$100 the year before
Anonymous 1/24/2025 03:54 PM	200
Anonymous 1/24/2025 04:45 PM	\$150 month, plus increased pet fees and storage fees
Anonymous 1/24/2025 04:58 PM	\$1,000.00
Anonymous 1/24/2025 05:28 PM	From \$500, a \$100 increase a little over a year ago and another \$200 increase next month for a 63% rent increase, leaving me \$381 to live on from SSA income of \$1181
Anonymous 1/24/2025 05:36 PM	\$125
Anonymous 1/24/2025 06:22 PM	140
Anonymous 1/24/2025 07:58 PM	7.9%
Anonymous 1/24/2025 07:59 PM	\$100
Anonymous 1/24/2025 08:03 PM	I moved in in 2018. Rent was 700 a month. It is now 1225 a month.

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/24/2025 08:08 PM	\$600 per month, \$300 increases twice.
Anonymous 1/24/2025 08:09 PM	100
Anonymous 1/24/2025 08:14 PM	\$150/month
Anonymous 1/24/2025 08:31 PM	\$300
Anonymous 1/24/2025 08:35 PM	300\$
Anonymous 1/24/2025 08:47 PM	\$400 something
Anonymous 1/24/2025 09:06 PM	200\$
Anonymous 1/24/2025 09:16 PM	\$110 not including landlord assessed or privately held utilities
Anonymous 1/24/2025 10:06 PM	180
Anonymous 1/24/2025 10:56 PM	400\$
Anonymous 1/24/2025 11:28 PM	Exactly 8% increase (\$2850 to \$3078)
Anonymous 1/24/2025 11:56 PM	10% each year that I have lived here.
Anonymous 1/25/2025 01:14 AM	\$60
Anonymous 1/25/2025 03:30 AM	\$40

Anonymous \$100

1/25/2025 06:37 AM

Anonymous 50

1/25/2025 08:12 AM

Anonymous 2500

1/25/2025 08:28 AM

Anonymous 487

1/25/2025 08:36 AM

Anonymous \$40

1/25/2025 08:50 AM

Anonymous 50

1/25/2025 09:02 AM

Anonymous \$200

1/25/2025 09:04 AM

Anonymous 70

1/25/2025 09:34 AM

Anonymous \$100

1/25/2025 09:34 AM

Anonymous 200

1/25/2025 09:38 AM

Anonymous \$50

1/25/2025 09:40 AM

Anonymous 3%

1/25/2025 09:49 AM

Anonymous 255

1/25/2025 10:05 AM

Anonymous \$25.00

1/25/2025 10:26 AM

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Anonymous 1/25/2025 10:30 AM	100.00
Anonymous 1/25/2025 10:37 AM	\$100
Anonymous 1/25/2025 10:41 AM	\$200 a month—it goes up about that much yearly. Meanwhile, apartments identical to mine rent for less to new tenants
Anonymous 1/25/2025 10:42 AM	10% every single year since covid
Anonymous 1/25/2025 11:09 AM	50.00
Anonymous 1/25/2025 11:18 AM	60.00
Anonymous 1/25/2025 11:20 AM	100
Anonymous 1/25/2025 11:22 AM	200
Anonymous 1/25/2025 11:47 AM	\$50
Anonymous 1/25/2025 11:48 AM	Approx. \$100, plus new fees totaling another \$150/mo
Anonymous 1/25/2025 12:08 PM	200
Anonymous 1/25/2025 12:17 PM	400
Anonymous 1/25/2025 12:43 PM	\$300

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/25/2025 12:47 PM	150
Anonymous 1/25/2025 12:53 PM	\$100
Anonymous 1/25/2025 01:01 PM	\$100
Anonymous 1/25/2025 01:10 PM	\$100
Anonymous 1/25/2025 01:17 PM	\$200
Anonymous 1/25/2025 01:43 PM	100
Anonymous 1/25/2025 01:57 PM	100.00
Anonymous 1/25/2025 02:04 PM	Moved units; went from \$1500 utilities included to \$2100 before taxes and utilities
Anonymous 1/25/2025 02:06 PM	100
Anonymous 1/25/2025 02:58 PM	\$100
Anonymous 1/25/2025 03:34 PM	\$100
Anonymous 1/25/2025 03:44 PM	25
Anonymous 1/25/2025 03:58 PM	\$300
Anonymous 1/25/2025 04:14 PM	\$150. 15 or so years ago when I moved in the rent was \$700 per month. Now is currently \$1500. Still same apartment.

Anonymous 1/25/2025 04:19 PM	\$39
Anonymous 1/25/2025 04:21 PM	700
Anonymous 1/25/2025 04:35 PM	50
Anonymous 1/25/2025 04:45 PM	\$75.00
Anonymous 1/25/2025 04:59 PM	15%
Anonymous 1/25/2025 05:06 PM	\$100
Anonymous 1/25/2025 05:16 PM	100
Anonymous 1/25/2025 05:32 PM	\$100
Anonymous 1/25/2025 05:44 PM	50
Anonymous 1/25/2025 05:58 PM	\$600 in 2006 now \$1450
Anonymous 1/25/2025 06:22 PM	\$170 per month at renewal of lease
Anonymous 1/25/2025 06:41 PM	75\$/month
Anonymous 1/25/2025 07:29 PM	\$40
Anonymous	\$100. However, at my last place I paid \$1,075 (As of July 2022). My

**Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025**

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1/25/2025 07:33 PM	rent increased from \$1,075 to \$1400 in 12 months. I expect my next apartment will be at minimum \$1600..
Anonymous 1/25/2025 07:36 PM	40
Anonymous 1/25/2025 08:05 PM	Fifty dollars this last time around.
Anonymous 1/25/2025 08:11 PM	\$500 a month
Anonymous 1/25/2025 08:31 PM	200.00
Anonymous 1/25/2025 09:15 PM	100
Anonymous 1/25/2025 09:22 PM	\$110
Anonymous 1/25/2025 09:44 PM	90.00
Anonymous 1/25/2025 11:31 PM	250.00
Anonymous 1/25/2025 11:59 PM	\$200
Anonymous 1/26/2025 01:26 AM	200
Anonymous 1/26/2025 04:00 AM	Approximately \$100
Anonymous 1/26/2025 04:05 AM	300
Anonymous 1/26/2025 05:57 AM	\$65

Anonymous 1/26/2025 06:38 AM	\$80
Anonymous 1/26/2025 08:00 AM	43%
Anonymous 1/26/2025 08:10 AM	12%
Anonymous 1/26/2025 08:21 AM	100
Anonymous 1/26/2025 08:25 AM	\$75.00 to cover property tax increase, insurance, garbage and utility increases.
Anonymous 1/26/2025 08:34 AM	\$100
Anonymous 1/26/2025 09:11 AM	Within a year it's increased \$300
Anonymous 1/26/2025 09:31 AM	200.00
Anonymous 1/26/2025 10:19 AM	\$100
Anonymous 1/26/2025 10:30 AM	75
Anonymous 1/26/2025 11:18 AM	\$150
Anonymous 1/26/2025 11:32 AM	150
Anonymous 1/26/2025 11:57 AM	\$100
Anonymous	100

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1/26/2025 12:10 PM

Anonymous

1/26/2025 01:23 PM

\$50. Next renew will be 5% every renew which will push me out of this apartment.

Anonymous

1/26/2025 02:26 PM

\$25

Anonymous

1/26/2025 04:22 PM

2024 - \$400

Anonymous

1/26/2025 04:24 PM

\$150

Anonymous

1/26/2025 09:45 PM

50

Anonymous

1/27/2025 06:49 AM

\$25 a month

Anonymous

1/27/2025 08:23 AM

100

Anonymous

1/27/2025 10:20 AM

\$90

Anonymous

1/27/2025 11:29 AM

\$100

Anonymous

1/27/2025 12:08 PM

Rent in 2022 was \$2700. In 2024 it went up to \$3000. In 2025 it is increasing to \$3050.

Anonymous

1/27/2025 12:41 PM

50+ each renewal

Anonymous

1/27/2025 12:44 PM

50/month

Anonymous

1/27/2025 12:48 PM

\$50

Anonymous \$150

1/27/2025 01:09 PM

Anonymous \$100

1/27/2025 02:57 PM

Anonymous \$20.00

1/27/2025 03:43 PM

Anonymous \$11.25/mo

1/27/2025 08:14 PM

Anonymous \$50 per month or 2%

1/27/2025 08:26 PM

Anonymous \$125

1/27/2025 10:14 PM

Anonymous \$100

1/27/2025 10:34 PM

Anonymous 50

1/28/2025 12:32 AM

Anonymous \$100.00

1/28/2025 07:15 AM

Anonymous 450 monthly

1/28/2025 08:20 AM

Anonymous \$50/mo

1/28/2025 08:23 AM

Anonymous 300.00

1/28/2025 11:16 AM

Anonymous \$50

1/28/2025 12:48 PM

Anonymous 150

1/28/2025 01:32 PM

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Anonymous \$84  
1/28/2025 01:54 PM

Anonymous \$50  
1/28/2025 02:12 PM

Anonymous \$200  
1/28/2025 07:44 PM

Anonymous 50  
1/28/2025 09:45 PM

Anonymous 100.  
1/29/2025 12:00 AM

Anonymous \$250  
1/29/2025 08:05 AM

Anonymous \$50  
1/29/2025 08:22 AM

Anonymous \$300, it increased by 28%  
1/29/2025 03:07 PM

Anonymous \$100  
1/30/2025 12:25 AM

Anonymous %200.00  
1/30/2025 08:12 PM

Anonymous \$400  
1/30/2025 09:23 PM

Anonymous \$50  
1/31/2025 05:54 PM

Anonymous \$100  
2/01/2025 02:49 PM

Anonymous 100.00

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Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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2/02/2025 10:11 AM

Anonymous 150.00

2/02/2025 10:28 AM

Anonymous \$75

2/03/2025 12:37 PM

Anonymous 1450 -&gt; 1550 + fees

2/04/2025 06:45 PM

Anonymous 50

2/04/2025 08:02 PM

Anonymous Increased by \$30-\$50

2/06/2025 10:15 AM

Anonymous \$122.17 per month based on \$1,466 prior 12 months of rental renewal.

2/06/2025 11:57 AM

Anonymous 200

2/08/2025 10:21 AM

Anonymous \$500

2/10/2025 10:56 AM

Anonymous \$50

2/10/2025 11:29 AM

Anonymous \$120

2/10/2025 03:39 PM

Anonymous \$500

2/10/2025 04:19 PM

Anonymous \$100.

2/12/2025 11:46 AM

Anonymous \$25

2/13/2025 05:17 PM

Anonymous about \$25 a month

2/13/2025 09:14 PM

Anonymous 500

2/13/2025 11:29 PM

Anonymous \$200

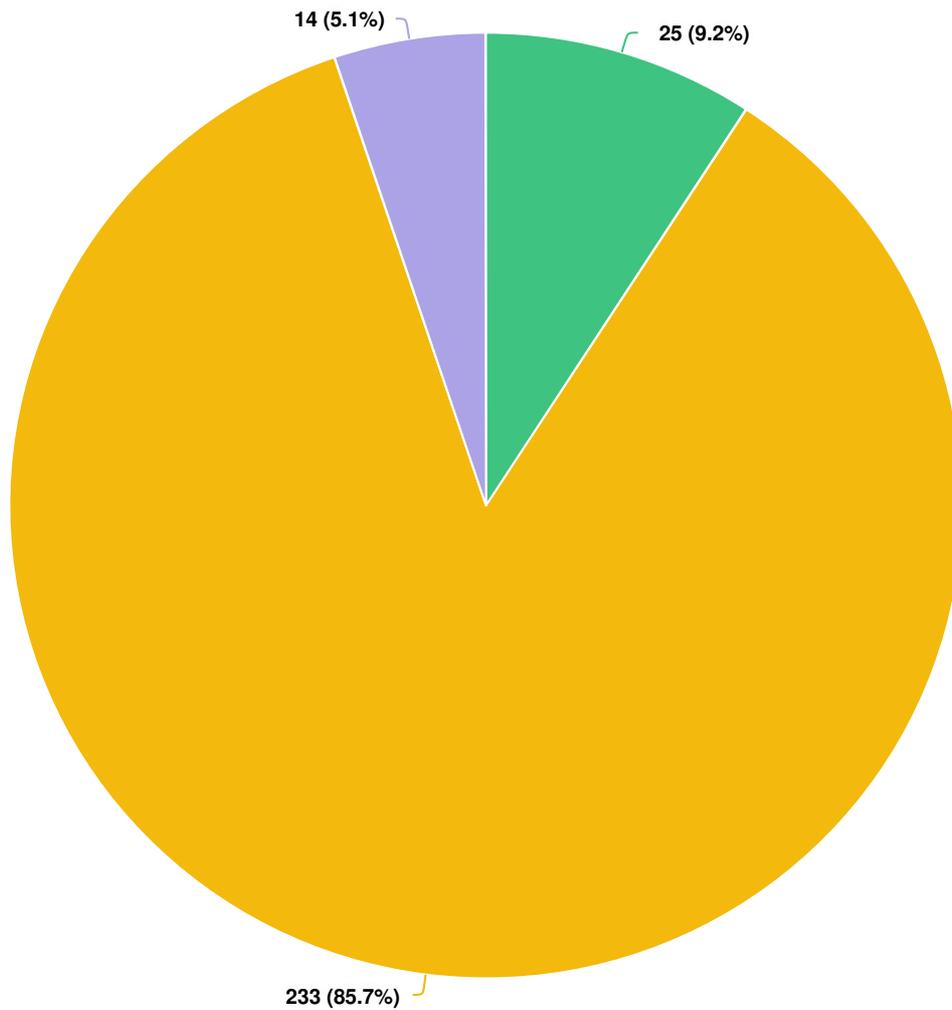
2/14/2025 09:32 AM

**Optional question** (165 response(s), 107 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q53** | Do you pay a fee for using appliances within your rental unit? Examples include dishwashing machines, in-unit laundry machines, and air conditioners.



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q54 | How much do you pay per month for each appliance?**

Anonymous \$100-\$200 depending on the season.  
1/24/2025 04:58 PM

Anonymous 50\$  
1/24/2025 10:56 PM

Anonymous 50  
1/25/2025 12:08 PM

Anonymous 200  
1/25/2025 12:17 PM

Anonymous 20  
1/25/2025 12:47 PM

Anonymous 20-50  
1/25/2025 01:43 PM

Anonymous 20  
1/25/2025 04:59 PM

Anonymous ldk  
1/25/2025 05:58 PM

Anonymous \$50  
1/25/2025 11:59 PM

Anonymous 50  
1/26/2025 08:10 AM

Anonymous Utility fees  
1/26/2025 10:22 AM

Anonymous 50  
1/26/2025 11:32 AM

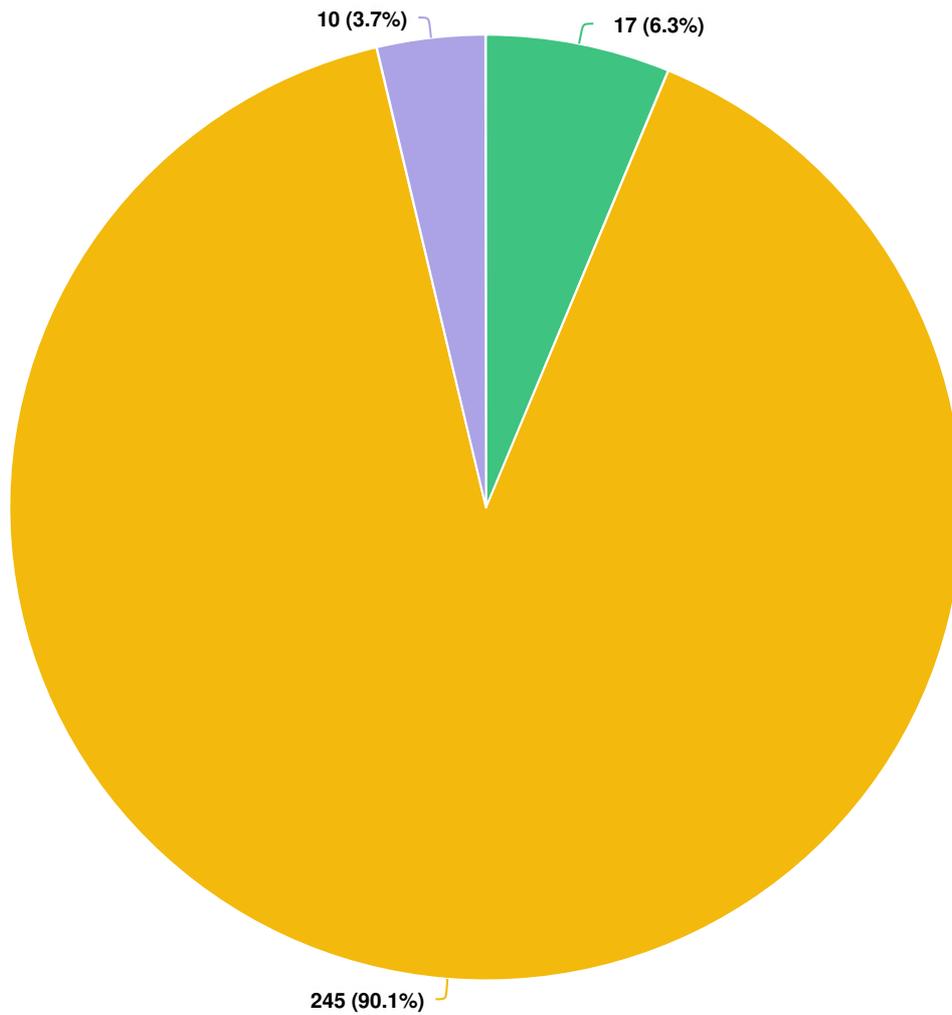
Anonymous 1/26/2025 02:26 PM	Laundry: \$8-\$16 per week
Anonymous 1/26/2025 04:22 PM	\$40
Anonymous 1/26/2025 10:01 PM	\$1.50 for washing a single load of laundry, quarter operated
Anonymous 1/27/2025 10:20 AM	\$40
Anonymous 1/28/2025 12:32 AM	It varies. In unit washer is \$1.25 per load and dryer is \$1.00 per load
Anonymous 1/28/2025 11:16 AM	Laundry - 1.75 per washer/dryer
Anonymous 1/28/2025 01:32 PM	50 cents per laundry load
Anonymous 1/28/2025 07:44 PM	\$60
Anonymous 2/05/2025 11:08 AM	If we did laundry once a week, four times a month, it would be around 32 dollars a month, as the washer takes 4 dollars and the dryer takes 4 dollars.
Anonymous 2/06/2025 10:15 AM	Washer/Dryer for additional \$50 a month
Anonymous 2/12/2025 11:46 AM	\$25

**Optional question** (23 response(s), 249 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q55** | Do you pay a fee for accessing common areas? Examples include fees for recreation rooms and laundry facilities.



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q56 | How much is the monthly fee for common area access?**

Anonymous 1/24/2025 08:47 PM	\$75
Anonymous 1/24/2025 10:56 PM	100\$
Anonymous 1/25/2025 09:34 AM	50
Anonymous 1/25/2025 03:34 PM	\$20.00
Anonymous 1/25/2025 08:05 PM	I pay coinage to use the washers and dryers located in the common area, but do not pay a fee for common area access.
Anonymous 1/26/2025 08:10 AM	50
Anonymous 1/26/2025 08:34 AM	\$60-\$80
Anonymous 1/26/2025 11:32 AM	6
Anonymous 1/26/2025 04:24 PM	\$30
Anonymous 1/27/2025 11:29 AM	Depends how much laundry I do
Anonymous 1/27/2025 11:33 AM	Laundry is \$4/load in domestic sized washer and dryers
Anonymous 1/27/2025 01:13 PM	20.00

Anonymous

\$50

1/27/2025 02:47 PM

Anonymous

It varies. In unit washer is \$1.25 per load and dryer is \$1.00 per load

1/28/2025 12:32 AM

Anonymous

Laundry room for 6 unit complex. \$1.75 for both washer and dryer. 6 loads a month = \$21.

2/05/2025 11:46 AM

Anonymous

It is just a fee to use the laundry facility. They machines are constantly broken and they charge much more than the laundry mat. For people without mobility issues they can chose to go to the laundry mat. They should be required to charge the going rate.

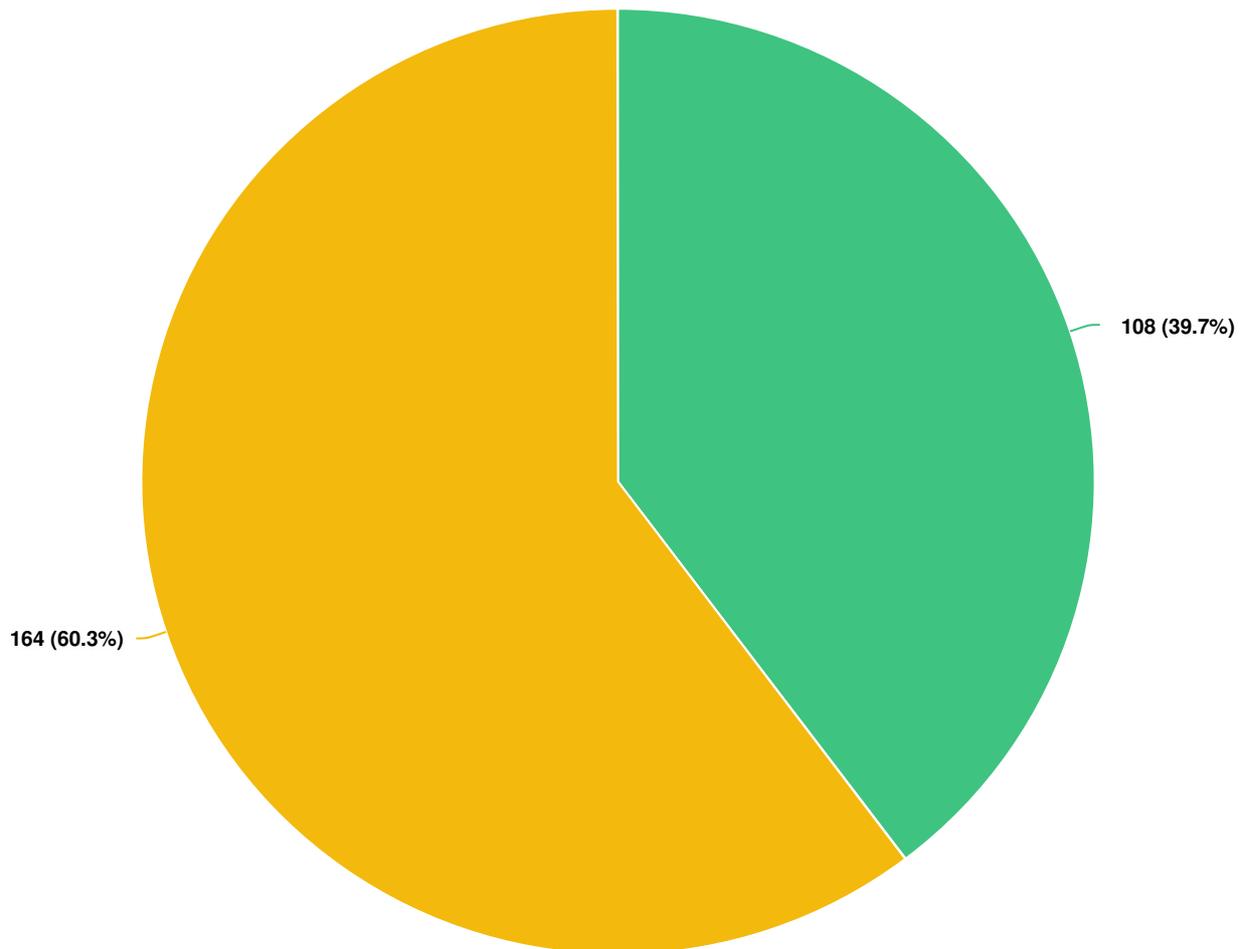
2/10/2025 11:43 AM

**Optional question** (16 response(s), 256 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q57** Was any part of your security deposit withheld at the end of a tenancy in Bellingham?



**Question options**

- Yes
- No

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q58 | What were the reasons given for your security deposit being withheld?**

Anonymous

1/24/2025 12:55 PM

Damage to flooring, cleaning costs

Anonymous

1/24/2025 03:50 PM

Probably, but I've lived in my current apartment for 17 years, got all my money back at the apartment before that, and don't remember details of all the places I've lived in Bham before that, but I know some of them, when I was a WWU student, withheld some monies. But that was a lot of places, over 25 years ago. Landmark, Fairhaven Property Mngmnt, etc. Fees for damage that was there when we moved in, things like that.

Anonymous

1/24/2025 03:54 PM

CLEANING AND DAMAGE

Anonymous

1/24/2025 04:45 PM

They felt it was not clean enough. Even though it was spotless.

Anonymous

1/24/2025 04:58 PM

For repair and replacement of appliances that were not in our 234 square foot efficiency apartment or area we frequented.

Anonymous

1/24/2025 05:31 PM

Cleaning at exorbitant rates, pet deposits that were (a) non refundable and (b) didn't include the actual amount we paid, and a variety of other fees

Anonymous

1/24/2025 07:23 PM

Cleaning, painting etc

Anonymous

1/24/2025 08:03 PM

Carpet cleaning fee

Anonymous

1/24/2025 08:08 PM

Lightbulbs being out, stove pans bring dirty, "cleaning fees". All untrue; but I didn't want to deal with small claims court.

Anonymous

1/24/2025 08:09 PM

alleged repairs and 'needed' cleaning of the unit

Anonymous

Routine cleaning fees

1/24/2025 08:14 PM

Anonymous

Wear and tear.

1/24/2025 08:25 PM

Anonymous

Carpets, misc repairs that were not disclosed

1/24/2025 08:31 PM

Anonymous

Loosed screws, light bulbs, mandatory cleaning fees that cost more than a quarter of the deposit.

1/24/2025 08:35 PM

Anonymous

Paint, carpet, additional cleaning

1/24/2025 08:45 PM

Anonymous

Cleaning fees, repairs I asked them to do when they happened and they never did.

1/24/2025 08:47 PM

Anonymous

Repairs and cleaning.

1/24/2025 09:46 PM

Anonymous

I was told after the contract that cleaning services were a mandatory charge that would be taken out of my deposit. I was charged for air filters and batteries for the smoke detectors and for a new coat of paint for walls that had no damage or markings, but the Landmark request that the tone of white was not standard.

1/24/2025 10:56 PM

Anonymous

Due to "damages" they did not give us our security deposit (\$3200 plus pet deposit) but the damages were minor yard and in-house clean-up.

1/24/2025 11:28 PM

Anonymous

Carpet cleaning, general cleaning, "wear and tear"

1/25/2025 01:14 AM

Anonymous

For cleaning fees and damages caused by me and my roommates

1/25/2025 02:12 AM

Anonymous

Cleaning fees

1/25/2025 03:30 AM

Anonymous

Cleaning

1/25/2025 06:37 AM

Anonymous

1/25/2025 08:36 AM

Emergency cleaning for new tenants to move in the next day. Illegal pet fees with ESA letter, cleaning fees, charged for stuff that wasn't working when I moved in. This was in 2021 my 3000 dollar deposit was pretty much stolen by LIZ Naber who was breaking rental laws and decided to not renew my lease for illegal fees she charged during COVID and she was very disrespectful and discriminating towards us.

Anonymous

1/25/2025 08:38 AM

Exhorbitant cleaning fee (+\$400). Claim was for a full day of cleaning, and this for a unit that was less than 700 sq ft, AND we (tenants) had thoroughly cleaned before moving out of the unit.

Anonymous

1/25/2025 10:05 AM

There was dust on some of the baseboard heaters.

Anonymous

1/25/2025 10:37 AM

General wear and tear on the apartment that was logged when we moved in but they charged us anyway

Anonymous

1/25/2025 10:41 AM

"Cleaning and maintenance"—I have had portions of my deposit illegally withheld by every large property manager I have ever rented from in Bellingham. I know the laws and my rights, but have not had resources to contest my deposits being illegally withheld.

Anonymous

1/25/2025 10:42 AM

Cleaning, although I had the place professionally cleaned and the carpets professionally cleaned prior to moving out.

Anonymous

1/25/2025 11:09 AM

Wear and tear, despite tenants doing their best to upkeep and failed maintenance requests.

Anonymous

1/25/2025 11:20 AM

Cleaning, repairs

Anonymous

1/25/2025 11:22 AM

Unit turn? Painting, cleaning

Anonymous

1/25/2025 12:17 PM

Damages but left the place spotless

Anonymous

No reason given

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1/25/2025 12:47 PM

Anonymous

"Cleaning fees" and "damage fees"

1/25/2025 01:10 PM

Anonymous

alleged damage

1/25/2025 01:17 PM

Anonymous

Excuses varied but I can count the times I got my deposit back on one hand despite living in dozens of rentals in this city

1/25/2025 01:42 PM

Anonymous

Small holes in walls needed patching

1/25/2025 02:04 PM

Anonymous

I have only gotten one deposit back in my 20 years of renting all with some excuse or another and I've always paid first last and deposit.

1/25/2025 02:19 PM

Anonymous

Paint in the bedroom closet didn't match the paint in the rest of the unit, so we were charged to make them match. We did not paint anything while living there. \$300 compulsory carpet cleaning regardless of the state of the carpets when moving out.

1/25/2025 03:08 PM

Anonymous

Wear and tear/cleaning

1/25/2025 03:58 PM

Anonymous

Cleaning

1/25/2025 04:19 PM

Anonymous

None given. We were living in an apartment under construction in Ferndale. Transferred to an apartment in Bellingham and they never reimbursed anything.

1/25/2025 04:21 PM

Anonymous

Damage to unit

1/25/2025 04:42 PM

Anonymous

a dumb one that was not valid

1/25/2025 04:59 PM

Anonymous

Normal wear and tear

1/25/2025 05:32 PM

Anonymous

1/25/2025 05:44 PM

Cleaning

Anonymous

1/25/2025 05:58 PM

Last apartment at Glencairn I was told they found a crumb next to the toilet and landlady "spent all day on her knees to get it off". These were her words.

Anonymous

1/25/2025 06:41 PM

Yard maintenance, but the landlord did not provide equipment to "maintain" the years and they took the whole deposit.

Anonymous

1/25/2025 07:29 PM

none given.

Anonymous

1/25/2025 08:05 PM

I've been renting in the same complex, moving up from a one-bedroom unit to a two-bedroom unit approximately three years ago. Upon vacating the one-bedroom unit, which I had scrubbed, cleaned, mopped, polished every square inch of myself (I'm retired military--we know how to clean!), my landlady still charged me fifty-percent of a "normal" one-hundred percent "cleaning fee." When I reminded her that I'd informed not just herself but the maintenance man as well, in advance, that I'd be doing this, her reply was, "Well, I'm not used to tenants doing that, so my cleaning lady still came." To which I replied, "But there literally was nothing left for her to do--the place was spotless." As I really wanted to continue renting from this landlord (who remains my landlord), I decided to "let it go." But it still wasn't ethical.

Anonymous

1/25/2025 11:12 PM

I have's moved out yet...so wanted to make sure you knew this question was n/a to me, not just a "no".

Anonymous

1/25/2025 11:31 PM

They had to hire a crew for cleaning and shampooing the carpets. After I already paid to have them cleaned.

Anonymous

1/25/2025 11:59 PM

Cleaning even though I had a company come in and clean the entire check list , after I did it, don't was cleansed twice, and had a company come in and clean the carpets

Anonymous

1/26/2025 05:57 AM

Cleaning, standard repairs

Anonymous 1/26/2025 08:00 AM	Cleaning
Anonymous 1/26/2025 08:10 AM	Cleaning fee
Anonymous 1/26/2025 08:13 AM	Cleaning fees after the location was thoroughly cleaned
Anonymous 1/26/2025 08:21 AM	none given
Anonymous 1/26/2025 08:34 AM	Excessive wear and tear. We lived there over 5+ it had been a rental for over 20 with no new carpet or appliances.
Anonymous 1/26/2025 09:31 AM	Carpet
Anonymous 1/26/2025 09:34 AM	Damage after being in the unit for six years with no maintenance done.
Anonymous 1/26/2025 10:19 AM	carpet cleaning
Anonymous 1/26/2025 10:30 AM	Cleaning fees
Anonymous 1/26/2025 11:18 AM	Utility charges
Anonymous 1/26/2025 11:32 AM	Carpet cleaning. Carpets weren't clean when I moved in. Every landlord scams the renter to keep security deposit. Stop making bellingham so fucking hard to live in. You're ruining my life.
Anonymous 1/26/2025 02:26 PM	Every single time I've moved some amount has been withheld. First move they withheld the entire deposit and charged an additional \$2000. My roommate had ESAs, and they claimed there was pee all over the carpet, but I never once saw the cats go to the bathroom anywhere other than their litterbox in the bathrooms. Second move the deposit was \$2125 and they withheld at least \$700. I'm not sure why because the roommate had all the details on that. The third move

they once again held the entire deposit, and chaged me an additional \$4000 charge for replacing the carpet, that I got argued down to \$1600 after O asked numerous times for the age of the carpet. They insisted on leaving the \$1600 because it was "damaged during my tenancy" which they didn't have proof of, but I was tired of arguing. I still don't know how old that carpet was.

Anonymous

1/26/2025 04:24 PM

Cleaning. We left the apartment in good, reasonable condition.

Anonymous

1/26/2025 07:01 PM

Cleaning

Anonymous

1/26/2025 09:45 PM

Carpet cleaning, new blinds

Anonymous

1/27/2025 06:49 AM

cleaning costs.

Anonymous

1/27/2025 11:29 AM

"Carpet needed to be replaced between every tenant" but the carpet wasn't even new when we moved in.

Anonymous

1/27/2025 11:51 AM

Reason given was overstaying the rental agreement. This was incorrect as our rental agreement began on the 15th of the first month and was through the 15th of the last month, we stayed through the 6th of the last month and were charged 6 days 'additional rent' withheld from our security deposit.

Anonymous

1/27/2025 12:08 PM

Trips to the dumpster at \$100/ea Cleaning fee even after unit was cleaned extensively.

Anonymous

1/27/2025 02:47 PM

Have lived in two units previously, both with held over \$1000 or each deposit due to "Carpet cleaning" even though tenancy was both less than 3yrs and no pets.

Anonymous

1/27/2025 03:21 PM

Cleaning fees, including non-optional carpet cleaning fee, and fees to replace damaged property (blinds).

Anonymous

1/27/2025 05:30 PM

excessive time they claimed to be cleaning the unit when it was pre cleaned by us. they charged us for cleaning that we had already done

and for damages we had already documented as existing prior to our move in. this is the most common offense i have experienced in my 7 years renting in Bellingham.

Anonymous

1/27/2025 06:37 PM

No reasons were given for my most recent move with Chuckanut property management which is now utopia.

Anonymous

1/27/2025 08:14 PM

Fee used to pay professional cleaners to come after our moveout.

Anonymous

1/27/2025 09:00 PM

Not really

Anonymous

1/27/2025 10:14 PM

Cleaning fees, maintenance/damage repairs

Anonymous

1/28/2025 08:20 AM

Carpet cleaning

Anonymous

1/28/2025 08:23 AM

Once I was accused of smoking in my unit and the landlord claimed they had to gut the entire house. There was no testing done, and I do not smoke. Another time I made a small chip in the edge of a stone countertop and was charged \$4,000 (\$1,800 after deposit and renters' insurance) so the landlord could redo the entire kitchen.

Anonymous

1/28/2025 08:57 AM

Property manager had the unit professionally cleaned after I moved out and before the incoming tenants moved in.

Anonymous

1/28/2025 12:57 PM

Dry wall needed to be patched, repainting, cleaning fees

Anonymous

1/28/2025 01:32 PM

An excessive cleaning fee was withheld even though the place we left was spotless.

Anonymous

1/28/2025 01:54 PM

Carpet cleaning, dusting, painting

Anonymous

1/28/2025 01:56 PM

"Wear and tear and repainting"

Anonymous

1/28/2025 02:12 PM

I damaged a door by putting a hole in it and was charged for that along with my animal was damaged the unit by peeing in the corner of the unit and I was charged for carpet replacement

Anonymous

1/29/2025 12:00 AM

Mandatory

Anonymous

1/29/2025 08:05 AM

"Cleaning fee" even though I hired a cleaning company

Anonymous

1/29/2025 03:07 PM

I was never given a reason, and it wasn't worth the hassle of dealing with Mike Kennard to try to get it back.

Anonymous

1/30/2025 12:25 AM

None.

Anonymous

2/01/2025 02:49 PM

They said I did not clean the unit even though I scrubbed top to bottom with my family the day before my lease ended. My entire deposit was used by them to "clean." Not sure how it costs \$1250 to clean an already spotless apartment.

Anonymous

2/02/2025 10:11 AM

Was a long time ago, but I believe the reason given was to cover additional damages and cleanup after move out.

Anonymous

2/02/2025 10:28 AM

"Cleaning fees"

Anonymous

2/02/2025 02:32 PM

Cleaning - I left it cleaner than when I moved in and according to another tenant living in the same building the hours stated for carpet cleaning where over stated by about 3 hours

Anonymous

2/03/2025 12:37 PM

Carpet cleaning, withheld \$400.

Anonymous

2/05/2025 11:46 AM

Painting fees/supplies for room.

Anonymous

2/10/2025 11:43 AM

They said "cleaning." My daughter and neices made sure that it was spotless before I turned in my keys. What was also problematic is I was forced to move because the entire build had been condemned

due to mold. They charged me for cleaning that wasn't done or going to be done.

Anonymous

2/10/2025 03:39 PM

"Cleaning" despite having previously had professional cleaners in pre-inspection

Anonymous

2/10/2025 04:19 PM

It was vague and just said cleaning.

Anonymous

2/12/2025 11:46 AM

To repair normal wear.

Anonymous

2/13/2025 09:14 PM

for cleaning the apartment even though I had cleaned it myself already.

Anonymous

2/13/2025 10:17 PM

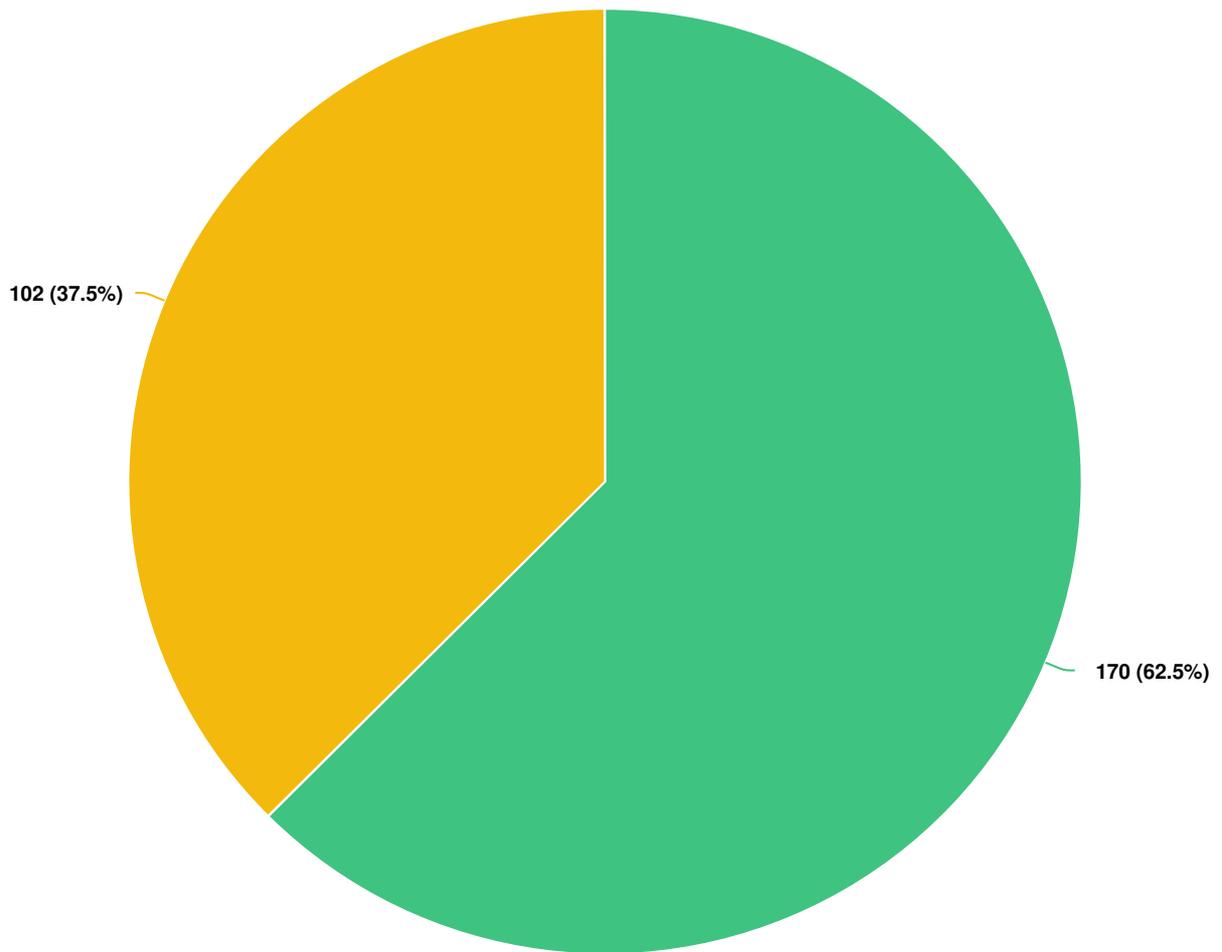
Loose screws, air filters, "mandatory" cleaning fee of 700\$ not included in the contract.

**Optional question** (105 response(s), 167 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q59** | Do you have a pet?



**Question options**

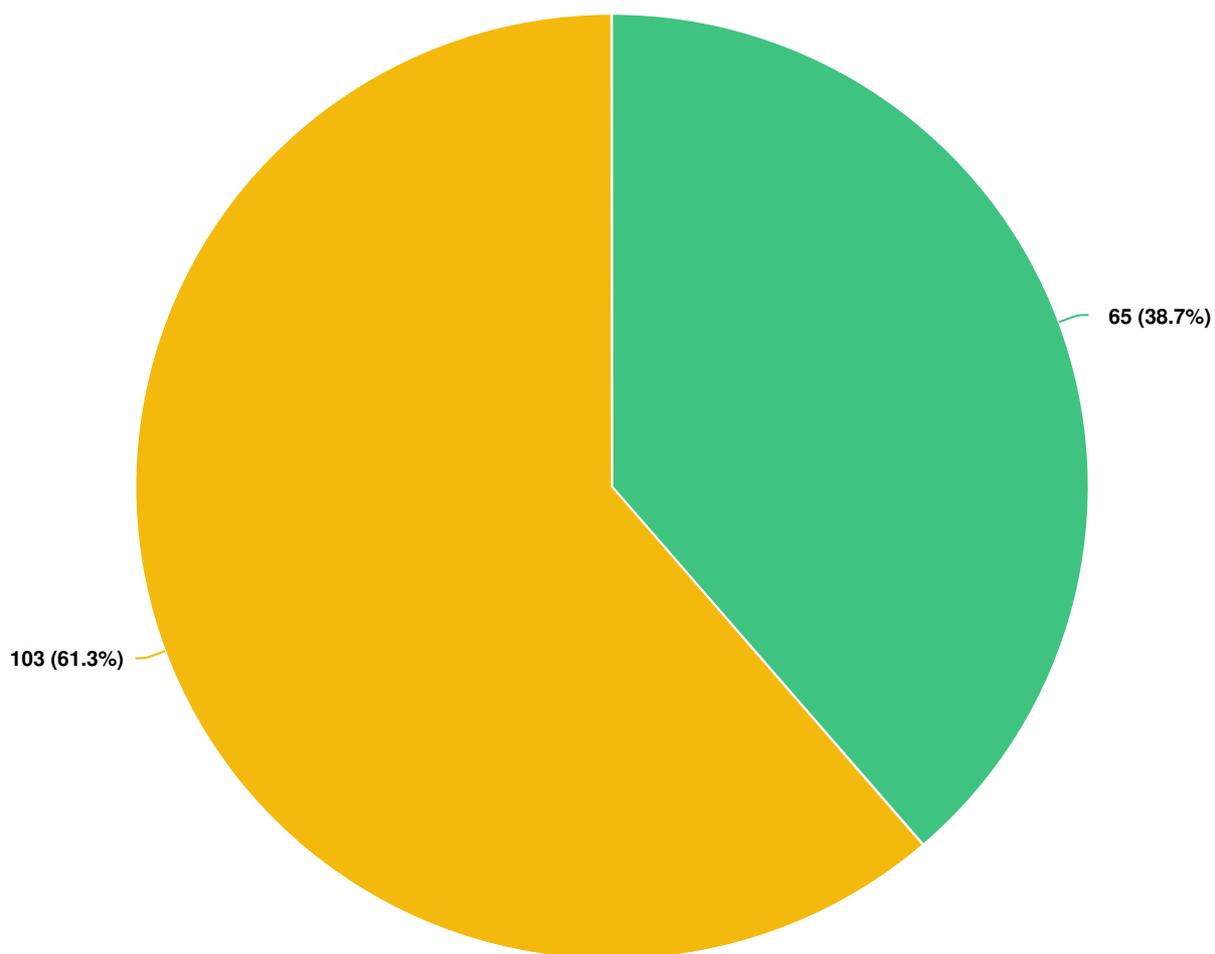
- Yes
- No

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q60** | Is your pet an assistance animal?



**Question options**

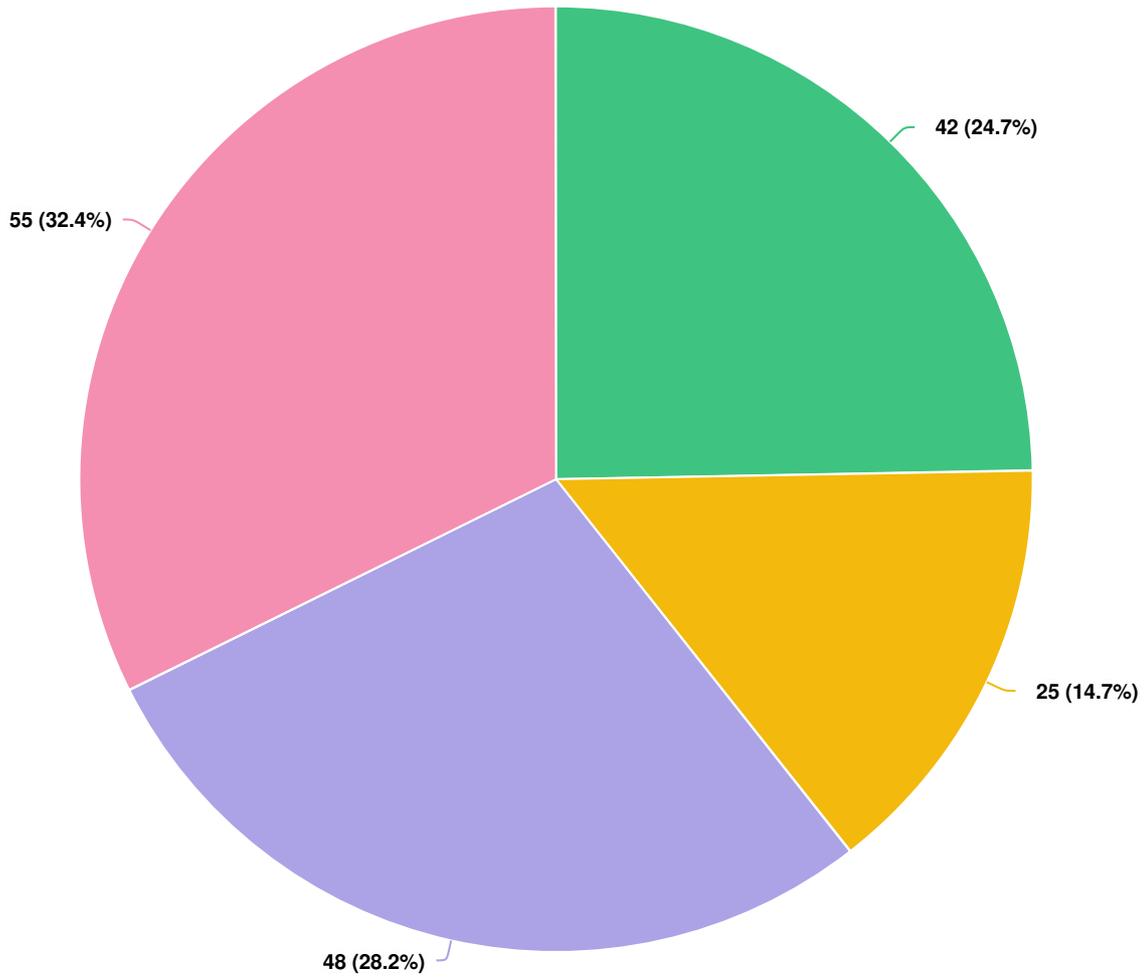
- Yes
- No

Optional question (168 response(s), 104 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q61 | Did you pay a pet deposit and/or one-time pet fee?**



**Question options**

- Pet deposit only
- One-time pet fee only
- Pet deposit and one-time pet fee
- Neither a pet deposit nor a one-time pet fee

*Optional question (170 response(s), 102 skipped)*

*Question type: Radio Button Question*

*Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.*

**Q62** | How much was the pet deposit and/or one-time pet fee?

Anonymous 400.00  
1/24/2025 04:45 PM

Anonymous 250  
1/24/2025 06:11 PM

Anonymous \$500  
1/24/2025 07:58 PM

Anonymous \$250  
1/24/2025 08:08 PM

Anonymous 100  
1/24/2025 10:06 PM

Anonymous \$200.00  
1/24/2025 11:41 PM

Anonymous 150  
1/25/2025 05:31 AM

Anonymous \$100 per pet  
1/25/2025 07:31 AM

Anonymous 1000  
1/25/2025 08:14 AM

Anonymous \$400  
1/25/2025 08:29 AM

Anonymous \$200  
1/25/2025 09:04 AM

Anonymous 350  
1/25/2025 10:12 AM

Anonymous \$100  
1/25/2025 10:42 AM

Anonymous 1/25/2025 12:08 PM	200
Anonymous 1/25/2025 01:10 PM	\$600
Anonymous 1/25/2025 01:42 PM	500+ each and never got it back despite them saying otherwise
Anonymous 1/25/2025 02:06 PM	500
Anonymous 1/25/2025 04:19 PM	\$150
Anonymous 1/25/2025 04:21 PM	1000
Anonymous 1/25/2025 07:33 PM	\$250
Anonymous 1/25/2025 11:59 PM	\$800
Anonymous 1/26/2025 02:05 AM	\$300 total for 1 dog 2 cats
Anonymous 1/26/2025 08:13 AM	\$1000
Anonymous 1/26/2025 08:25 AM	\$500.00 to help to cover possible pet damage. Seems fair.
Anonymous 1/27/2025 10:20 AM	\$240
Anonymous 1/27/2025 12:40 PM	150
Anonymous	\$500

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1/27/2025 06:37 PM

Anonymous \$1000

1/27/2025 08:26 PM

Anonymous 300.00

1/28/2025 11:16 AM

Anonymous \$150

1/28/2025 12:48 PM

Anonymous \$400

1/29/2025 08:33 PM

Anonymous \$500

1/31/2025 05:54 PM

Anonymous \$300

2/01/2025 02:49 PM

Anonymous \$350 per pet

2/02/2025 10:11 AM

Anonymous 500 depisit + additional monthly rent increase

2/02/2025 10:28 AM

Anonymous Unknown roommate paid

2/04/2025 06:45 PM

Anonymous \$200 - refundable.

2/05/2025 11:46 AM

Anonymous \$50

2/06/2025 03:56 PM

Anonymous 300

2/11/2025 01:04 PM

Anonymous \$200

2/12/2025 11:46 AM

Anonymous

250 for a each cat (3) and 400 for a dog (1)

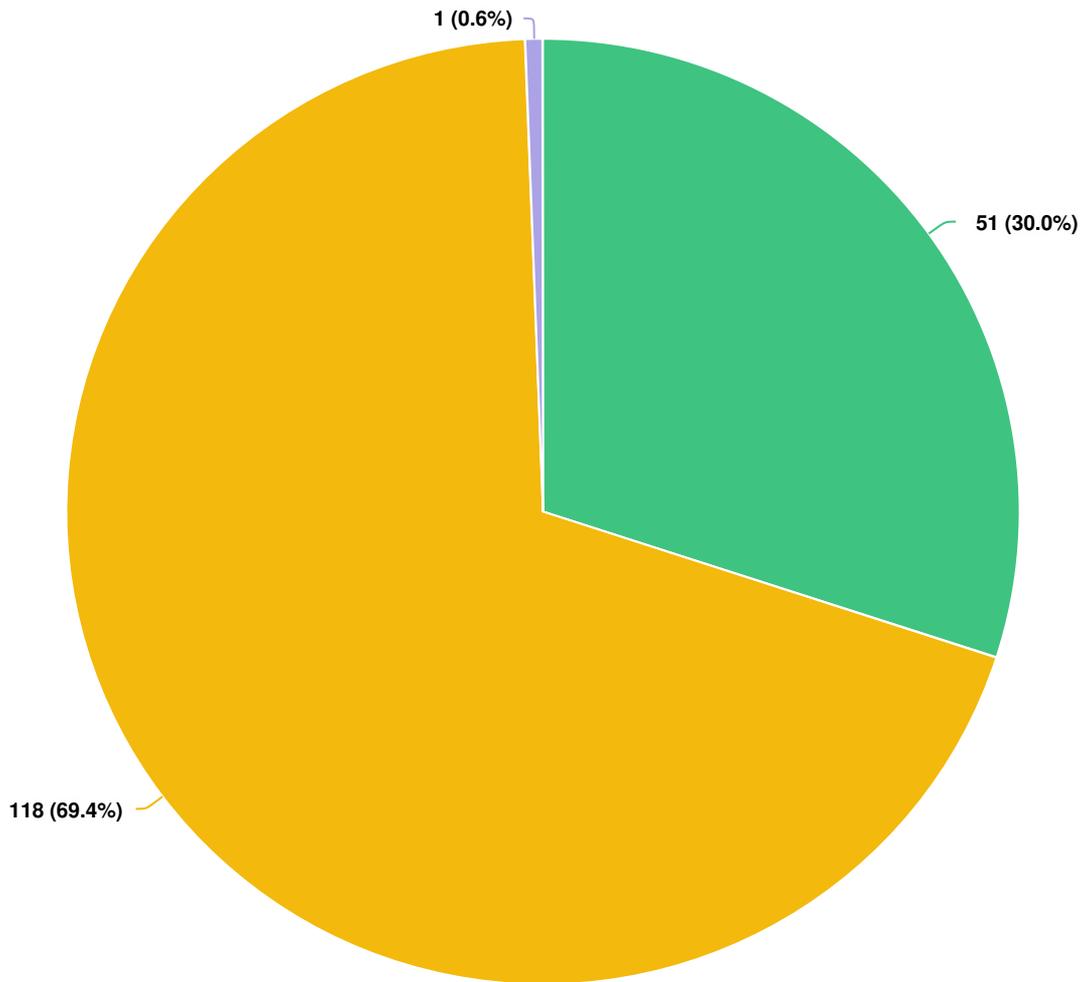
2/13/2025 04:55 PM

**Optional question** (41 response(s), 231 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q63** Do you pay a monthly fee for your pet (sometimes called pet rent)?



**Question options**

- Yes
- No
- I don't know

Optional question (170 response(s), 102 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q64** | How much is your pet rent?

Anonymous 1/24/2025 01:27 PM	\$40/pet
Anonymous 1/24/2025 04:45 PM	40 x 2 + \$80.00
Anonymous 1/24/2025 04:58 PM	\$1,000.00 per pet.
Anonymous 1/24/2025 06:11 PM	\$10
Anonymous 1/24/2025 07:58 PM	\$50
Anonymous 1/24/2025 07:59 PM	\$100 (2x \$50)
Anonymous 1/24/2025 08:14 PM	\$100/mo
Anonymous 1/24/2025 08:31 PM	\$45
Anonymous 1/24/2025 10:56 PM	200\$
Anonymous 1/24/2025 11:28 PM	\$50 a dog (\$100 total)
Anonymous 1/24/2025 11:56 PM	\$50 a month per pet
Anonymous 1/25/2025 01:37 AM	\$30
Anonymous 1/25/2025 07:31 AM	\$50 per pet

Anonymous 25

1/25/2025 08:14 AM

Anonymous 50

1/25/2025 08:28 AM

Anonymous \$25

1/25/2025 08:29 AM

Anonymous Unsure of amount

1/25/2025 09:02 AM

Anonymous \$45

1/25/2025 09:04 AM

Anonymous \$25

1/25/2025 10:42 AM

Anonymous \$35 per animal

1/25/2025 11:09 AM

Anonymous \$60/mo

1/25/2025 11:48 AM

Anonymous It was \$25 per pet per month

1/25/2025 01:42 PM

Anonymous \$90.00

1/25/2025 02:13 PM

Anonymous \$50

1/25/2025 02:58 PM

Anonymous \$50

1/25/2025 06:50 PM

Anonymous \$50

1/25/2025 07:29 PM

Anonymous I wrote "yes" for question 18 as, when I transferred from a one-

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1/25/2025 08:05 PM	bedroom to two-bedroom unit, she charged me another 300.00. This might be legal?
Anonymous 1/25/2025 08:11 PM	\$30 a month
Anonymous 1/25/2025 09:15 PM	200
Anonymous 1/25/2025 09:22 PM	\$50
Anonymous 1/25/2025 11:12 PM	\$50
Anonymous 1/26/2025 08:00 AM	\$100
Anonymous 1/26/2025 08:21 AM	75
Anonymous 1/26/2025 02:26 PM	\$25 per pet
Anonymous 1/27/2025 11:51 AM	200\$/month
Anonymous 1/27/2025 06:25 PM	\$25
Anonymous 1/27/2025 10:14 PM	\$50 additional per month
Anonymous 1/28/2025 08:57 AM	Currently \$25 per month. In our previous apartment it was \$50 per month.
Anonymous 1/28/2025 02:12 PM	\$25
Anonymous 1/29/2025 08:05 AM	\$75

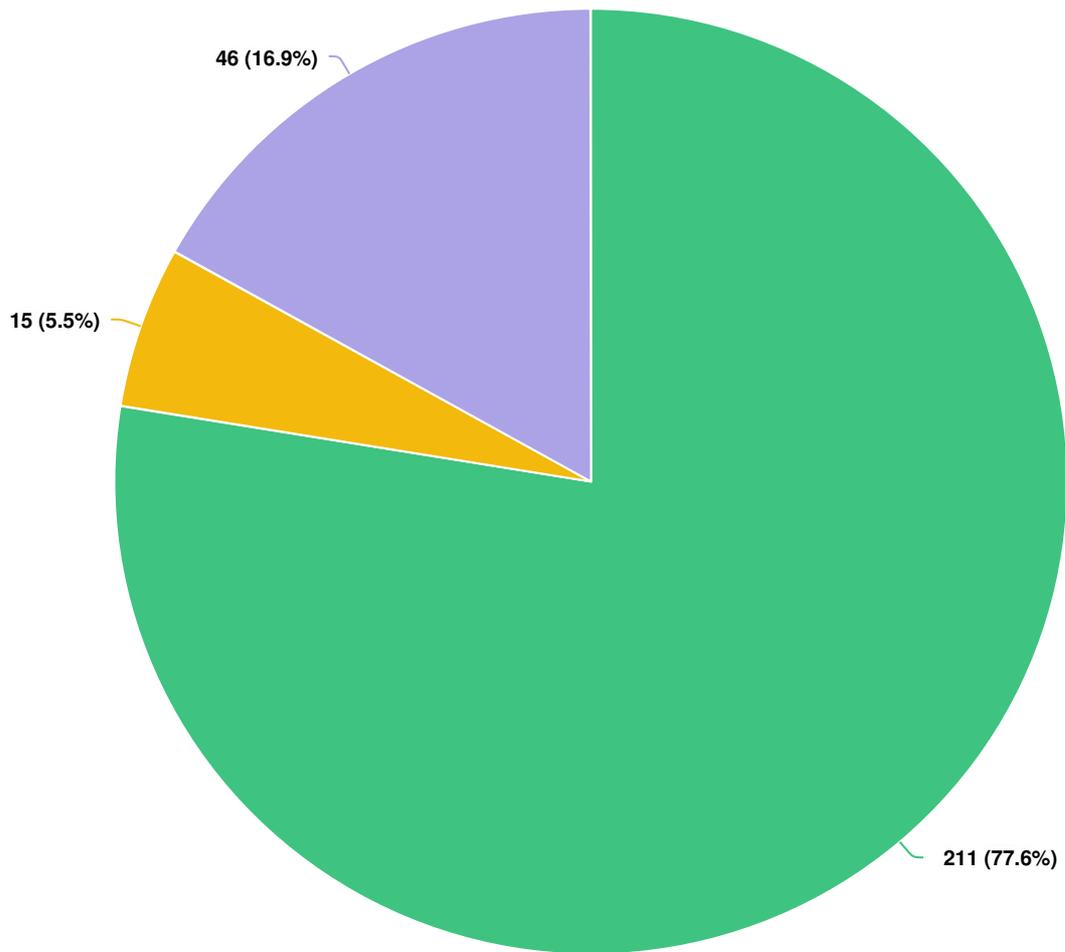
Anonymous 1/29/2025 08:33 PM	\$50
Anonymous 1/29/2025 11:51 PM	\$50 per pet per month
Anonymous 2/02/2025 10:11 AM	\$35 per month
Anonymous 2/02/2025 10:28 AM	35
Anonymous 2/05/2025 11:08 AM	65 dollars i think?
Anonymous 2/05/2025 11:46 AM	\$45
Anonymous 2/06/2025 03:56 PM	\$30
Anonymous 2/11/2025 01:04 PM	50
Anonymous 2/12/2025 11:46 AM	\$25

**Optional question** (49 response(s), 223 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q65** Does your lease agreement include a fee for late rent payments?



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q66** | What is the amount or percentage of the fee for late rent payments?

Anonymous 1/24/2025 12:55 PM	10%
Anonymous 1/24/2025 12:55 PM	\$50 per day past three days late.
Anonymous 1/24/2025 12:55 PM	10%
Anonymous 1/24/2025 03:54 PM	30%
Anonymous 1/24/2025 04:45 PM	\$50 + \$10 a day
Anonymous 1/24/2025 04:58 PM	30%
Anonymous 1/24/2025 05:28 PM	\$100 if paid after the 5th day of the month
Anonymous 1/24/2025 05:31 PM	\$70 but they also tack on \$150 for a notice of surrendering the lease. Basically, if you're more than a week late they try to gouge more money out of you.
Anonymous 1/24/2025 05:36 PM	10% of the monthly rent + a \$50 charge for each returned payment and/or non-sufficient fund check, which will be charged in addition to late fees
Anonymous 1/24/2025 06:11 PM	\$10 on the 6th, \$2 per day til paid
Anonymous 1/24/2025 06:22 PM	\$25, plus \$5 per additional day late
Anonymous 1/24/2025 07:23 PM	10%

Anonymous 1/24/2025 07:57 PM	25.00 after 3 days then 2.00 per day
Anonymous 1/24/2025 07:58 PM	\$25
Anonymous 1/24/2025 08:03 PM	50 dollars a day
Anonymous 1/24/2025 08:14 PM	\$5/day
Anonymous 1/24/2025 08:25 PM	\$50
Anonymous 1/24/2025 08:31 PM	10%
Anonymous 1/24/2025 08:35 PM	100\$
Anonymous 1/24/2025 08:45 PM	\$50 a day I believe
Anonymous 1/24/2025 08:47 PM	\$50 a day
Anonymous 1/24/2025 09:16 PM	I don't recall
Anonymous 1/24/2025 09:29 PM	Don't know
Anonymous 1/24/2025 10:56 PM	10% of the (total) monthly rent, which is 180\$
Anonymous 1/24/2025 11:41 PM	\$25.00 on the sixth day plus \$5.00 per additional late day
Anonymous 1/24/2025 11:56 PM	2%

Anonymous 1/25/2025 01:37 AM	\$100
Anonymous 1/25/2025 02:12 AM	\$10 per day
Anonymous 1/25/2025 03:30 AM	10%
Anonymous 1/25/2025 06:37 AM	5%
Anonymous 1/25/2025 08:12 AM	75\$
Anonymous 1/25/2025 08:14 AM	25
Anonymous 1/25/2025 08:28 AM	\$200
Anonymous 1/25/2025 08:29 AM	I don't know
Anonymous 1/25/2025 08:36 AM	75
Anonymous 1/25/2025 08:38 AM	\$100 late payment plus \$25/day for each additional day thereafter that rent is not paid
Anonymous 1/25/2025 09:02 AM	Unsure
Anonymous 1/25/2025 09:04 AM	5% per day
Anonymous 1/25/2025 09:34 AM	25

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Anonymous 1/25/2025 09:38 AM	180
Anonymous 1/25/2025 09:40 AM	\$50
Anonymous 1/25/2025 10:05 AM	\$25 plus \$5/day, plus \$40 to deliver a pay or vacate notice, plus "all other legal expenses and fees", plus \$75 for the first non sufficient funds check, plus \$100 for the second NSF check.
Anonymous 1/25/2025 10:12 AM	\$50
Anonymous 1/25/2025 10:26 AM	Don't know, have never been late w/ payment.
Anonymous 1/25/2025 10:37 AM	\$100 per day
Anonymous 1/25/2025 10:41 AM	Unclear. I've never paid my rent late. Can't afford the fees.
Anonymous 1/25/2025 10:42 AM	3%
Anonymous 1/25/2025 11:47 AM	\$10 per day
Anonymous 1/25/2025 11:48 AM	\$100 flat fee (roughly 4.6% of rent)
Anonymous 1/25/2025 12:08 PM	4
Anonymous 1/25/2025 12:17 PM	25
Anonymous 1/25/2025 12:43 PM	5%
Anonymous	25

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1/25/2025 12:47 PM

Anonymous \$75

1/25/2025 12:53 PM

Anonymous \$50 per day late

1/25/2025 01:10 PM

Anonymous \$50 per day

1/25/2025 01:17 PM

Anonymous \$25 on the 6th day of the month plus \$5 per day thereafter

1/25/2025 01:26 PM

Anonymous I can't remember I think 2%

1/25/2025 01:37 PM

Anonymous 25 per day

1/25/2025 01:43 PM

Anonymous 24.00

1/25/2025 01:57 PM

Anonymous 50

1/25/2025 02:19 PM

Anonymous \$65

1/25/2025 02:58 PM

Anonymous 10%

1/25/2025 03:08 PM

Anonymous I am never late. The rent is automatically taken out of my checking account.

1/25/2025 03:34 PM

Anonymous I'm not sure on the amount

1/25/2025 03:58 PM

Anonymous \$10

1/25/2025 04:19 PM

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 25 day  
1/25/2025 04:21 PM

Anonymous \$25  
1/25/2025 04:21 PM

Anonymous 50  
1/25/2025 04:35 PM

Anonymous \$75  
1/25/2025 04:42 PM

Anonymous \$75.00  
1/25/2025 04:45 PM

Anonymous 200.  
1/25/2025 04:59 PM

Anonymous \$100  
1/25/2025 05:06 PM

Anonymous I think it's 10%  
1/25/2025 05:16 PM

Anonymous \$30  
1/25/2025 05:32 PM

Anonymous I can't remember off.  
1/25/2025 05:44 PM

Anonymous ldk I can't afford it.  
1/25/2025 05:58 PM

Anonymous \$50  
1/25/2025 06:17 PM

Anonymous \$10.00 a day.  
1/25/2025 06:22 PM

Anonymous 25\$/day  
1/25/2025 06:41 PM

Anonymous \$50  
1/25/2025 06:50 PM

Anonymous 5%  
1/25/2025 07:29 PM

Anonymous \$35?  
1/25/2025 07:36 PM

Anonymous I'm sorry, I don't recall.  
1/25/2025 08:05 PM

Anonymous Na  
1/25/2025 08:11 PM

Anonymous 5%  
1/25/2025 08:31 PM

Anonymous 5%  
1/25/2025 09:15 PM

Anonymous 75.00  
1/25/2025 09:44 PM

Anonymous \$15  
1/25/2025 10:31 PM

Anonymous 75.00  
1/25/2025 11:31 PM

Anonymous \$50/day  
1/25/2025 11:59 PM

Anonymous 50 dollars  
1/26/2025 01:26 AM

Anonymous 5%  
1/26/2025 04:05 AM

Anonymous \$50  
1/26/2025 05:57 AM

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Anonymous 1/26/2025 08:10 AM	250
Anonymous 1/26/2025 08:25 AM	\$5.00 per day. This gives me incentive to pay on time
Anonymous 1/26/2025 09:11 AM	\$45
Anonymous 1/26/2025 09:31 AM	Don't remember
Anonymous 1/26/2025 09:34 AM	I don't know.
Anonymous 1/26/2025 10:19 AM	2%
Anonymous 1/26/2025 10:30 AM	75
Anonymous 1/26/2025 11:07 AM	\$25 after the 5th day with \$5 added each day late
Anonymous 1/26/2025 11:18 AM	\$15, which escalates every ten days. Returned check fee is \$35.
Anonymous 1/26/2025 11:32 AM	\$50/day after late
Anonymous 1/26/2025 11:57 AM	8%
Anonymous 1/26/2025 12:10 PM	Unsure
Anonymous 1/26/2025 01:23 PM	\$25 per day late past the 5th day of the month
Anonymous	\$50

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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1/26/2025 01:36 PM

Anonymous \$60

1/26/2025 02:26 PM

Anonymous \$50

1/26/2025 04:22 PM

Anonymous \$20 per day for each day rent is late

1/26/2025 04:30 PM

Anonymous \$50

1/26/2025 07:01 PM

Anonymous 30%

1/26/2025 09:45 PM

Anonymous \$25 on the 7th day of the month, \$5 for every day thereafter

1/26/2025 10:01 PM

Anonymous 8%

1/26/2025 11:53 PM

Anonymous not sure, but it is a fee for each day after the 5th day of the month that rent is late.

1/27/2025 06:49 AM

Anonymous na

1/27/2025 08:23 AM

Anonymous 5%

1/27/2025 10:20 AM

Anonymous If rent is not paid within 4 days after the due date, Tenant agrees to pay a late charge of \$25.00 and \$5.00 per day thereafter, plus a minimum of \$40.00 for a process server to deliver a 14-day notice to "pay or vacate" plus all other legal expenses.

1/27/2025 11:25 AM

Anonymous \$50 i think

1/27/2025 11:29 AM

Anonymous \$50

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1/27/2025 11:33 AM

Anonymous \$50/day fee up to 10% of monthly rent

1/27/2025 11:48 AM

Anonymous Not sure, never been late.

1/27/2025 12:08 PM

Anonymous I do not know, I don't pay late

1/27/2025 12:40 PM

Anonymous I am not sure as I have never been late with a rent payment

1/27/2025 01:09 PM

Anonymous 150

1/27/2025 01:13 PM

Anonymous 10%, 237.50!!

1/27/2025 02:09 PM

Anonymous \$150

1/27/2025 02:47 PM

Anonymous Unsure

1/27/2025 02:57 PM

Anonymous 10%, being equal to \$170

1/27/2025 03:21 PM

Anonymous \$35.00

1/27/2025 03:43 PM

Anonymous \$25.00

1/27/2025 05:23 PM

Anonymous \$25

1/27/2025 05:30 PM

Anonymous 10%

1/27/2025 06:37 PM

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/27/2025 08:09 PM	\$10 per day
Anonymous 1/27/2025 08:26 PM	I don't know without looking at my lease
Anonymous 1/27/2025 09:00 PM	Not sure
Anonymous 1/27/2025 10:14 PM	No percent \$25 late fee
Anonymous 1/27/2025 10:34 PM	\$50
Anonymous 1/28/2025 12:32 AM	\$75.00
Anonymous 1/28/2025 07:15 AM	15%
Anonymous 1/28/2025 08:20 AM	25 per day after 3 days
Anonymous 1/28/2025 08:23 AM	\$50 after the 5th of the month plus \$5 for each day after that until paid
Anonymous 1/28/2025 08:57 AM	\$50 at 5 days past due, and \$25 each day late after that.
Anonymous 1/28/2025 12:48 PM	8-+9%
Anonymous 1/28/2025 01:32 PM	\$50
Anonymous 1/28/2025 01:56 PM	5%
Anonymous 1/28/2025 02:12 PM	\$75 on the 7th

Anonymous 1/28/2025 07:44 PM	\$25 per day
Anonymous 1/28/2025 09:45 PM	10/day
Anonymous 1/29/2025 12:00 AM	50
Anonymous 1/29/2025 08:05 AM	\$100 is added on the day after it's due. After that they move towards eviction process
Anonymous 1/29/2025 08:22 AM	\$50
Anonymous 1/29/2025 12:40 PM	\$50
Anonymous 1/29/2025 03:07 PM	I don't know offhand. I've never had to pay it.
Anonymous 1/29/2025 08:33 PM	Not sure
Anonymous 1/30/2025 09:23 PM	\$50
RW Lowery 1/31/2025 11:34 AM	10%
Anonymous 2/01/2025 02:49 PM	\$50 per day late
Anonymous 2/01/2025 06:54 PM	\$35+
Anonymous 2/02/2025 10:11 AM	\$150
Anonymous	150

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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2/02/2025 10:28 AM

Anonymous \$50

2/02/2025 12:34 PM

Anonymous 50

2/02/2025 03:56 PM

Anonymous 100 per day

2/04/2025 06:40 PM

Anonymous 5% per day late

2/04/2025 06:45 PM

Anonymous \$50

2/05/2025 11:46 AM

Anonymous \$100

2/06/2025 11:57 AM

Anonymous \$95

2/06/2025 12:04 PM

Anonymous 10%

2/06/2025 01:25 PM

Anonymous 5%

2/06/2025 03:56 PM

Anonymous I am not sure. I think that it is \$50 a day.

2/10/2025 10:56 AM

Anonymous I am bot sure what they charge.

2/10/2025 11:43 AM

Anonymous Not sure

2/10/2025 04:19 PM

Anonymous 50

2/11/2025 01:04 PM

Anonymous \$75

2/12/2025 11:46 AM

Anonymous 50 USD

2/13/2025 04:55 PM

Anonymous Not sure

2/13/2025 05:17 PM

Anonymous 9%

2/13/2025 09:14 PM

Anonymous 50\$

2/13/2025 10:17 PM

Anonymous \$25

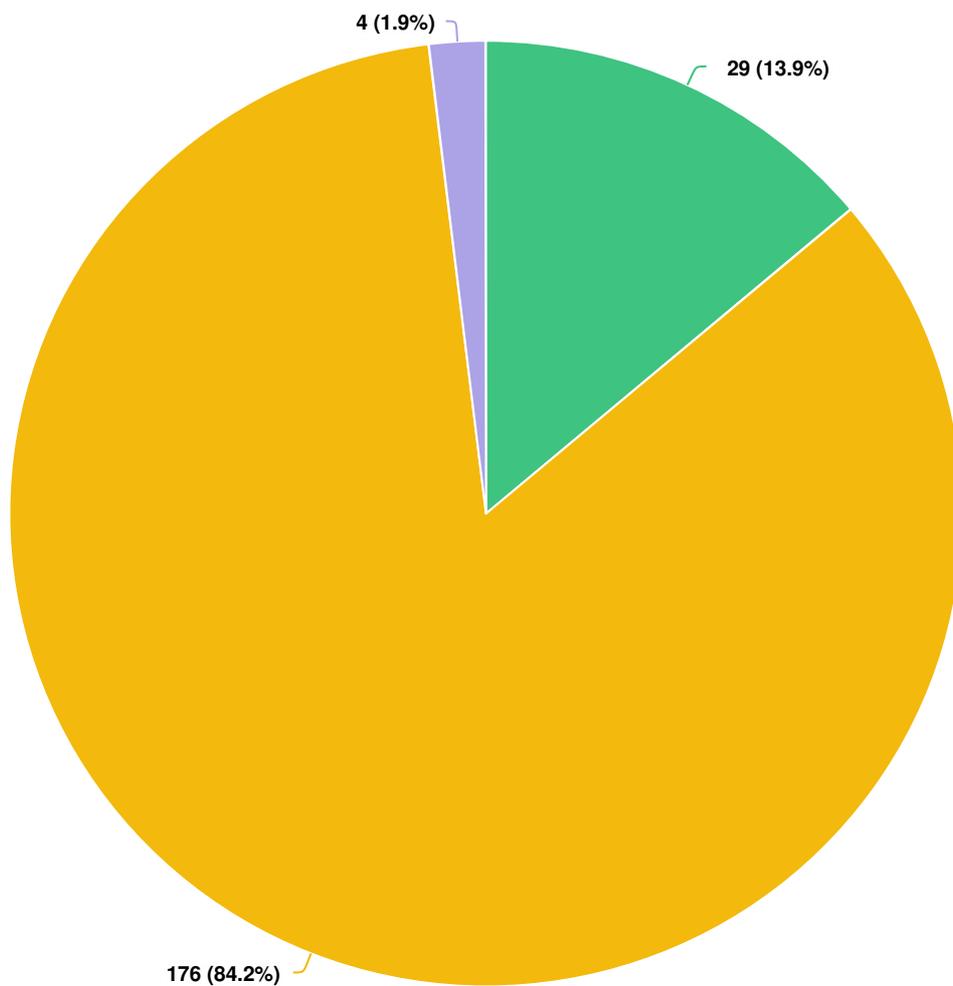
2/14/2025 09:32 AM

**Optional question** (181 response(s), 91 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q67** | Did your landlord charge you a late fee in the past year?



**Question options**

- Yes
- No
- I don't know

Optional question (209 response(s), 63 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q68 | How many times did you pay a late fee in the past year?**

Anonymous  
1/24/2025 03:54 PM  
Landlord (Porchlight Property Management) charges us late fees on late fees, every month.

Anonymous  
1/24/2025 04:58 PM  
Anything after 48 hours. 12 times in the last 12 months.

Anonymous  
1/24/2025 05:31 PM  
Four times

Anonymous  
1/24/2025 07:58 PM  
3

Anonymous  
1/24/2025 11:56 PM  
1

Anonymous  
1/25/2025 08:28 AM  
3-4

Anonymous  
1/25/2025 09:34 AM  
1

Anonymous  
1/25/2025 09:38 AM  
6

Anonymous  
1/25/2025 12:47 PM  
2

Anonymous  
1/25/2025 12:53 PM  
2

Anonymous  
1/25/2025 01:17 PM  
1

Anonymous  
1/25/2025 01:26 PM  
1

Anonymous  
Once

1/25/2025 02:04 PM

Anonymous 1

1/25/2025 04:19 PM

Anonymous Once

1/25/2025 05:32 PM

Anonymous I refused to pay it.

1/26/2025 09:34 AM

Anonymous 1

1/26/2025 10:19 AM

Anonymous 1

1/26/2025 04:22 PM

Anonymous Once

1/27/2025 10:20 AM

Anonymous 2

1/27/2025 10:34 PM

Anonymous 6-7

1/28/2025 12:48 PM

Anonymous 2

1/28/2025 01:32 PM

Anonymous 1

1/28/2025 01:56 PM

Anonymous 2

1/28/2025 02:12 PM

Anonymous 2

1/29/2025 08:05 AM

Anonymous 1

2/02/2025 12:34 PM

Anonymous 1

2/04/2025 06:40 PM

Anonymous 1

2/06/2025 12:04 PM

Anonymous Once

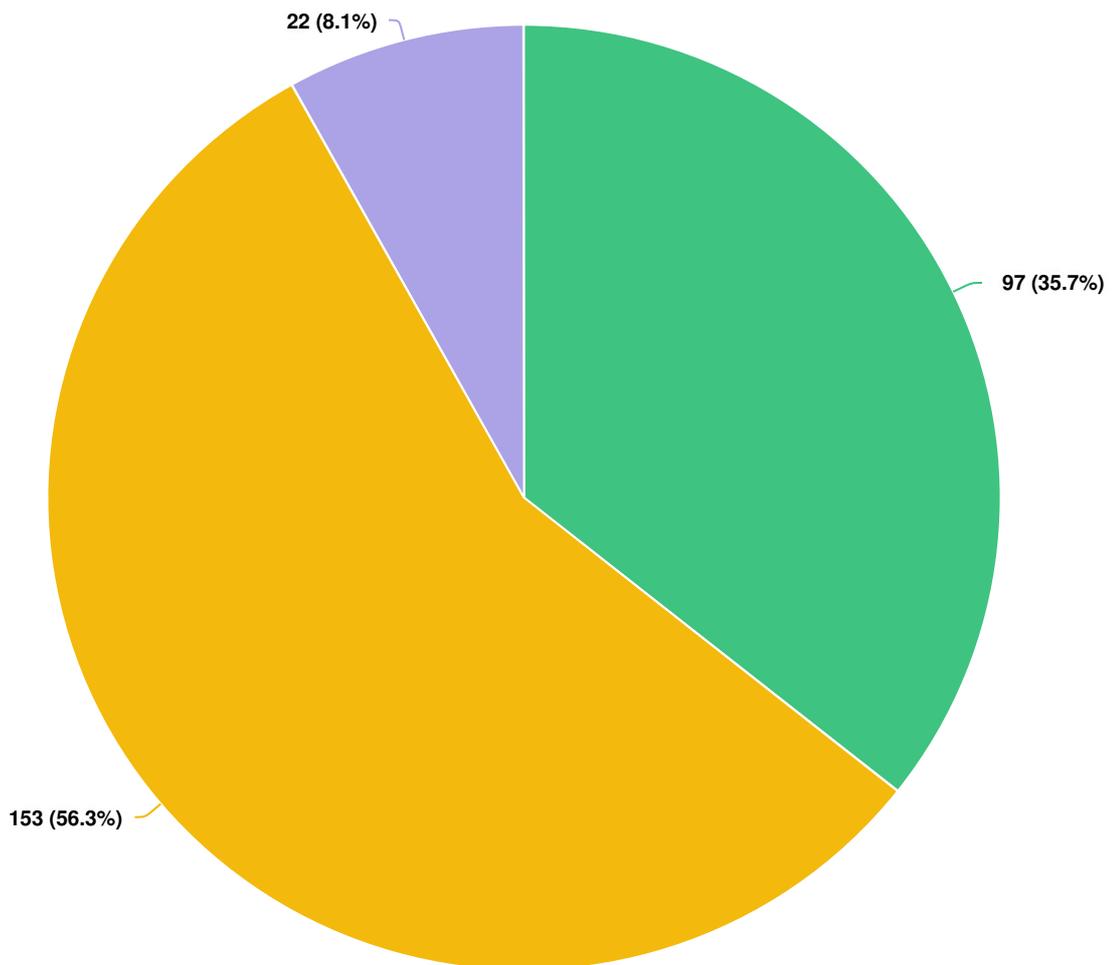
2/08/2025 10:21 AM

**Optional question** (29 response(s), 243 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q69** Are you required to carry liability insurance (separate from renters insurance)?



**Question options**

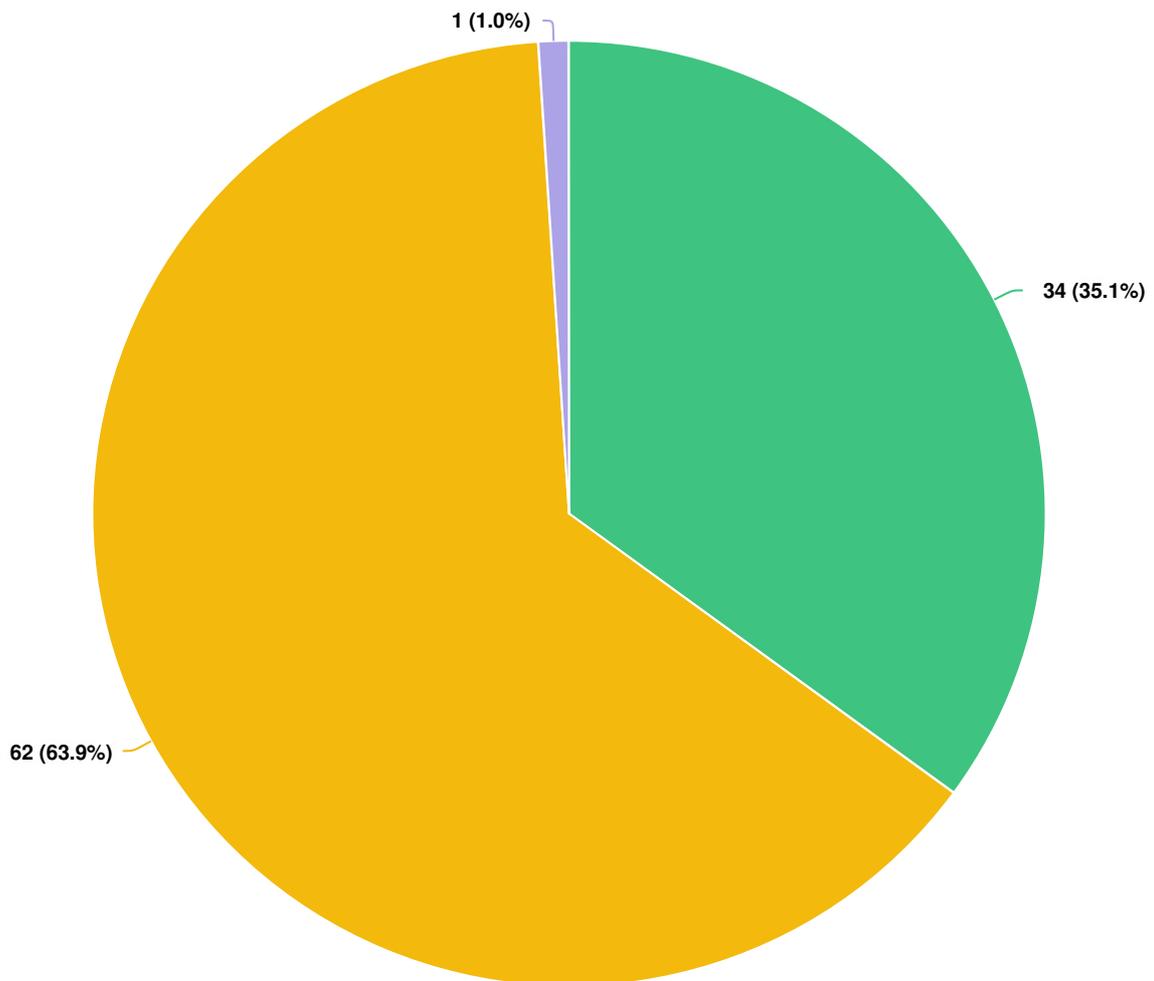
- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q70** Did your landlord automatically enroll you in a liability insurance plan?



**Question options**

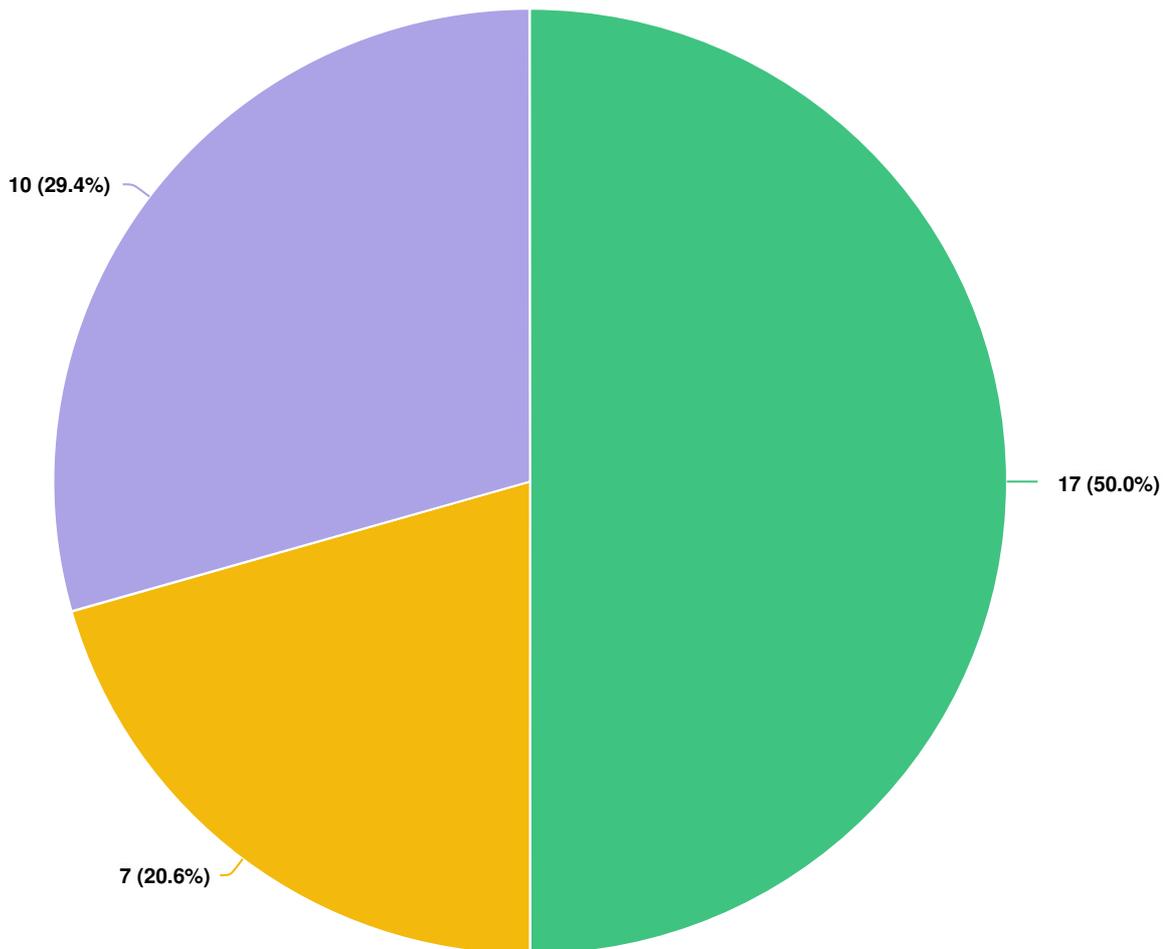
- Yes
- No
- I don't know

Optional question (97 response(s), 175 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q71 | Did you experience difficulties opting out of the plan?**



**Question options**

- Yes
- No
- I didn't opt out

Optional question (34 response(s), 238 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q72 | What is the service fee for using their preferred insurance provider?**

Anonymous \$15/month

1/24/2025 01:27 PM

Anonymous \$10.50, but it will increase to \$15 for the next lease

1/24/2025 05:36 PM

Anonymous \$14/mo

1/24/2025 08:14 PM

Anonymous \$50

1/24/2025 08:47 PM

Anonymous 15\$

1/24/2025 09:06 PM

Anonymous Confirm Insurance

1/24/2025 11:41 PM

Anonymous \$20

1/25/2025 08:28 AM

Anonymous \$10.50

1/25/2025 11:47 AM

Anonymous \$30/mo

1/25/2025 11:48 AM

Anonymous \$14 per month

1/25/2025 01:26 PM

Anonymous \$12

1/25/2025 01:37 PM

Anonymous \$15

1/25/2025 02:13 PM

Anonymous \$15

1/25/2025 02:58 PM

Anonymous 1/25/2025 03:08 PM	no fee
Anonymous 1/25/2025 07:36 PM	\$50
Anonymous 1/25/2025 08:05 PM	If there is a service fee, it's rolled into the insurance that I pay each year, and is NOT listed as a separate fee.
Anonymous 1/26/2025 04:05 AM	60 a month
Anonymous 1/26/2025 10:19 AM	i don't know
Anonymous 1/27/2025 11:29 AM	27 a month
Anonymous 1/27/2025 12:08 PM	\$15/mo
Anonymous 1/27/2025 01:13 PM	15.00 monthly
Anonymous 1/27/2025 09:00 PM	I think it was about \$14
Anonymous 1/28/2025 12:32 AM	\$20/monthly
Anonymous 1/28/2025 07:44 PM	\$20
Anonymous 2/04/2025 08:02 PM	\$15 per month
Anonymous 2/05/2025 11:46 AM	\$14
Anonymous	Unsure

2/06/2025 01:25 PM

Anonymous

2/10/2025 10:56 AM

They don't disclose this information. I have renters insurance which comes with liability insurance and it is less expensive than their preferred insurance.

Anonymous

2/10/2025 11:43 AM

Initially it was \$50 a month. They changed providers and it is less expensive now but they automatically enrolled me again and it was very difficult to opt out. They tried to charge me \$7 a month admin fee while I was trying to get unenrolled.

Anonymous

2/10/2025 03:39 PM

\$10

Anonymous

2/10/2025 04:19 PM

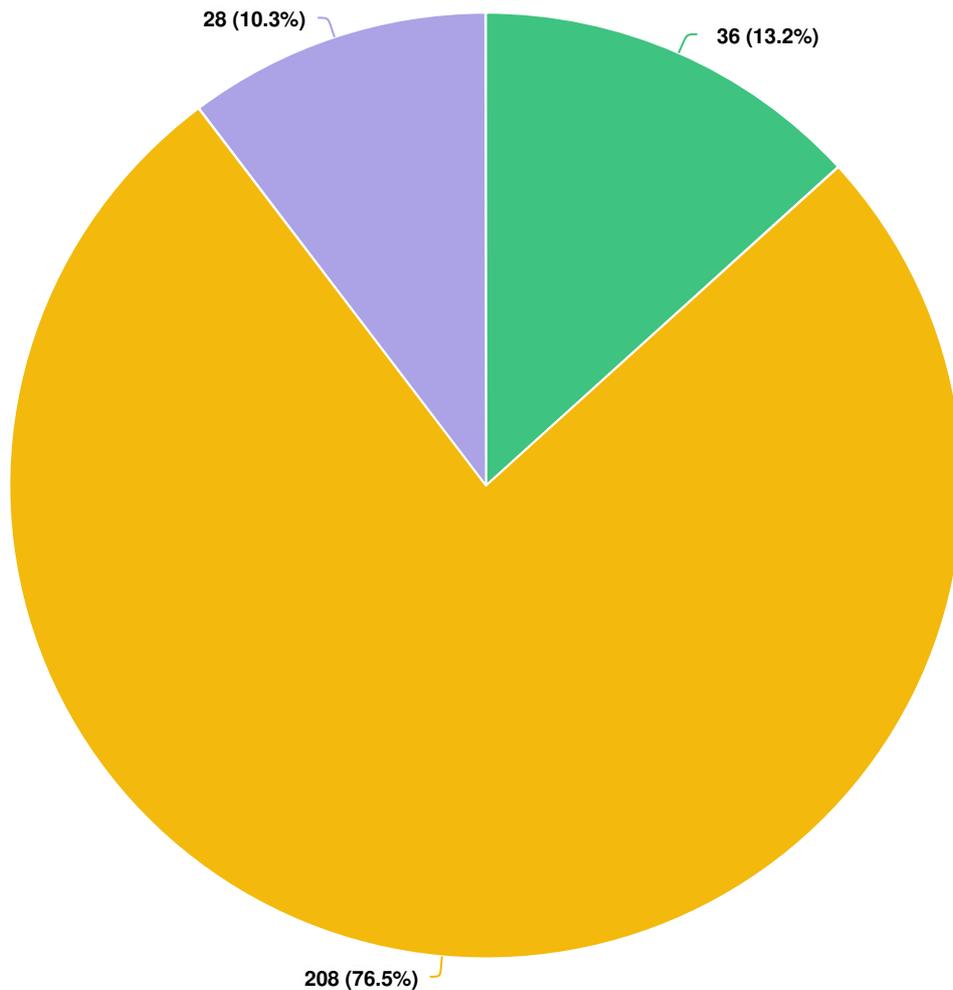
\$5 admin fee

**Optional question** (31 response(s), 241 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q73** | Did your landlord/property management company automatically opt you into any other type of monthly service?



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q74** Please list the service(s) you were opted into.

Anonymous

1/24/2025 03:54 PM

"tenant benefit package" basically a way to get an extra \$20 per month for NOTHING.

Anonymous

1/24/2025 08:47 PM

Benefits package which includes air filters which we don't have here, and credit reporting and a bunch of their stuff I can't remember and don't use.

Anonymous

1/24/2025 10:56 PM

I was paying for parking that was assigned to me at the start of my renting period. I was unaware that the spot that has my number on it was being billed to me to use it.

Anonymous

1/24/2025 11:41 PM

Rent Plus\$15.00 per month unless opted out

Anonymous

1/25/2025 01:14 AM

RentPlus

Anonymous

1/25/2025 06:37 AM

Piñata

Anonymous

1/25/2025 09:04 AM

Rental insurance

Anonymous

1/25/2025 11:18 AM

heat, hot water

Anonymous

1/25/2025 11:48 AM

RentPlus (which is some weird "we report your monthly rent payment to the credit bureaus to help you build credit" service). It is \$8.95 per month and it took me four attempts to terminate the service. Utilities service fee (mandatory fee of \$5/mo; not based on usage; no opt-out available)

Anonymous

1/25/2025 01:01 PM

Trash pickup

Anonymous

1/25/2025 01:26 PM

Credit auditing

Anonymous

1/25/2025 03:20 PM

They have provided my notice that I will have to now pay utilities on top of the increased rent when I renew my new lease agreement (due before May 1). Prior to this, my rental fee has been lower and included my utilities.

Anonymous

1/25/2025 04:47 PM

Sewer , water , trash. We also pay for PSE

Anonymous

1/25/2025 08:26 PM

Renters credit program

Anonymous

1/25/2025 10:20 PM

Resident Benefit Package - point system, furnace filters monthly (that I don't need)

Anonymous

1/26/2025 04:05 AM

Pest control Renters Insurance

Anonymous

1/26/2025 06:38 AM

Garbage and water utilities

Anonymous

1/26/2025 08:25 AM

The COB has recently opted me into a food waste program that I don't want and now I will have to pay for.

Anonymous

1/26/2025 09:11 AM

Water, sewer and cable. Which the water is unmetered and they just spilt the bill with all the mobile homes equally. There some home that 8 people live in and in my house there is only 2

Anonymous

1/26/2025 11:07 AM

Rent plus program

Anonymous

1/26/2025 01:02 PM

Pinata, use of maintenance app, move in concierge, aura protection services

Anonymous

1/26/2025 11:53 PM

Utilities/internet

Anonymous

Renters insurance

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1/27/2025 08:14 PM

Anonymous

1/28/2025 08:20 AM

Power garbage gas and water bull are added to monthly rent as all are in his name

Anonymous

1/28/2025 07:44 PM

Garbage

Anonymous

1/30/2025 12:25 AM

Build your credit score: Landlord provides credit reporting to cast positive payment history through a third-party service. Landlord is not responsible for any misrepresentation, erroneous reporting, and/or lack of reporting by the third-party service. Resident understands that any disputes will be handled directly between Resident and the third-party service. 2. Pinata Resident Rewards: Resident acknowledges that a Resident rewards program is made available to them by Landlord. Rewards are to be accessed online and are activated at the Resident's sole discretion through the use of a mobile application provided by the rewards provider. Pinata Rewards will provide the Resident with available rewards as a preferred customer of the Landlord. 3. Tenant Liability Insurance Policy: (includes) a. \$20,000 Renter Content Coverage (\$250 deductible) under the property management company master policy. Policy coverage is based on replacement costs. b. \$100,000 Tenant Liability Insurance Coverage under the property management company master policy. c. \$10,000 Renters Bodily Injury Coverage (\$250 deductible). 4. HVAC Filter Delivery: The Resident is responsible for replacing all A/C and heating system filters at the property on a quarterly basis. The only filters to be used at the property will be provided by Landlord and will be mailed directly to the property approximately every 90 days. The Resident shall properly install the filter within two (2) days of receipt. Resident hereby acknowledges that the filters are dated to verify replacement and are subject to inspection by Landlord upon reasonable notice. If at any time Resident cannot properly or timely install a filter Resident shall immediately notify Landlord in writing. Resident's failure to properly and timely replace the filters is a material breach of this agreement and Landlord shall be entitled to exercise all rights and remedies it has against Resident and Resident shall be liable to Landlord for all damages to the property, A/C, or heating system. 5. \$1M ID Protection: By executing this agreement, you are agreeing to Aura's IdentityGuard Terms of Service and Privacy Policy with respect to the identity theft protection service provided as part of the RBP, which can be found at [www.identityguard.com](http://www.identityguard.com). 6. Late Fee Forgiveness: One-time late fee forgiveness per calendar year. 7. Resident Portal: Personalized Online Portal to conveniently submit all maintenance requests, payments, and electronic documents by using your computer or

smartphone. 8. Emergency Maintenance Services: Dedicated after-hours maintenance emergency number where you can call in and speak to a person who will assist with the situation.

Anonymous

2/02/2025 10:11 AM

Renters insurance through their pre-chosen provider.

Anonymous

2/02/2025 10:28 AM

Renters insurance

Anonymous

2/02/2025 03:56 PM

\$60 charged if I do not mow the lawn every two weeks

Anonymous

2/04/2025 08:59 AM

A credit card points service

Anonymous

2/04/2025 09:34 AM

Service fee

Anonymous

2/04/2025 06:45 PM

Renters insurance

Anonymous

2/04/2025 08:02 PM

Renter Plus, a credit boosting service.

Anonymous

2/05/2025 11:08 AM

Renters insurance

Anonymous

2/13/2025 04:10 PM

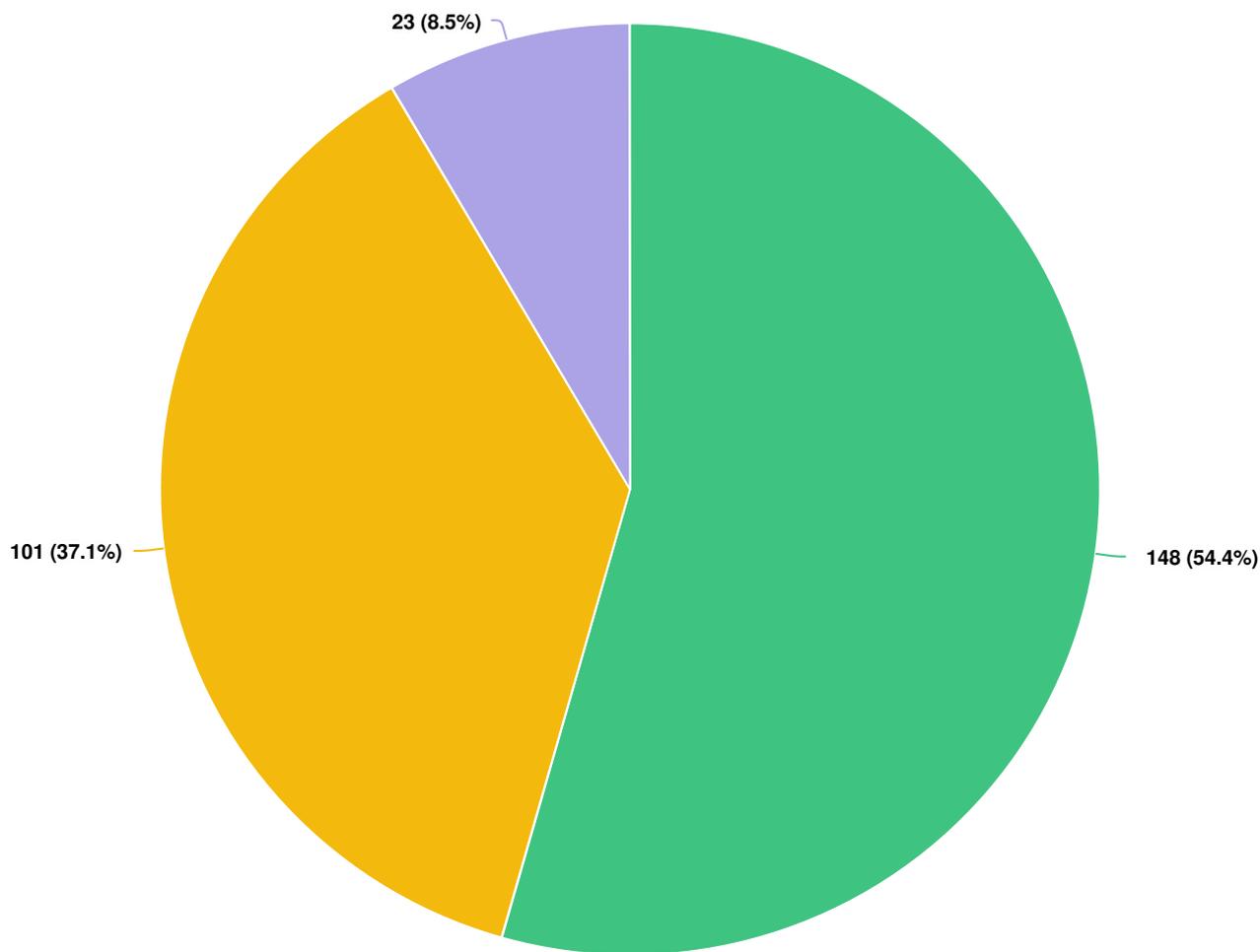
Wifi

**Optional question** (35 response(s), 237 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q75 | Does your landlord/property management company charge you fees for using certain payment methods to pay your rent?**



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q76 | What is the additional fee amount, and which payment methods incur this fee?**

Anonymous 1/24/2025 12:55 PM	\$2.49 fee for ACH transactions
Anonymous 1/24/2025 01:27 PM	Fees not charged by Landmark, but the portal company. A percentage or flate fee charge depending on the payment type.
Anonymous 1/24/2025 03:39 PM	\$2 for using my bank account to deposit my rent
Anonymous 1/24/2025 03:54 PM	Debit Card 3% PLUS \$5 (\$95)
Anonymous 1/24/2025 04:45 PM	Auto payment can get charge \$10 to come out of my bank account.
Anonymous 1/24/2025 04:58 PM	Any type of payment other than cash.
Anonymous 1/24/2025 05:36 PM	Credit card: 2.99% of the total amount per transaction. Debit card: \$9.99 per transaction
Anonymous 1/24/2025 06:11 PM	\$1 Bank fee, 2.5% Credit card
Anonymous 1/24/2025 06:22 PM	\$2 fee for ACH, 3% fee for credit card. Last year, they were going to increase the ACH but backed down after complaints.
Anonymous 1/24/2025 07:23 PM	5.95
Anonymous 1/24/2025 07:59 PM	\$2 per month for ach autopay
Anonymous	credit card payment incurs some ridiculous fee, 5-8%

1/24/2025 08:09 PM

Anonymous

Unsure, it is a percentage

1/24/2025 08:14 PM

Anonymous

Credit card, 2.99% fee

1/24/2025 08:31 PM

Anonymous

I was charger a fee to use thier website portal.

1/24/2025 08:35 PM

Anonymous

Anything not in person and a cashier check/money order check is a \$15+ fee

1/24/2025 08:47 PM

Anonymous

3% for credit card payments

1/24/2025 09:46 PM

Anonymous

I must use an online portal to pay, and there was a fee to sign up.

1/24/2025 10:56 PM

Anonymous

\$2.50 credit card payment online

1/24/2025 11:08 PM

Anonymous

3.5% upcharge for credit card use instead of direct deposit.

1/24/2025 11:28 PM

Anonymous

\$7.25 fee for Resident Portal online debit card payment

1/24/2025 11:41 PM

Anonymous

\$3-5 and \$20 to report to credit

1/24/2025 11:56 PM

Anonymous

I don't know specifically but they charge for using card rather than a direct bank account withdrawal

1/25/2025 01:14 AM

Anonymous

\$1 per online payment via debit, 3% per online payment via credit

1/25/2025 01:37 AM

Anonymous

2.50 bank transfer fee

1/25/2025 06:37 AM

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Anonymous 1/25/2025 07:31 AM	\$70 fee for using credit or debit card
Anonymous 1/25/2025 08:12 AM	Credit card: 3%, Debit 10\$/time
Anonymous 1/25/2025 08:28 AM	\$5 for online paying
Anonymous 1/25/2025 08:29 AM	I don't know the amount (I write a check) - but there's a fee for credit card payment, or a "twice-a-month" payment
Anonymous 1/25/2025 08:38 AM	Credit card use fee (3% additional charge)
Anonymous 1/25/2025 09:02 AM	\$10
Anonymous 1/25/2025 09:34 AM	\$5 for direct deposit
Anonymous 1/25/2025 09:38 AM	9.99
Anonymous 1/25/2025 09:40 AM	\$2.53 for every kind of payment method
Anonymous 1/25/2025 10:30 AM	2.00
Anonymous 1/25/2025 10:37 AM	3% for using a card
Anonymous 1/25/2025 10:41 AM	Every method includes additional fees, either a set dollar amount or a percentage of the rent transaction. As far as I am aware, there is no way to pay my rent without incurring a processing fee
Anonymous 1/25/2025 10:42 AM	\$10 unless using auto payment

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/25/2025 11:20 AM	2.49 for using my checking account
Anonymous 1/25/2025 11:22 AM	19.95 to pay online
Anonymous 1/25/2025 11:48 AM	4% of payment for using debit or credit card instead of automatic ACH transaction. It amounts to just under \$100/mo.
Anonymous 1/25/2025 12:17 PM	AppFolio and charges 10.00 for the card you use
Anonymous 1/25/2025 01:10 PM	Rent payments are only accepted via credit/debit card, and a \$10 fee is added on
Anonymous 1/25/2025 01:17 PM	\$10 fee for using a card, \$3 fee for using bank account
Anonymous 1/25/2025 01:26 PM	Debit cards are \$6.95, credit ca around \$49 I think.
Anonymous 1/25/2025 01:37 PM	\$50 for online payments, an additional amount for checks as well
Anonymous 1/25/2025 01:43 PM	2.50 per electronic payment
Anonymous 1/25/2025 01:57 PM	2.49
Anonymous 1/25/2025 02:04 PM	\$9.99 fee for Debit per transaction (3 roommates = ~ \$30.00), 0.30% transaction fee for credit
Anonymous 1/25/2025 02:58 PM	3.5% for using any debit or credit card
Anonymous 1/25/2025 03:08 PM	2.99% to pay with a credit card
Anonymous	3% for using credit or debit cards

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1/25/2025 03:58 PM

Anonymous Card fees for paying online.

1/25/2025 04:14 PM

Anonymous 2.49

1/25/2025 04:21 PM

Anonymous 3% for credit/debit payments

1/25/2025 04:42 PM

Anonymous \$11.00 online payment

1/25/2025 04:45 PM

Anonymous \$10.00

1/25/2025 04:47 PM

Anonymous 25.

1/25/2025 04:59 PM

Anonymous 10

1/25/2025 05:16 PM

Anonymous \$5 - Credit Cards

1/25/2025 05:32 PM

Anonymous Previous rental i had to pay a \$2 fee to pay rent online.

1/25/2025 05:44 PM

Anonymous Debit, \$27.35

1/25/2025 06:17 PM

Anonymous Use of debit/credit \$10 I think

1/25/2025 06:22 PM

Anonymous I think it's like 3% of rent if you want to pay with a credit card. I always pay with check.

1/25/2025 06:41 PM

Anonymous \$1.50 for each time pay rent or make any payment and is the only way payments are accepted.

1/25/2025 06:50 PM

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Anonymous 1/25/2025 07:29 PM	5% extra paying with card
Anonymous 1/25/2025 08:11 PM	Fee for paying online
Anonymous 1/25/2025 09:44 PM	50 for online payments
Anonymous 1/25/2025 10:20 PM	\$70 for online payment
Anonymous 1/26/2025 08:10 AM	2%
Anonymous 1/26/2025 08:21 AM	Landlord only allows rent to be paid via check, and all of the year's worth of checks have to be sent in advance, although they are deposited monthly. Landlord lives outside of Washington state.
Anonymous 1/26/2025 08:34 AM	\$1.25
Anonymous 1/26/2025 09:31 AM	3.00
Anonymous 1/26/2025 09:34 AM	There is a fee to use a debit card.
Anonymous 1/26/2025 10:19 AM	electronic payments; I don't know the percentage but it's high
Anonymous 1/26/2025 10:30 AM	3% paying with card
Anonymous 1/26/2025 11:07 AM	Card fee, 3% I think
Anonymous 1/26/2025 11:18 AM	Bankcard fee. Don't rememer because we don't pay that way.
Anonymous	10% if paid with credit

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1/26/2025 11:32 AM

Anonymous

Debit card: \$9.99. Credit card: 2.99%. eCheck: \$2.49

1/26/2025 11:57 AM

Anonymous

Bank transfer=2.99 credit card is 2%

1/26/2025 12:10 PM

Anonymous

\$2.49 for using an eCheck

1/26/2025 01:02 PM

Anonymous

debit card-- it's 3% I think, but I use my bank account which is free

1/26/2025 01:23 PM

Anonymous

Credit card 3% fee, debit card \$9.99 fee

1/26/2025 02:26 PM

Anonymous

Pay online \$9.95

1/26/2025 04:22 PM

Anonymous

1.50 for ACH rent payment

1/26/2025 07:01 PM

Anonymous

\$5 credit/debit card

1/26/2025 09:45 PM

Anonymous

Processing fee for online payments. \$2.49 for bank account information. 2.99% with credit payment. \$9.99 for debit card payment.

1/26/2025 10:01 PM

Anonymous

debit \$9.99 credit 2.99% echeck \$2.49

1/26/2025 11:53 PM

Anonymous

9% if use credit card instead of check or debit card. If you pay online rather than at the office it is \$2.50 fee

1/27/2025 06:49 AM

Anonymous

To use a card there is an additional \$15 fee and for an e-check it is a \$2 fee.

1/27/2025 10:20 AM

Anonymous

There is a \$2.49 transaction fee for every payment through the "Express Option." The express option has my bank account

1/27/2025 11:25 AM

connected.

Anonymous

1/27/2025 11:29 AM

\$7 to pay online with a card

Anonymous

1/27/2025 11:51 AM

10\$ for creditcard payment over phone or using online portal, 5\$ for using bank account info over phone or online portal.

Anonymous

1/27/2025 12:08 PM

There is a fee for using a card payment instead of taking it directly out of my bank.

Anonymous

1/27/2025 12:41 PM

10 for electronic payments

Anonymous

1/27/2025 01:09 PM

I don't know as I do an auto transfer from my bank which incurs no fee.

Anonymous

1/27/2025 01:13 PM

4.50 for credit or debit. 2.00 for eft.

Anonymous

1/27/2025 02:47 PM

Options to pay are: \$10 for using a debit card, or 5% of total rent for using a credit card, or \$20 charge for money order or check.

Anonymous

1/27/2025 03:21 PM

\$2.49 - ACH bank transfer

Anonymous

1/27/2025 03:43 PM

\$1.95 per each rent and insurance transaction

Anonymous

1/27/2025 06:25 PM

credit cards pay around \$50 extra, and debit cards have a \$10 processing fee. My landlord no longer accepts checks or cash, so these fees are unavoidable

Anonymous

1/27/2025 08:14 PM

Credit Card, 3%

Anonymous

1/27/2025 08:26 PM

\$9

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/27/2025 09:00 PM	Using a card instead of a bank account occurs a fee I am not sure how much I think around 3%
Anonymous 1/28/2025 12:32 AM	Direct deposit and credit card \$9.99. Cash or money order \$25
Anonymous 1/28/2025 08:23 AM	\$2.49 for using a credit/debit card
Anonymous 1/28/2025 11:16 AM	Online payment fee
Anonymous 1/28/2025 12:57 PM	10 dollars, using a card instead of a bank account
Anonymous 1/28/2025 01:32 PM	There is a ~\$4 Charge for payment using card and a higher fee for check. No other payment options are allowed
Anonymous 1/28/2025 02:12 PM	I pay with ACH and it is \$1.50
Anonymous 1/28/2025 07:44 PM	Online payment \$5 fee
Anonymous 1/29/2025 12:00 AM	I think 3 % for credit card
Anonymous 1/29/2025 08:05 AM	2.5% of rent if paying debit/credit
Anonymous 1/29/2025 03:07 PM	I think it's something like \$3.75 if someone wants to pay via and sort of card.
Anonymous 1/30/2025 12:25 AM	\$2.49 for bank account payment.
Anonymous 1/30/2025 09:23 PM	Paying rent/mortgage online
RW Lowery	\$3 for paying with check.

1/31/2025 11:34 AM

Anonymous

\$8.93, Rent Credit Reporting

2/01/2025 06:54 PM

Anonymous

I believe it's around \$5 extra for paying with debit/credit card

2/02/2025 10:11 AM

Anonymous

5.00 online payment

2/02/2025 10:28 AM

Anonymous

\$2.49 for electronic payment

2/02/2025 02:32 PM

Anonymous

\$9.99 additional fee on all payments, including rent, water, gas, and electricity.

2/03/2025 12:37 PM

Anonymous

\$2.00. Bank Withdrawal

2/04/2025 08:59 AM

Anonymous

67 for credit/debit

2/04/2025 06:40 PM

Anonymous

\$2.50 per transaction one for me one for my roommate

2/04/2025 06:45 PM

Anonymous

2% of monthly rent, using online bank method

2/04/2025 08:02 PM

Anonymous

I think the fee is 2.95 of every payment made using wire transfer through their resident portal

2/05/2025 11:08 AM

Anonymous

3.00 for card

2/05/2025 11:46 AM

Anonymous

when making online payment using debit card, we had to pay \$4.95 third party fee

2/06/2025 10:15 AM

Anonymous

Debit card \$10

2/06/2025 12:04 PM

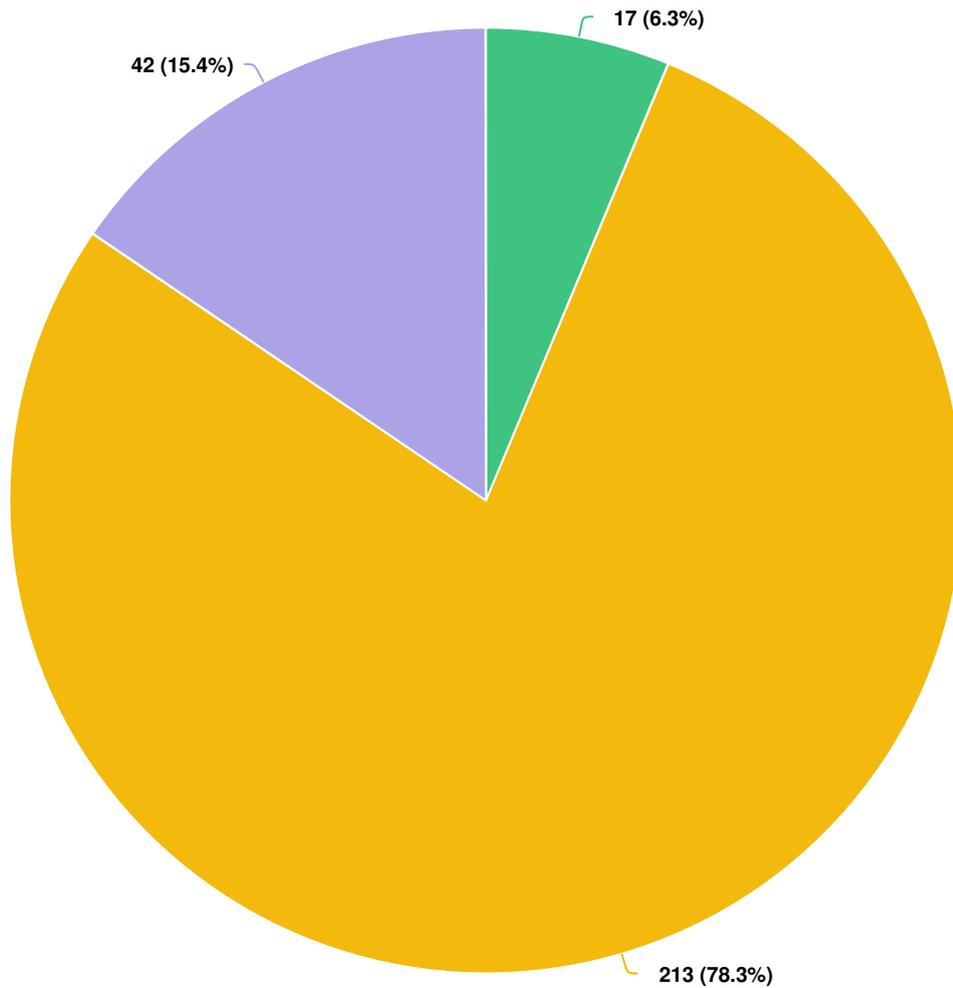
Anonymous 2/06/2025 01:25 PM	2.99% for credit cards \$9.99 for debit
Anonymous 2/06/2025 03:56 PM	3% online
Anonymous 2/08/2025 10:21 AM	They charged for online payments. But they stopped now
Anonymous 2/10/2025 10:56 AM	I pay by check, so that I am not charged for using the portal. I think it is \$7 now.
Anonymous 2/10/2025 11:43 AM	I am not sure. I pay by check so that I am not charged.
Anonymous 2/10/2025 03:39 PM	Anything besides direct transfer incurs a processing fee
Anonymous 2/10/2025 04:19 PM	I am not sure. I pay with a check so that I don't have to pay a fee to pay them.
Anonymous 2/12/2025 11:46 AM	\$10
Anonymous 2/13/2025 07:00 PM	2.5% all methods
Anonymous 2/13/2025 09:14 PM	2.50 to pay online; a percentage to use a credit card instead of debit card

**Optional question** (141 response(s), 131 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q77 | Did you receive information about Economic Displacement Assistance included with a lease renewal offer occurring after 1/28/2024?**



**Question options**

- Yes
- No
- I don't know

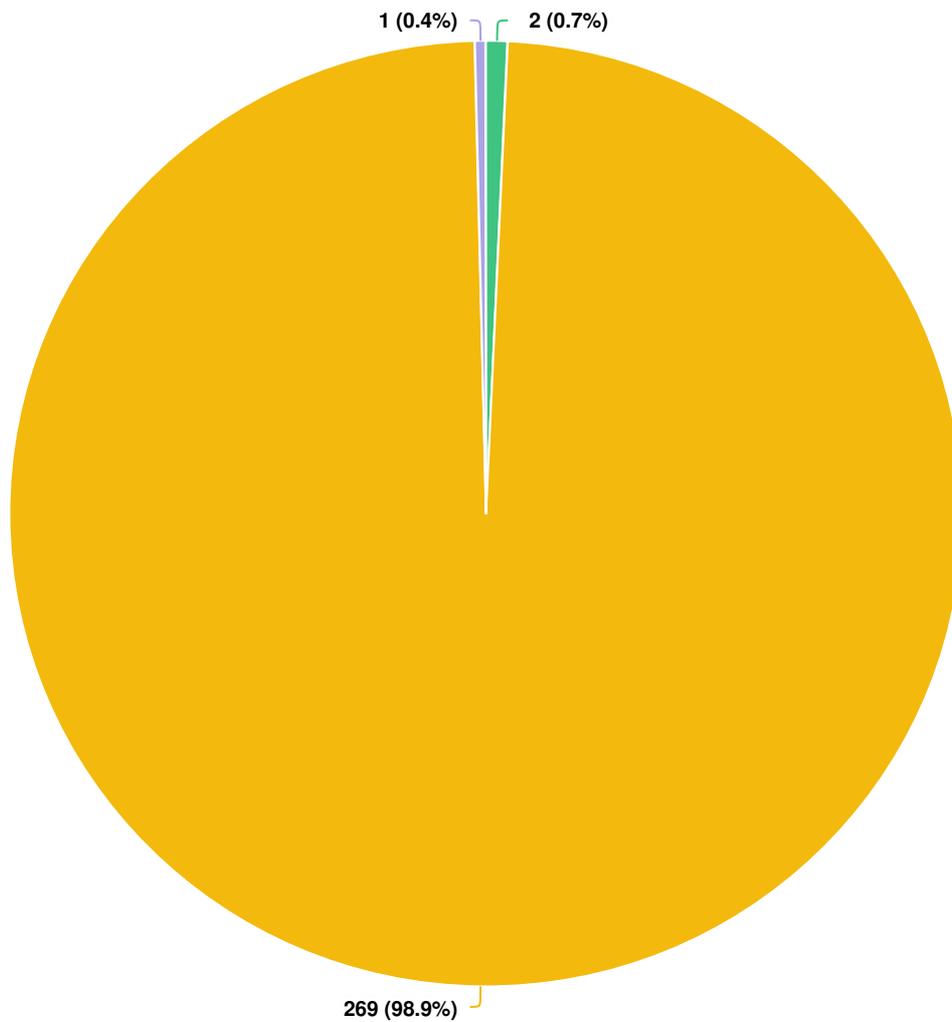
Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or



**Q78 | Have you applied for Economic Displacement Assistance?**



**Question options**

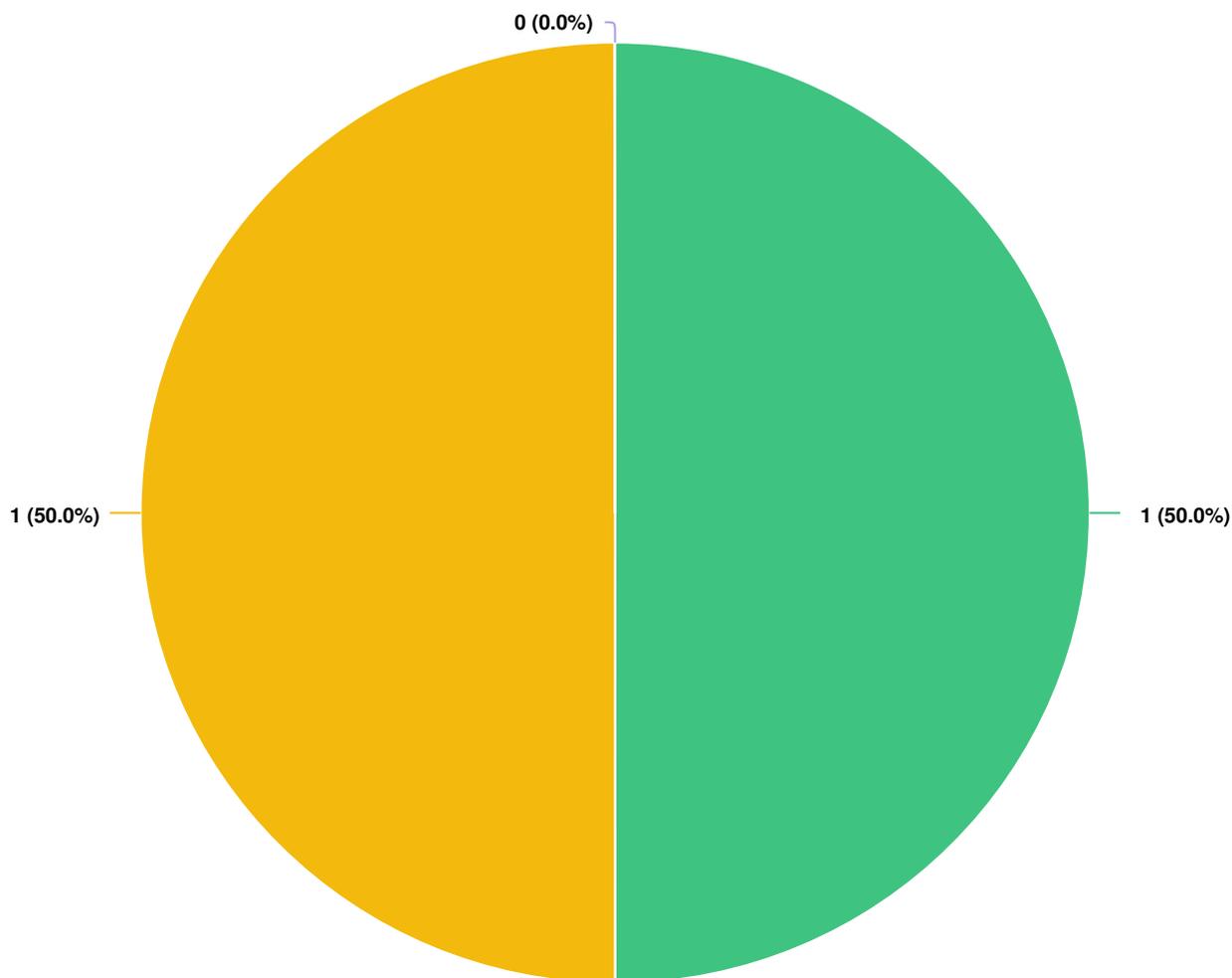
- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q79** | Were there any fees associated with the application or receipt of this assistance?



**Question options**

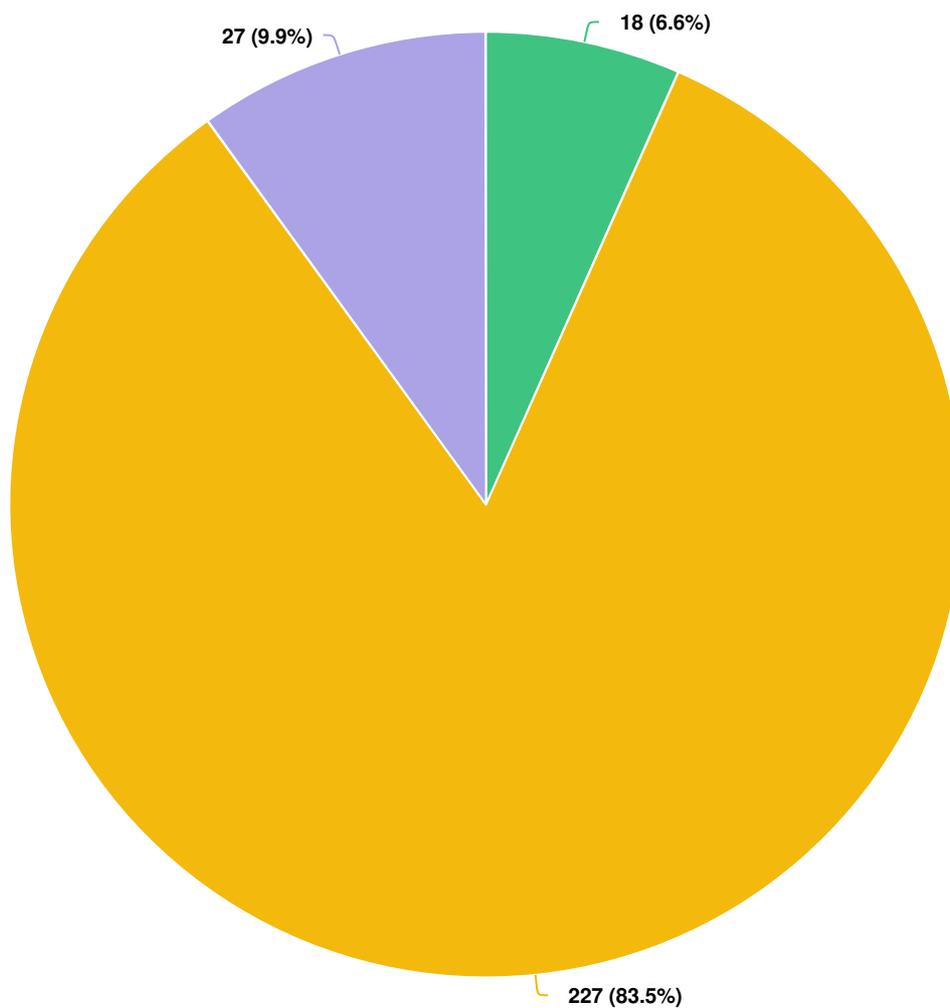
- Yes
- No
- I don't know

*Optional question (2 response(s), 270 skipped)*

*Question type: Radio Button Question*

*Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.*

**Q80** Did you pay a move-out fee at the end of a tenancy in Bellingham?



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q81 | How much was the fee?**

Anonymous One month of rent and all deposits to rent and have pets.

1/24/2025 04:58 PM

Anonymous 300\$

1/24/2025 08:35 PM

Anonymous \$200 "processing fee"

1/24/2025 08:47 PM

Anonymous \$30

1/25/2025 02:12 AM

Anonymous Don't recall

1/25/2025 10:41 AM

Anonymous \$400

1/25/2025 01:10 PM

Anonymous \$25

1/25/2025 01:37 PM

Anonymous 200

1/25/2025 04:59 PM

Anonymous 250

1/26/2025 08:21 AM

Anonymous \$250

1/27/2025 10:20 AM

Anonymous 200

1/27/2025 12:48 PM

Anonymous \$150

1/27/2025 02:47 PM

Anonymous 200

1/28/2025 09:45 PM

Anonymous

1/29/2025 10:36 AM

this was from a few former properties, ranging from \$100+, but my current rental does not have this

Anonymous

2/01/2025 02:49 PM

\$300

Anonymous

2/02/2025 12:34 PM

\$350

**Optional question** (16 response(s), 256 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

### Q82 | What was the reason given for the fee?

Anonymous

1/24/2025 04:58 PM

That they did not receive any of our deposits or pet rent over the 1 + yrs of renting and that they did not receive our notice in writing within 48 hrs. We did pay all deposits (which they refused to provide receipts for and we did give them notice verbally and in writing that of our intention to leave per lease agreement.

Anonymous

1/24/2025 08:35 PM

There were costs that described hourly wages for inspections and cleaning, even though I left the property in prestine condition.

Anonymous

1/24/2025 08:47 PM

To do the paperwork of the move out

Anonymous

1/25/2025 02:12 AM

For all the work to process inspection of my unit, hiring workers to fix damage, doing paperwork to return my deposit and mailing it to me.

Anonymous

1/25/2025 10:41 AM

Don't recall

Anonymous

1/25/2025 01:10 PM

No reason was given

Anonymous

1/25/2025 01:37 PM

They had to replace window blinds that were already broken when I moved in

Anonymous  
1/25/2025 04:59 PM

carpet

Anonymous  
1/26/2025 08:21 AM

The work to find a replacement tenant.

Anonymous  
1/27/2025 10:20 AM

Early vacancy.

Anonymous  
1/27/2025 12:48 PM

No reason given

Anonymous  
1/27/2025 02:47 PM

"Mandatory fee"

Anonymous  
1/28/2025 09:45 PM

"Move out and cleaning fee"

Anonymous  
1/29/2025 10:36 AM

No reason given

Anonymous  
2/01/2025 02:49 PM

A move in/out damage fee. Separate from the damage deposit.

Anonymous  
2/02/2025 12:34 PM

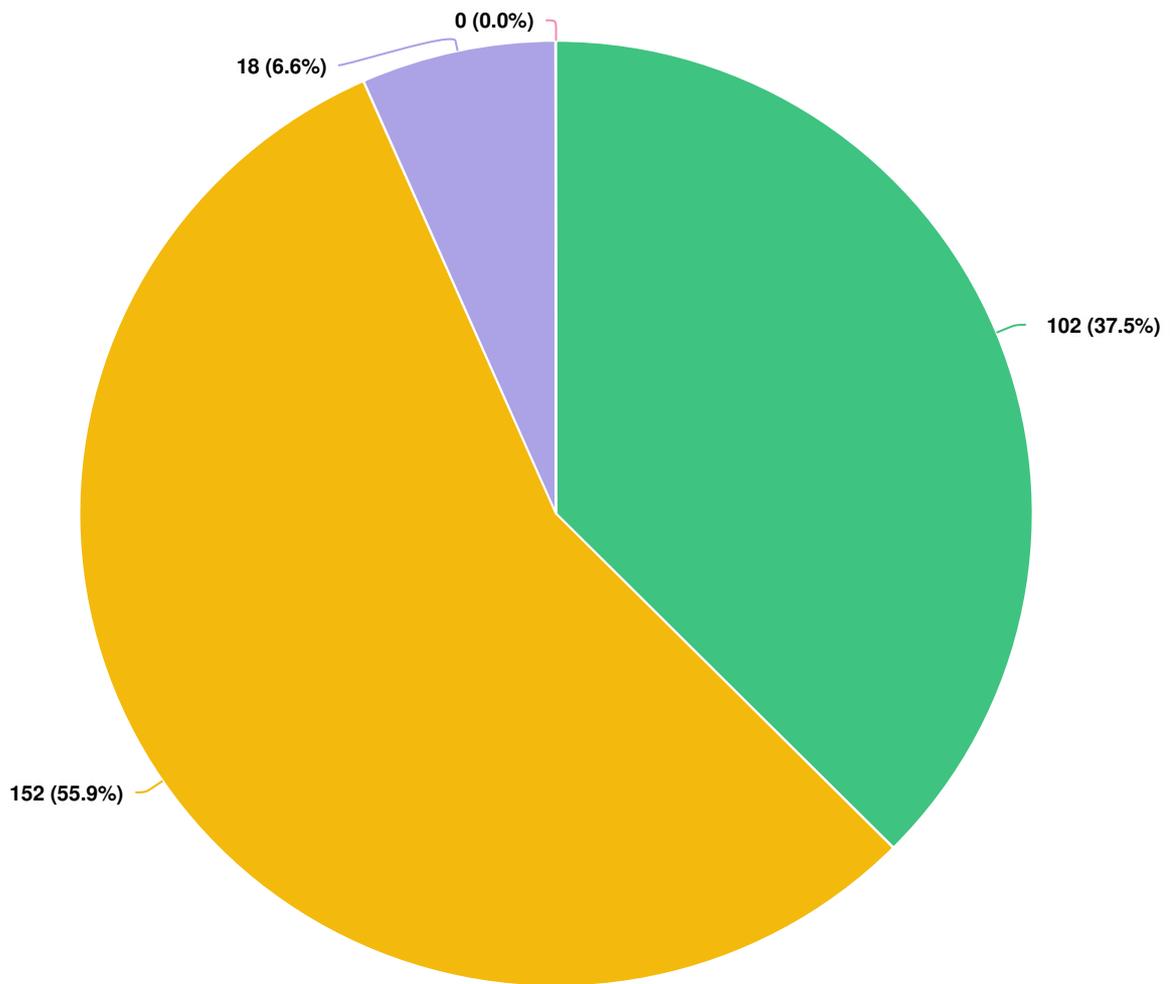
early departure

**Optional question** (16 response(s), 256 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q83** | Do you pay for your utilities separately or are they included in your rent?



**Question options**

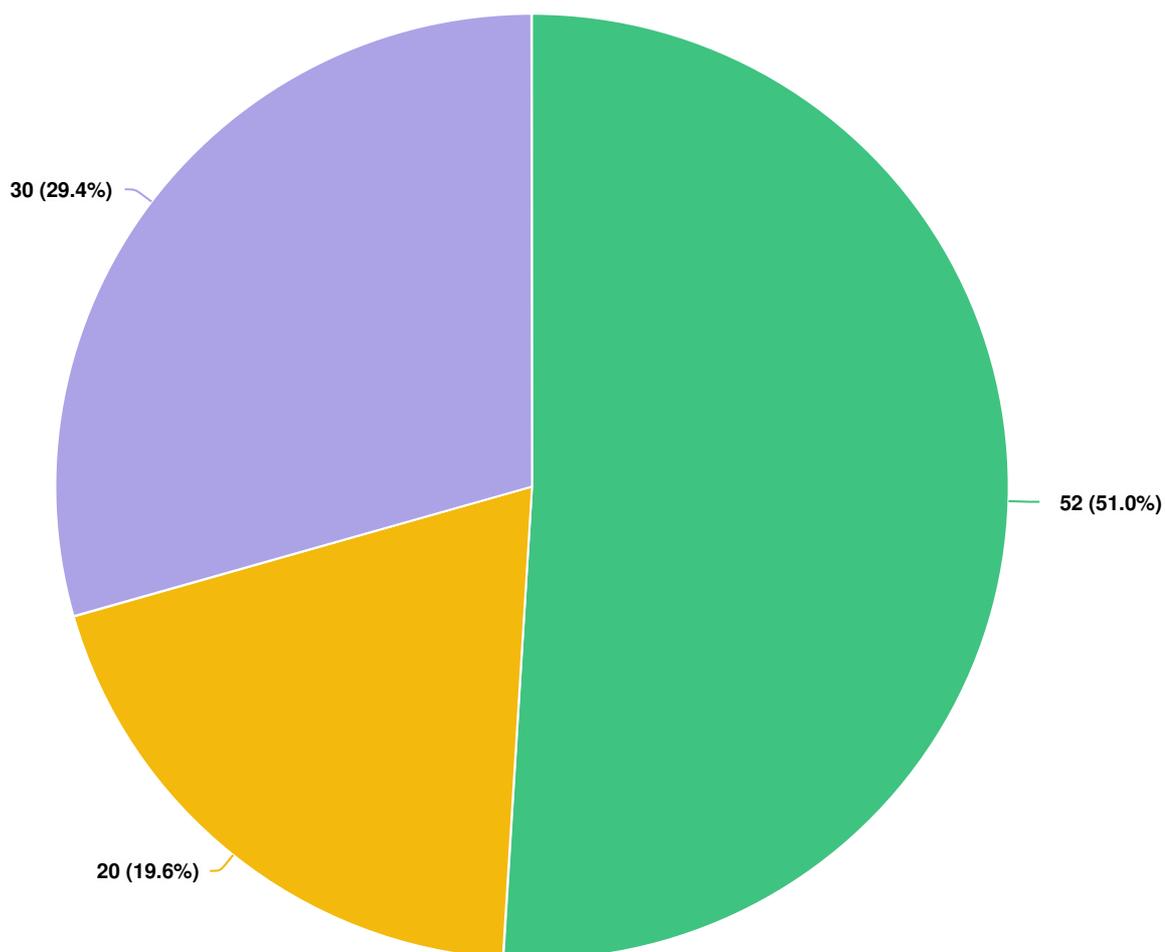
- All utilities are billed separately
- Some utilities are billed separately
- Utilities are included in rent
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q84** Do the charges reflect your actual usage?



**Question options**

- Yes
- No
- I don't know

Optional question (102 response(s), 170 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q85** Please describe any discrepancies.

Anonymous

1/24/2025 01:27 PM

Flat rate fee for w/sw/g charged per tenant monthly.

Anonymous

1/24/2025 04:45 PM

I see the water but the trash charge is totally undefined.

Anonymous

1/24/2025 09:46 PM

Rental is home converted into two units (upstairs and basement) and utilities are not set up to be metered separately. The bills (water and electric) are split 50/50 between both units.

Anonymous

1/25/2025 09:04 AM

We pay \$150 a month for water, sewer and garbage but we are only a 2 person household while others have 4 or more.

Anonymous

1/25/2025 11:20 AM

We share water with our neighbors so it's not just what we use.

Anonymous

1/25/2025 01:10 PM

Gas bills occurred even when our gas was turned off

Anonymous

1/25/2025 01:26 PM

Water, sewer and garbage are billed flat at \$30 per month per person by our landlord, so \$60 for myself and my partner. Regardless of our usage.

Anonymous

1/25/2025 04:47 PM

The formula the owner uses is questionable.

Anonymous

1/25/2025 07:33 PM

I live below my landlords, a basement apartment below their home. They charge me 1/3 of utilities regardless of my usage. There is no way for my landlord to break them down further since my apartment is part of their home and not metered separately in any way. I might be paying more, or less, each month with no way of knowing.

Anonymous

1/26/2025 09:34 AM

Garbage, sewer, water is broken out but we do not know why we pay what we pay. It varies monthly.

Anonymous

1/26/2025 11:57 AM

We pay for the highest download speeds from xfinity, but the actual speeds are significantly slower

Anonymous

1/29/2025 03:07 PM

The utilities the landlord charges us for are based solely on the number of bedrooms in a unit, not the number of occupants. I live alone in a 2 bedroom apartment and pay 25% more than my single neighbor across the hall just because he lives in a one bedroom place. There is also a family of 3 living in a one bedroom and they also pay less than I do. It's bullshit.

Anonymous

1/30/2025 09:23 PM

Our water bill is included

Anonymous

2/02/2025 03:56 PM

COB and SSI charge me flat rates for water, sewage, garbage, recycling and compost that are far above my actual usage. Compared to LA, San Francisco, and Seattle this is the most expensive place I've lived.

Anonymous

2/10/2025 11:43 AM

They charge a flat fee for water/sewer/garbage. Some neighbors in bigger units with more people pay less than me and they will not tell us what the actual bill is.

Anonymous

2/10/2025 04:19 PM

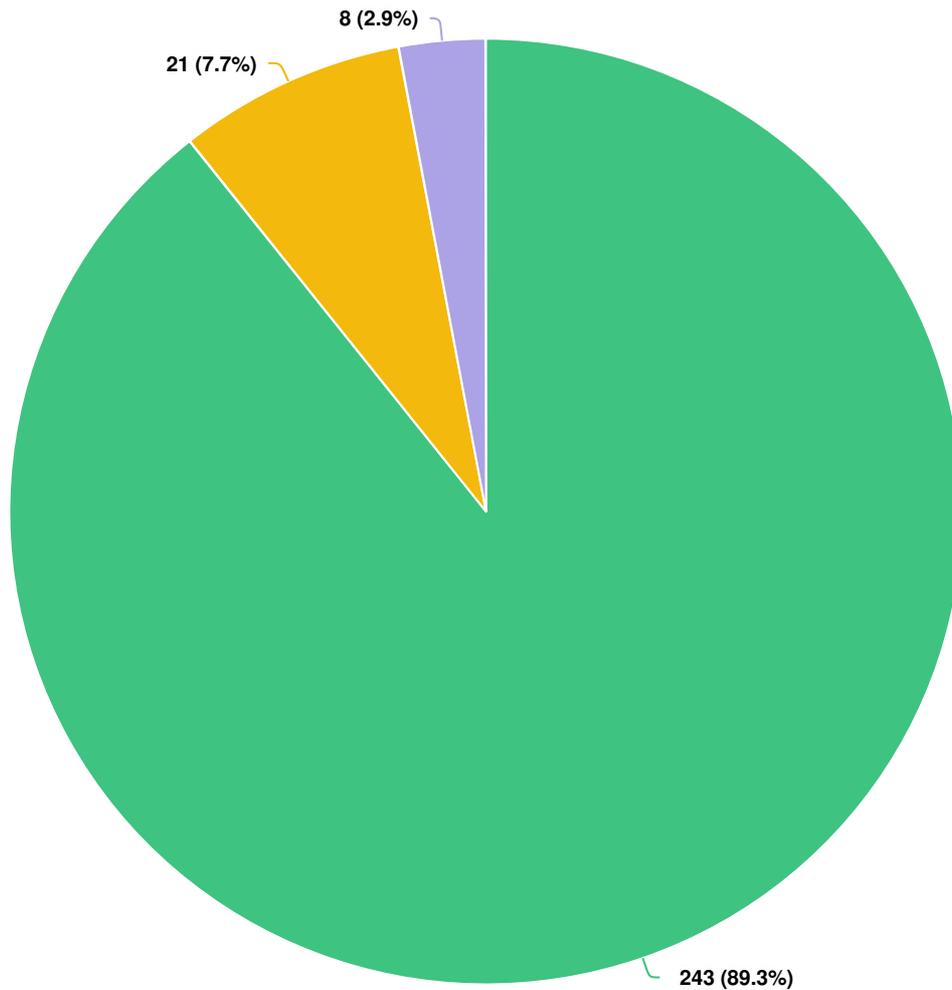
There is a flat fee for water, sewer and garbage. They will not answer questions about what they actually pay and how much of a service charge are we charged. It isn't divided by usage or fairly.

**Optional question** (16 response(s), 256 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q86 | Did your landlord inform you about which utilities were included in your rent and which were your responsibility?**



**Question options**

- Yes
- No
- I don't

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q87** Please specify which utilities are included in your rent and which are not.

Anonymous

1/24/2025 12:54 PM

N/A

Anonymous

1/24/2025 12:55 PM

All utilities are my responsibility. Garbage, Water/Sewer, electricity, and gas.

Anonymous

1/24/2025 12:55 PM

water/sewer is included, garbage, electric, and gas are paid directly by us.

Anonymous

1/24/2025 01:27 PM

None included

Anonymous

1/24/2025 03:39 PM

WiFi and electric are not included in my rent. Water and trash removal is included in my rent.

Anonymous

1/24/2025 03:50 PM

W/G/S, heat/cooling all included in rent. Electricity is not included.

Anonymous

1/24/2025 03:54 PM

none are included.

Anonymous

1/24/2025 04:45 PM

None are included. I pay PSE power, Cable, internet, and the landlord charges me water and trash. Which was not clear when I rented that trash was an additional charge.

Anonymous

1/24/2025 04:58 PM

Electricity included, internet, phone and cable not included.

Anonymous

1/24/2025 05:28 PM

I pay for all utilities except sewer and water.

Anonymous

1/24/2025 05:31 PM

Electricity and water included. Internet and cable are not

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Anonymous

1/24/2025 05:36 PM

All utilities are paid separately, and not included in my rent

Anonymous

1/24/2025 06:11 PM

Electric & cable

Anonymous

1/24/2025 06:22 PM

PogoZone internet (barely works) Water Sewer Trash/recycle

Anonymous

1/24/2025 07:57 PM

W/S/G included in rent, everything else is not.

Anonymous

1/24/2025 07:59 PM

All included except internet

Anonymous

1/24/2025 08:03 PM

Water, sewer and garbage included. I pay electric

Anonymous

1/24/2025 08:09 PM

power, gas, water, trash

Anonymous

1/24/2025 08:14 PM

We are charged a "utility fee" which presumably covers Water, sewer, garbage/recycling. We are responsible for power, and cable/internet

Anonymous

1/24/2025 08:25 PM

No utilities in rent.

Anonymous

1/24/2025 08:31 PM

None, but pay a separate monthly fee for water/sewer/trash - \$30

Anonymous

1/24/2025 08:35 PM

Garbage, water, electricity, cable

Anonymous

1/24/2025 08:45 PM

None are included

Anonymous

1/24/2025 08:47 PM

Electricity, phone and internet are not included, water sewer and garbage are because of the law stating they must.

Anonymous

1/24/2025 09:06 PM

Electric and internet are not covered.

Anonymous  
1/24/2025 09:16 PM  
Water/sewer/garbage services are included Power/internet are not included

Anonymous  
1/24/2025 09:29 PM  
Trash

Anonymous  
1/24/2025 09:46 PM  
Nothing is included. Water, electric, and garbage disposal are separate.

Anonymous  
1/24/2025 10:06 PM  
None included

Anonymous  
1/24/2025 10:56 PM  
Water was included by not electricity. However, I was approached by my landlord management that I was using too much water. I took 3 showers that day.

Anonymous  
1/24/2025 11:28 PM  
None are included. I pay water, gas, electric, trash, and internet separately

Anonymous  
1/24/2025 11:41 PM  
Flat \$35.00 utility fee covers Water, Sewer, Garbage/Recycling Wi-fi, Electricity, Laundry fees not included

Anonymous  
1/24/2025 11:56 PM  
Water Electric Internet Gas

Anonymous  
1/25/2025 01:14 AM  
Electric, internet

Anonymous  
1/25/2025 01:37 AM  
My landlord covers water, sewer, and garbage, and I pay for electricity and Internet.

Anonymous  
1/25/2025 02:12 AM  
None

Anonymous  
1/25/2025 03:30 AM  
W/S/G- Paid by me through portal Electric- Paid by me to PSE  
Internet- Paid by me to Xfinity Landscaping/garbage- Paid by landlord

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Anonymous

1/25/2025 05:31 AM

water, sewer, garbage

Anonymous

1/25/2025 06:37 AM

None are included with rent.

Anonymous

1/25/2025 07:31 AM

Electricity, water not included Trash included

Anonymous

1/25/2025 08:12 AM

All utilities landlord has tenant pay which are over 500/mo at times

Anonymous

1/25/2025 08:14 AM

No utilities are included

Anonymous

1/25/2025 08:28 AM

Water is the only thing included

Anonymous

1/25/2025 08:29 AM

In addition to rent, I pay my portion of water, sewer, and trash, about \$50/month. Each utility payment also includes a service charge of \$1.00.

Anonymous

1/25/2025 08:36 AM

WSG included and electric/heat my responsibility

Anonymous

1/25/2025 08:38 AM

Water, sewer, trash are all included

Anonymous

1/25/2025 08:50 AM

Internet

Anonymous

1/25/2025 09:02 AM

Electricity

Anonymous

1/25/2025 09:34 AM

Water included. Electric, internet not included

Anonymous

1/25/2025 09:34 AM

None included

Anonymous

Garbage water sewer gas and electric

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1/25/2025 09:38 AM

Anonymous

Electricity and Wifi

1/25/2025 09:40 AM

Anonymous

Included: water, sewer, garbage. Not included: electric, cable, internet

1/25/2025 10:05 AM

Anonymous

Internet, natural gas, electricity, water

1/25/2025 10:06 AM

Anonymous

Electric is not included. Water, sewer and garbage are included

1/25/2025 10:12 AM

Anonymous

N/A

1/25/2025 10:23 AM

Anonymous

Included: water (with usage surcharge), sewer, garbage. Not included: electricity, communications (phones).

1/25/2025 10:26 AM

Anonymous

Included utilities are water, trash and sewage. Not included are electricity and internet.

1/25/2025 10:30 AM

Anonymous

water, electricity, garbage--the utilities are a flat fee on top of our rent every month. Rent is 2400 and utilities are 125 every month

1/25/2025 10:37 AM

Anonymous

Water, sewer and garbage are included. Electric is not

1/25/2025 10:37 AM

Anonymous

PSE and Internet are not included. Rental license fee is also not included. W/S/G is included.

1/25/2025 10:41 AM

Anonymous

Water/sewer, trash, electric, internet

1/25/2025 10:42 AM

Anonymous

Water, sewer, and garbage are included; electricity and internet are not.

1/25/2025 11:09 AM

Anonymous

Electricity water and garbage

1/25/2025 11:09 AM

Anonymous

All are separate

1/25/2025 11:20 AM

Anonymous

Water and sewer

1/25/2025 11:22 AM

Anonymous

Pse and wifi not included

1/25/2025 11:47 AM

Anonymous

No utilities included in rent. All billed separately to us. However, they are only billed through the landlord. The landlord shows us our usage, we pay that, and then the landlord charges a mandatory utility fee to us. This is a blatant attempt to just pad their revenue at our cost.

1/25/2025 11:48 AM

Anonymous

Electricity, cable

1/25/2025 12:08 PM

Anonymous

I pay electricity

1/25/2025 12:47 PM

Anonymous

Sewer and water included. Gas and electricity, internet, etc not included

1/25/2025 12:53 PM

Anonymous

No utilities are included in rent. Separate utility bills are gas, electric, water, and garbage

1/25/2025 01:10 PM

Anonymous

included : garbage not included : water, electricity, wifi

1/25/2025 01:17 PM

Anonymous

Water/sewer/garbage are billed by our landlord at \$30 per month per person (\$60 total for the two of us). Electrical and internet are our responsibility.

1/25/2025 01:26 PM

Anonymous

WiFi, water, electric, covered parking are all separate Trash included

1/25/2025 01:37 PM

Anonymous

Internet not included most of the time WSG almost always included  
Electric was rarely included

1/25/2025 01:42 PM

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Anonymous

1/25/2025 01:43 PM

Electricity, gas

Anonymous

1/25/2025 02:04 PM

Nothing included. We pay garbage, sewer, electricity, heat.

Anonymous

1/25/2025 02:06 PM

Not included in rent: garbage, heat, gas, internet.

Anonymous

1/25/2025 02:13 PM

Water/Sewer/Trash are included, Heat/Cooling, Electricity, Internet

Anonymous

1/25/2025 02:19 PM

Nothing included

Anonymous

1/25/2025 02:58 PM

Water & garbage are included. Everything else is not

Anonymous

1/25/2025 03:20 PM

Right now, water, sewer, and garbage are included in my rent but I was just given notice that my rent will increase in a few months and utilities will be on top of that but there's been no indication of what utilities will now have to be paid and for even an approximate amount.

Anonymous

1/25/2025 03:34 PM

cable, internet, electricity are separate. water, sewer, garbage are included

Anonymous

1/25/2025 03:44 PM

Water and garbage

Anonymous

1/25/2025 03:58 PM

Water and garbage included

Anonymous

1/25/2025 04:14 PM

Electricity

Anonymous

1/25/2025 04:19 PM

Water Garbage and sewer

Anonymous

1/25/2025 04:21 PM

Landlord pays WSG

Anonymous

1/25/2025 04:21 PM

Water not included

Anonymous

1/25/2025 04:35 PM

All are included

Anonymous

1/25/2025 04:42 PM

Wag included

Anonymous

1/25/2025 04:45 PM

Electric not include W/s/g paid

Anonymous

1/25/2025 04:46 PM

Everything included except electric and internet

Anonymous

1/25/2025 04:47 PM

We pay for all.

Anonymous

1/25/2025 05:06 PM

No utilities included

Anonymous

1/25/2025 05:16 PM

Water, sewer, garbage

Anonymous

1/25/2025 05:32 PM

Water, garbage, sewer included - electricity, Internet not included

Anonymous

1/25/2025 05:58 PM

Rent used to include them at 40 a month. He took out he radiator heat added electric heat. Made us start paying for electric and pocketed the 40 that was initially for utilities. Rent went up along with what was intended for utilities.

Anonymous

1/25/2025 06:17 PM

Included: water, garbage. Not included: internet, power.

Anonymous

1/25/2025 06:22 PM

I have to Pay a flat rate of \$50 per month to cover Water/sewer/garbage direct to the rental agency. Then we pay our electric bill separately to vendor.

Anonymous

1/25/2025 06:41 PM

WSG is included

Anonymous

1/25/2025 06:50 PM

Pay electric water and sewer Internet myself.

Anonymous

1/25/2025 07:29 PM

sewer and garbage are included

Anonymous

1/25/2025 07:33 PM

Only sewer and garbage are included, all others are my responsibility.

Anonymous

1/25/2025 07:36 PM

Garbage/water included. Electric and trash are not

Anonymous

1/25/2025 08:05 PM

Included: Water, trash. Not included: Electricity (stove, heater).

Anonymous

1/25/2025 08:11 PM

None are included in rent

Anonymous

1/25/2025 08:26 PM

Water/sewer included everything else separate

Anonymous

1/25/2025 08:31 PM

Water and trash are included but divided by square footage regardless of number of tenants. Gas, electric, cable, and internet are not included.

Anonymous

1/25/2025 09:15 PM

Water, sewer, gas

Anonymous

1/25/2025 09:22 PM

Included: water, sanitation, sewer. Not included: electricity, Internet.

Anonymous

1/25/2025 09:27 PM

Gas

Anonymous

1/25/2025 09:44 PM

Electricity is not included in the rent. We are billed monthly for water, sewer, and garbage and it is added on to our base rent

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

1/25/2025 10:20 PM

No utilities are included in our rent

Anonymous

1/25/2025 10:31 PM

Water and Sewer

Anonymous

1/25/2025 11:12 PM

Water, garbage, recycle are included. All else are my responsibility.

Anonymous

1/25/2025 11:31 PM

I pay rent And responsible for all utilities

Anonymous

1/25/2025 11:59 PM

Electric/ gas are seperate

Anonymous

1/26/2025 01:26 AM

Power wifi

Anonymous

1/26/2025 02:05 AM

Garbage+water included in rent/paid for by landlord, gas+electric not included in rent/paid for by me

Anonymous

1/26/2025 04:00 AM

Water, sewer, garbage are included. Electricity isn't.

Anonymous

1/26/2025 04:05 AM

No utilities are included

Anonymous

1/26/2025 05:57 AM

Included: garbage, water Not included: Internet, electric,

Anonymous

1/26/2025 06:38 AM

When I signed the last lease they started charging an additional \$30 for W & G

Anonymous

1/26/2025 08:00 AM

Not included in rent: (All) Gas, electricity, sewer/water; garbage, internet

Anonymous

1/26/2025 08:00 AM

All utilities included

Anonymous

Electric, internet

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1/26/2025 08:10 AM

Anonymous

1/26/2025 08:13 AM

Water and Garbage are the only included utilities. Gas, electric, and internet are our responsibility.

Anonymous

1/26/2025 08:21 AM

Tenants have to pay all utilities directly to the utility provider (water/sewer, gas, electric, garbage, internet).

Anonymous

1/26/2025 08:25 AM

The cost of utilities is rising and put a burden on everyone, including homeowners and landlords.

Anonymous

1/26/2025 08:34 AM

Water sewer garbage is \$50 included in rent. I pay power

Anonymous

1/26/2025 09:31 AM

Water, sewer, and garbage are included

Anonymous

1/26/2025 09:34 AM

None are included in the rent. Sewer, water garbage are added to our rent.

Anonymous

1/26/2025 10:19 AM

included: sewer. not included: water, gas, trash, electric

Anonymous

1/26/2025 10:30 AM

Electric is not included. Water, sewer, and garbage are included

Anonymous

1/26/2025 11:07 AM

Water and garbage are combined and added to the rent, it is \$60 every month

Anonymous

1/26/2025 11:18 AM

Water and sewer are included. Electric and internet are not.

Anonymous

1/26/2025 11:32 AM

only water and garbage are included in rent

Anonymous

1/26/2025 11:57 AM

2021- water/sewer, recycle/garbage, electricity included 2022 on- no utilities included

Anonymous

Water garbage and sewage

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1/26/2025 12:10 PM

Anonymous

Water, internet, gas, electric and garbage are not included in rent.

1/26/2025 01:02 PM

Anonymous

included: trash, water, sewer not included: electricity, internet

1/26/2025 01:23 PM

Anonymous

Water is included. Trash, gas, electric are separate

1/26/2025 01:36 PM

Anonymous

Garbage is the only utility included in rent.

1/26/2025 02:26 PM

Anonymous

Included in rent: water, garbage, sewer Not included in rent: power

1/26/2025 04:22 PM

Anonymous

Electric, wifi

1/26/2025 04:24 PM

Anonymous

Not included: Trash/recycling pickup (SSC), Water/Sewer (City of Bellingham), Natural Gas (Cascades), Electricity (Puget Sound), Internet (Xfinity)

1/26/2025 04:30 PM

Anonymous

Sewer and garbage are included. We are charged a monthly fee for water(\$45 for first person and \$30 for each additional person). We pay power,internet and phone directly

1/26/2025 07:01 PM

Anonymous

We pay electric and comcast, they pay everything else

1/26/2025 09:45 PM

Anonymous

No utilities included in rent. All are tenant responsibility, but water billed separately by landlord split between units. (duplex)

1/26/2025 10:01 PM

Anonymous

No utilities are included in rent. Including internet, electricity, power, etc.

1/26/2025 11:53 PM

Anonymous

water, trash and recycling. (there might be gas as well, but not sure if the water heater is gas or electric).

1/27/2025 06:49 AM

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

1/27/2025 08:23 AM

PSE and Comcast are paid by tenant. Garbage and water is paid by landlord.

Anonymous

1/27/2025 10:20 AM

Parking and water is included in rent but electricity and internet is not.

Anonymous

1/27/2025 11:25 AM

Water, sewer, and garbage are included in my rent. Energy and cable/internet/phone are not included in my rent.

Anonymous

1/27/2025 11:29 AM

Electric is separate, i think that's it

Anonymous

1/27/2025 11:33 AM

Water, Sewer, Garbage are included. Electricity is not.

Anonymous

1/27/2025 11:48 AM

all utilities are included

Anonymous

1/27/2025 11:51 AM

Water is included in rent Electricity, Trash, WiFi, and Gas are all not included in rent

Anonymous

1/27/2025 12:08 PM

Gas, Electric, water/sewer, Garbage/Recycling, and internet are all not-included and paid separately.

Anonymous

1/27/2025 12:40 PM

Power

Anonymous

1/27/2025 12:41 PM

I'm getting charged for sewer/ Water and we have a septic tank and (I think a well)

Anonymous

1/27/2025 01:09 PM

Everything but electricity, which I pay.

Anonymous

1/27/2025 01:13 PM

We pay Electricity and internet directly, but gas, water, sewer, trash are thru the landlord.

Anonymous

1/27/2025 01:13 PM

water and trash are included electric is not

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous I pay electric, gas, and garbage, water and sewer is included in rent

1/27/2025 02:09 PM

Anonymous PSE is not, all other utilities are

1/27/2025 02:47 PM

Anonymous Water/Sewer/Garbage is included in rent.

1/27/2025 02:57 PM

Anonymous Water/ sewage - not included in rent Electricity - not included in rent  
Internet - not included in rent Garbage - included in renr

1/27/2025 03:21 PM

Anonymous Garbage is included in my rent. I pay water . Sewer. Electric

1/27/2025 03:43 PM

Anonymous Water, sewer, garbage included. I pay electric

1/27/2025 05:23 PM

Anonymous Water and garbage are included in my rent. Internet and electricity are  
my responsibility.

1/27/2025 06:25 PM

Anonymous We live in a duplex so they pay our water. We pay WSG, internet,  
heat, etc. ourselves.

1/27/2025 06:37 PM

Anonymous Gas, trash, and electric are not included. Water and mowing are  
included.

1/27/2025 08:09 PM

Anonymous No utilities are included with our rent

1/27/2025 08:14 PM

Anonymous Only Electricity is not included. All other utilities are included;  
Water/Sewer Garbage Internet

1/27/2025 08:26 PM

Anonymous Electric, Water, Trash/recycle

1/27/2025 09:00 PM

Anonymous Included in rent: W/S/G Not included: electric and internet

1/27/2025 10:14 PM

Anonymous

1/27/2025 10:34 PM

Internet and electricity.

Anonymous

1/28/2025 12:32 AM

Included : Water ( but we have to pay for on site laundry ) , sewage and garbage Not included : Electricity/Heat and everything else

Anonymous

1/28/2025 07:15 AM

Electric, sewer/water and garbage are paid by landlord. Tenant pays gas.

Anonymous

1/28/2025 08:20 AM

Cable and internet

Anonymous

1/28/2025 08:23 AM

I pay power directly to PSE and a usage-based monthly fee for water to my landlord, all else are covered in rent.

Anonymous

1/28/2025 08:57 AM

Electricity, trash, sewer are included. Water is not.

Anonymous

1/28/2025 11:16 AM

I only pay for electricity.

Anonymous

1/28/2025 12:57 PM

Garbage, wifi, electricity

Anonymous

1/28/2025 01:32 PM

Water/Sewage included in Rent Tenant pays for Electricity, Gas, and Internet (It is unclear which of the two units in our duplex pays the bill for the usage of gas/electric for the shared washer/dryer)

Anonymous

1/28/2025 01:54 PM

Water, sewer, and garbage are included. Electricity and internet are my responsibility

Anonymous

1/28/2025 01:56 PM

All but electricity

Anonymous

1/28/2025 02:12 PM

we pay a flat rate for w/s/g of \$90 and there are 3 of us in the unit

Anonymous

1/28/2025 07:44 PM

Electricity and internet are not Water gas and garbage are but change monthly

Anonymous  
1/29/2025 12:00 AM

Electricity

Anonymous  
1/29/2025 08:05 AM

Water, electric

Anonymous  
1/29/2025 08:22 AM

No utilities are included in rent

Anonymous  
1/29/2025 10:15 AM

No utilities included in rent

Anonymous  
1/29/2025 10:36 AM

WSG, PSE, Gas, Internet not included (all utilities)

Anonymous  
1/29/2025 03:07 PM

It's not actually accurate to say that the garbage fee is included in my rent because it's added to the total amount I have to pay. I am responsibility for cable and electricity.

Anonymous  
1/29/2025 08:33 PM

In rent water sewer garbage. Not in rent all others

Anonymous  
1/29/2025 11:51 PM

No utilities are included, I pay for water, gas, electric, internet, trash / recycling which total around \$500 monthly. This is more than double what I paid for utilities in my last rental home before moving to Bellingham

Anonymous  
1/30/2025 12:25 AM

Water/sewer is in rent. Electricity/heat is not.

Anonymous  
1/30/2025 08:45 AM

Water, sewer, and garbage are included. Electric and internet are not.

Anonymous  
1/30/2025 09:23 PM

Water Gas/electricity separate

RW Lowery  
1/31/2025 11:34 AM

Included: Garbage & recycling pickup, Not Included: Electricity, Cable, Water/Sewer

Anonymous

1/31/2025 05:54 PM

Water, sewage, and garbage are included. Electricity is not.

Anonymous

2/01/2025 02:49 PM

Water/sewer and garbage disposal are included. Internet, electricity are not included.

Anonymous

2/01/2025 06:54 PM

Internet access and trash disposal are included in my rent. Electricity and water/sewer are not.

Anonymous

2/02/2025 10:11 AM

Water is charged ALONGSIDE monthly rent through online tenant portal, but appears as a separate charge (not technically included in rent). Power/electricity is separate through PSE. I believe sewer and garbage are included.

Anonymous

2/02/2025 10:28 AM

Power included, water is a weird separate, but billed through rent, everything else is on us

Anonymous

2/02/2025 12:34 PM

water sewer garbage are included, compost, internet, gas, and electricity are not included

Anonymous

2/02/2025 02:32 PM

I pay for gas, electricity and internet. Supposedly basic cable is included but I haven't been able to get it to work and don't care because I stream.

Anonymous

2/02/2025 03:56 PM

none are included, I pay for everything even ordering SSI bins that were listed in my lease as being provided to me

Anonymous

2/03/2025 12:37 PM

Yard care is my only included utility.

Anonymous

2/03/2025 02:59 PM

Water/sewer are included; garbage/recycling, electricity, gas, cale/internet not included.

Anonymous

2/04/2025 08:59 AM

Included: water, sewer, garbage Not Included: heat

Anonymous

2/04/2025 09:34 AM

Water, sewer, garbage

Anonymous 2/04/2025 06:40 PM	Electric is not Water, sewer and trash are a separate cost and range from 30-90 a month
Anonymous 2/04/2025 06:45 PM	Internet and power
Anonymous 2/04/2025 08:02 PM	I believe it's water and trash, but they're not specific.
Anonymous 2/05/2025 11:08 AM	Water and heat are included but we pay electricity and wifi separately
Anonymous 2/05/2025 11:46 AM	water/sewer/garbage included in rent electricity/internet not included
Anonymous 2/06/2025 10:15 AM	water & sewer
Anonymous 2/06/2025 11:57 AM	Garbage and water are included. Electricity is not.
Anonymous 2/06/2025 12:04 PM	Water included, Gas electric internet trash tenant responsible
Anonymous 2/06/2025 01:25 PM	Water/sewer is included and everything else is not
Anonymous 2/06/2025 03:56 PM	Water (included); power, internet, garbage (not included)
Anonymous 2/08/2025 10:21 AM	Electricity is not covered in rent
Anonymous 2/09/2025 12:34 PM	water and garbage is included, we pay electric and natural gas separately
Anonymous 2/10/2025 10:56 AM	Water sewer and garbage used to be included in my rent. Now I am charged \$90 a month for them. It is not clear if the \$90 is just for garbage and water/sewer is included in rent. They will not share how much of it is an administrative fee.

Anonymous

2/10/2025 11:29 AM

Water/sewer is included, electricity and wifi are not

Anonymous

2/10/2025 11:43 AM

They keep changing this and it is very confusing.

Anonymous

2/10/2025 04:19 PM

none are included in my rent but the listing for it says that water sewer and garbage is included.

Anonymous

2/11/2025 01:04 PM

Electric, Internet, parking are not included Trash water sewer are included

Anonymous

2/13/2025 04:10 PM

Wifi

Anonymous

2/13/2025 04:55 PM

Garbage, water are included Laundry, electricity are not.

Anonymous

2/13/2025 05:17 PM

I pay electric. Landlord pays water and garbage

Anonymous

2/13/2025 07:00 PM

Water is included in rent Electric, gas, trash are not

Anonymous

2/13/2025 09:14 PM

gas, trash and recycling, and water are included. Electric and cable are not

Anonymous

2/13/2025 10:17 PM

All utilities were not included in the rent.

Anonymous

2/13/2025 11:29 PM

Included: garbage, sewer Not included: electric, gas, water, internet

Anonymous

2/14/2025 09:32 AM

They are all included

**Optional question** (241 response(s), 31 skipped)

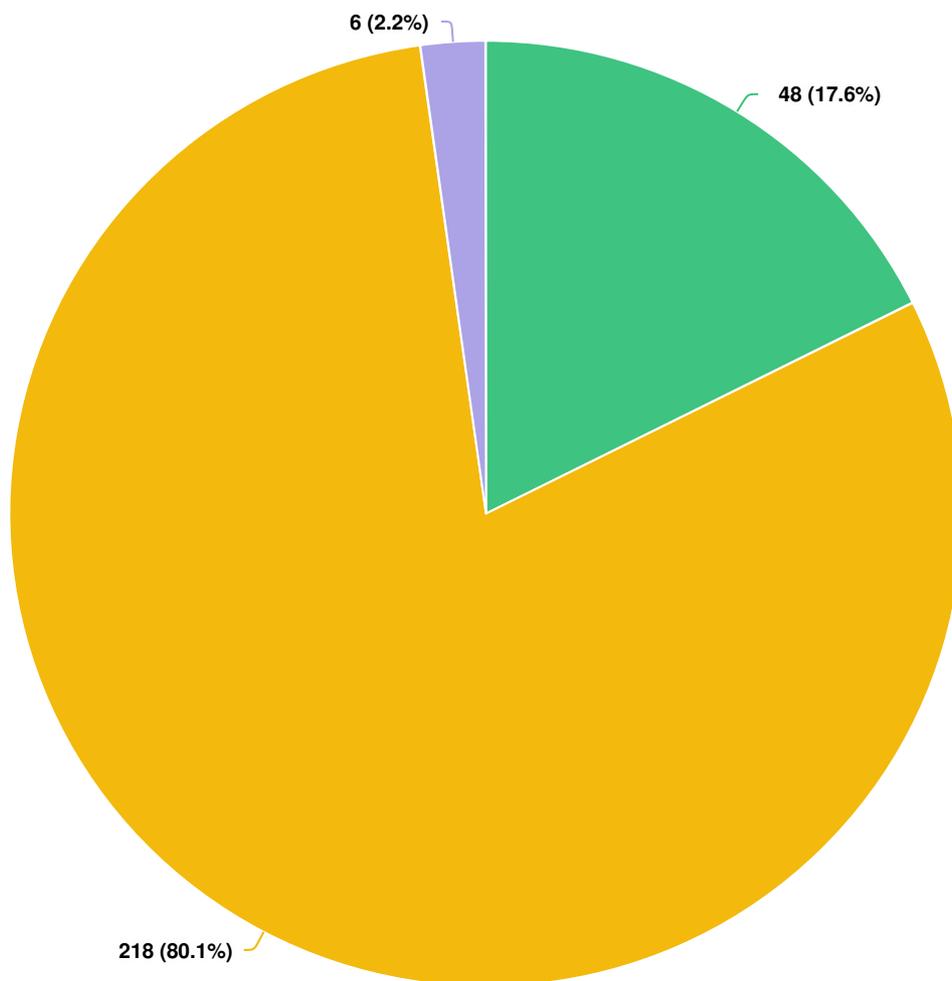
**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a

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rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q88** Have you ever been charged a fee for replacing a lost key?



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q89** | What was the amount of the fee?

Anonymous 1/24/2025 12:55 PM	\$5
Anonymous 1/24/2025 01:27 PM	\$5.00, however they did give me the option to check out/borrow a key and make my own copy if I wanted instead.
Anonymous 1/24/2025 04:58 PM	\$50.00
Anonymous 1/24/2025 06:11 PM	\$5
Anonymous 1/24/2025 07:23 PM	50.00
Anonymous 1/24/2025 08:14 PM	Not sure, I will be billed when I move out
Anonymous 1/24/2025 08:35 PM	50\$
Anonymous 1/24/2025 08:45 PM	\$25, \$75
Anonymous 1/24/2025 08:47 PM	\$120 and it was for an extra copy of the key not included in my move that was supposed to be included
Anonymous 1/24/2025 10:56 PM	75\$
Anonymous 1/25/2025 02:12 AM	\$10
Anonymous 1/25/2025 08:28 AM	\$30
Anonymous	50

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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1/25/2025 08:36 AM

Anonymous \$40

1/25/2025 09:04 AM

Anonymous \$250

1/25/2025 10:41 AM

Anonymous 15

1/25/2025 12:17 PM

Anonymous \$50

1/25/2025 01:10 PM

Anonymous 25

1/25/2025 01:43 PM

Anonymous 30

1/25/2025 02:19 PM

Anonymous \$50

1/25/2025 03:58 PM

Anonymous \$50

1/25/2025 04:19 PM

Anonymous \$50

1/25/2025 06:17 PM

Anonymous \$250

1/25/2025 07:29 PM

Anonymous \$25.00 which is acceptable as I truly did lose it.

1/25/2025 08:05 PM

Anonymous 50.00

1/25/2025 11:31 PM

Anonymous I don't remember

1/26/2025 04:00 AM

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/26/2025 08:10 AM	25\$
Anonymous 1/26/2025 08:34 AM	\$20 1 lost key in 5 years
Anonymous 1/26/2025 11:32 AM	\$150
Anonymous 1/26/2025 01:02 PM	I can't remember.
Anonymous 1/26/2025 04:24 PM	\$25
Anonymous 1/27/2025 11:29 AM	\$20
Anonymous 1/27/2025 12:08 PM	\$40
Anonymous 1/27/2025 03:21 PM	\$40
Anonymous 1/27/2025 03:43 PM	\$50.00
Anonymous 1/28/2025 08:57 AM	\$75
Anonymous 1/28/2025 11:16 AM	\$65.00
Anonymous 1/28/2025 01:54 PM	\$50
Anonymous 1/28/2025 02:12 PM	\$5
Anonymous 1/29/2025 08:05 AM	\$150

Anonymous ~50-80\$  
1/29/2025 10:15 AM

Anonymous \$25 for lost house key, \$100 for lost fitness room key  
2/02/2025 10:11 AM

Anonymous 25  
2/02/2025 10:28 AM

Anonymous 150-200 i think  
2/05/2025 11:08 AM

Anonymous The lock on the door failed and we had to pay \$50 for an additional  
2/10/2025 10:56 AM new key.

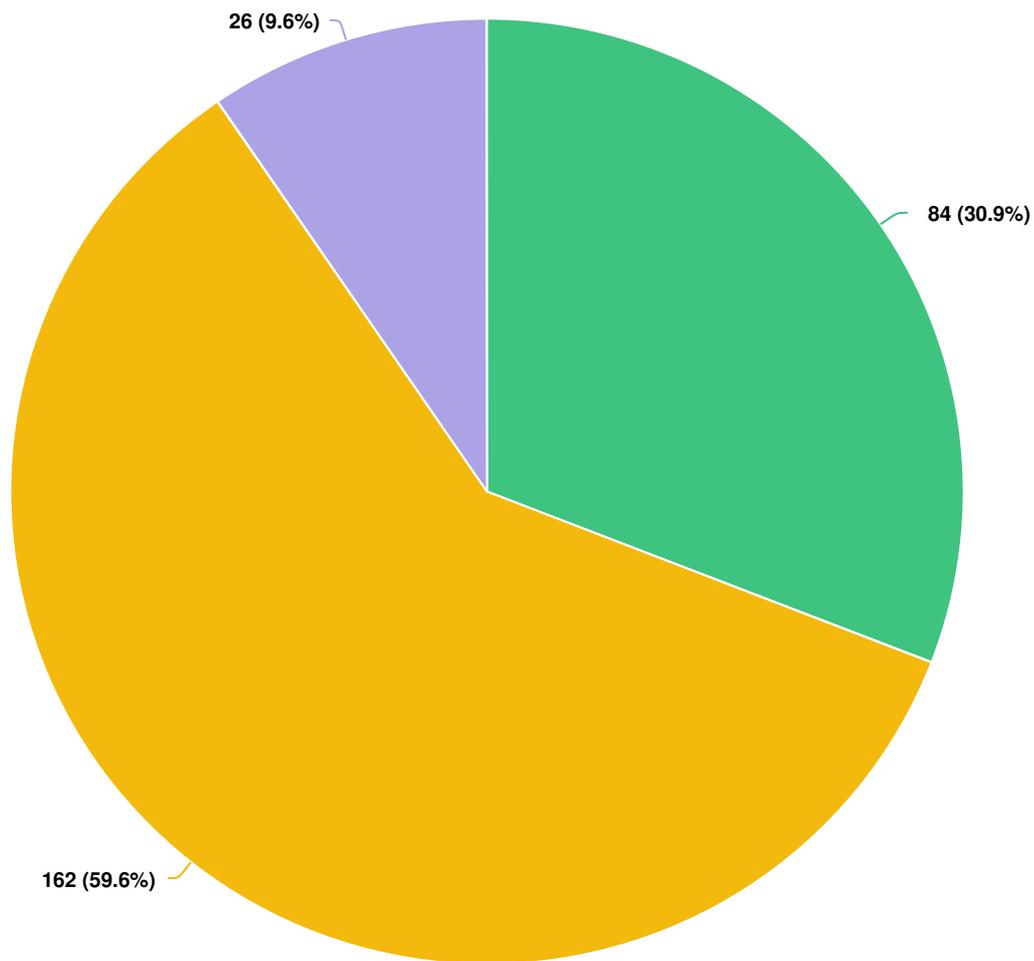
Anonymous 50\$  
2/13/2025 10:17 PM

**Optional question** (46 response(s), 226 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q90** | Have you ever had to pay a lease-breaking fee, or is a lease-breaking fee listed in your lease?



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q91 | What was/is the amount of the fee to break your lease?**

Anonymous 1/24/2025 12:55 PM	\$200
Anonymous 1/24/2025 12:55 PM	1/2 a months rent plus advertising
Anonymous 1/24/2025 01:27 PM	Fee is 1/2 a month's rent.
Anonymous 1/24/2025 05:36 PM	\$400
Anonymous 1/24/2025 06:11 PM	Daily rent until unit is filled
Anonymous 1/24/2025 06:22 PM	\$250 per lessee
Anonymous 1/24/2025 07:23 PM	1500.00
Anonymous 1/24/2025 08:08 PM	Unsure
Anonymous 1/24/2025 08:31 PM	Must pay till end of the lease or until the unit is re-rented + administrative fee of 100% of one months rent
Anonymous 1/24/2025 08:35 PM	3600\$
Anonymous 1/24/2025 09:46 PM	\$2500
Anonymous 1/24/2025 10:56 PM	3000\$

Anonymous  
1/24/2025 11:41 PM  
\$250.00 per resident breaking lease taken from deposit, one half of first month's full rent as finder's fee (\$625.00). If apartment is not re-rented by the time deposit statements are issued, tenants breaking lease required to pay rent until lease ends.

Anonymous  
1/24/2025 11:56 PM  
the total price of the remaining lease

Anonymous  
1/25/2025 01:37 AM  
The total monthly rent each month until the lease is resigned by someone else.

Anonymous  
1/25/2025 06:37 AM  
\$200

Anonymous  
1/25/2025 08:36 AM  
Not sure

Anonymous  
1/25/2025 08:38 AM  
Had to pay rent until lease was signed by new tenant (3 months), plus we subsidized the monthly rent for remainder of lease (\$309 per month for 9 months)

Anonymous  
1/25/2025 09:40 AM  
\$250

Anonymous  
1/25/2025 10:05 AM  
\$250 for any change of tenant/roommate, or if all tenants vacate, half month's rent, plus security deposit, plus all cleaning and damage costs, plus rent until end of lease term

Anonymous  
1/25/2025 10:41 AM  
Don't recall. I have never broken a lease.

Anonymous  
1/25/2025 10:42 AM  
Loss of security deposit and one month rent.

Anonymous  
1/25/2025 11:09 AM  
I'm not sure but I know there is a sub let fee of \$400

Anonymous  
1/25/2025 11:47 AM  
\$450

Anonymous

1/25/2025 11:48 AM

3 months of rent (about \$7k)

Anonymous

1/25/2025 01:10 PM

\$1000

Anonymous

1/25/2025 01:42 PM

Does having to pay an entire months rent because of an asinine excuse on their part count? I found a person, they said I was good to go then a couple weeks later Im charged for the months rent anyway. Ya'll should inspect those apts across frm Boomers

Anonymous

1/25/2025 01:43 PM

1500

Anonymous

1/25/2025 02:13 PM

The remaining months worth of rent after leaving equaling \$9,000

Anonymous

1/25/2025 03:58 PM

The entirety of the rest of the leases rent, or a whole month's rent

Anonymous

1/25/2025 04:45 PM

Don't recall amount

Anonymous

1/25/2025 05:16 PM

500

Anonymous

1/25/2025 06:22 PM

Don't know. Think I am responsible for every month until the lease end date or when they rereit it.

Anonymous

1/25/2025 06:41 PM

I can't find my lease, but essentially the renter is charged rent until the landlord finds a new renter.

Anonymous

1/25/2025 07:29 PM

\$700

Anonymous

1/25/2025 08:05 PM

I know it's in my lease agreement, but don't recall as I plan (hope) on living here as long as possible and not breaking the lease.

Anonymous

1/25/2025 10:20 PM

One month rent

Anonymous 1/26/2025 08:00 AM	\$250 to "change responsible parties"
Anonymous 1/26/2025 08:21 AM	They did not itemize the fee, but kept security deposit.
Anonymous 1/26/2025 08:34 AM	\$2500 this is the reason I cannot move as bad as I want to
Anonymous 1/26/2025 09:34 AM	Don't know.
Anonymous 1/26/2025 11:07 AM	Forfeiture of deposit and \$250 per person on the lease
Anonymous 1/26/2025 11:18 AM	Can't find records from three years ago.
Anonymous 1/26/2025 11:57 AM	1/2 month's rent plus "all necessary costs to secure a new tenant for the remaining term of the lease"
Anonymous 1/26/2025 01:02 PM	I can't remember.
Anonymous 1/26/2025 01:23 PM	It's usually the reminder of rent that would have been paid in the lease, or half i think. There is a couple hundred dollar fee to find a replacement tenant.
Anonymous 1/26/2025 09:45 PM	\$400
Anonymous 1/27/2025 08:23 AM	\$500
Anonymous 1/27/2025 11:25 AM	The fee to break my lease is at the very least \$1200+. This includes a \$500 admin fee, half of 1 month's rent, an unknown amount for cleaning, damages, carpet cleaning, move out charges, etc., and we are rent responsible until the unit is re-rented.

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/27/2025 01:13 PM	don't know
Anonymous 1/27/2025 02:47 PM	Rent for each month the unit was unrented for the rest of the lease
Anonymous 1/27/2025 02:57 PM	Unsure
Anonymous 1/27/2025 03:21 PM	\$850
Anonymous 1/27/2025 06:25 PM	i had to pay around \$13,000 to break my last lease before moving to Bellingham.
Anonymous 1/27/2025 10:14 PM	Relinquishing deposit
Anonymous 1/28/2025 12:32 AM	\$500
Anonymous 1/28/2025 08:23 AM	One month's rent, \$1,250
Anonymous 1/28/2025 08:57 AM	\$400
Anonymous 1/28/2025 01:54 PM	\$500 plus rent until the unit is rented.
Anonymous 1/28/2025 01:56 PM	The entirety of remaining rent, plus a re-leasing fee
Anonymous 1/28/2025 02:12 PM	two time the rent
Anonymous 1/28/2025 09:45 PM	500 or about 1/3 of the lease.
Anonymous 1/29/2025 12:00 AM	Don't know

Anonymous Don't remember but high

1/29/2025 08:33 PM

Anonymous \$650

2/01/2025 06:54 PM

Anonymous \$150

2/02/2025 10:11 AM

Anonymous 350

2/02/2025 12:34 PM

Anonymous 5000

2/02/2025 03:56 PM

Anonymous \$400

2/05/2025 11:46 AM

Anonymous 500

2/08/2025 10:21 AM

Anonymous \$1,000

2/10/2025 10:56 AM

Anonymous \$1,000

2/10/2025 11:43 AM

Anonymous \$1,000

2/10/2025 04:19 PM

Anonymous 3600\$

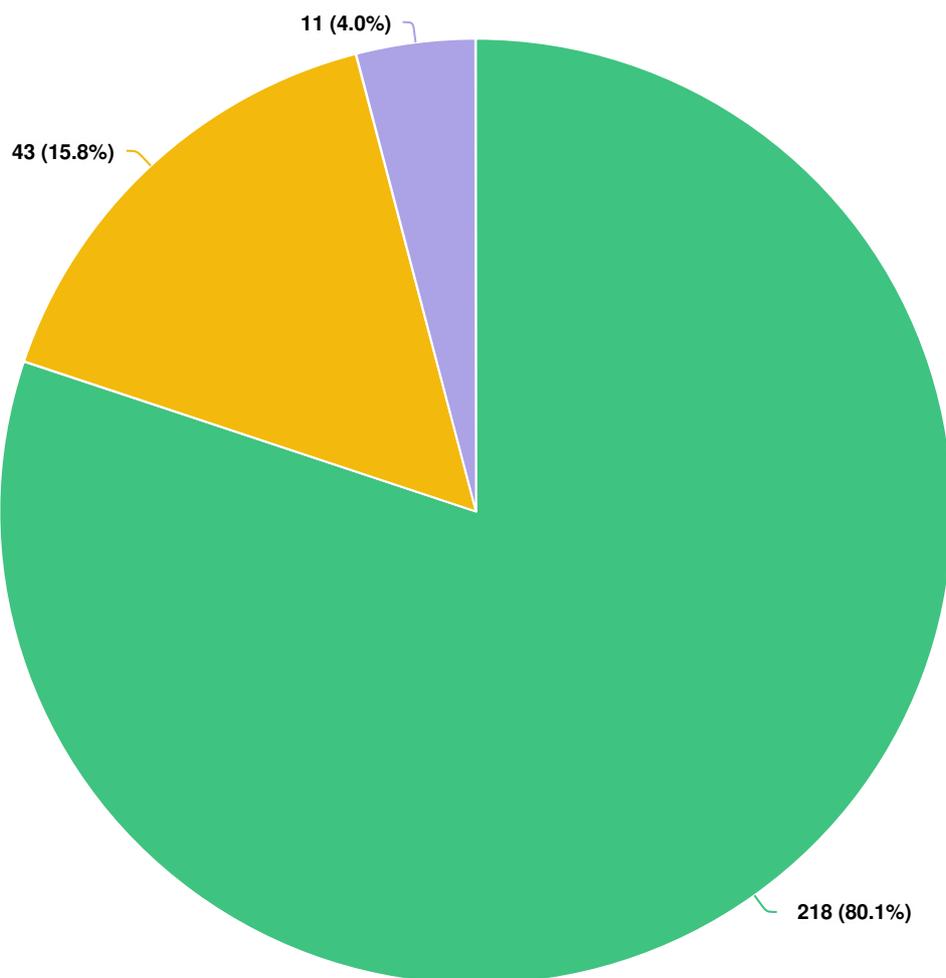
2/13/2025 10:17 PM

**Optional question** (74 response(s), 198 skipped)

**Question type:** Single Line Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q92 | Did you have a clear understanding of the total monthly rent amount and fees before signing your lease?**



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

### Q93 | What fees or charges did you not know about?

Anonymous 1/24/2025 12:55 PM	all
Anonymous 1/24/2025 12:55 PM	N/A
Anonymous 1/24/2025 12:55 PM	none
Anonymous 1/24/2025 03:39 PM	I didn't know that I would be charged \$2 every month to pay my rent.
Anonymous 1/24/2025 03:50 PM	N/A
Anonymous 1/24/2025 03:54 PM	\$20 monthly fee for nothing. They refuse to allow tenants to opt out. \$95 to pay rent with a debit card Excessive late fees, charging late fees on late fees.
Anonymous 1/24/2025 04:45 PM	Trash and water
Anonymous 1/24/2025 04:58 PM	Rent paid by debit card after 48hrs, the \$50.00 charge for a lost key, additional deposits of rent, pets and pet rent because they lost the funds already paid and required to be paid via cash only.
Anonymous 1/24/2025 05:28 PM	A few years back the landlord tried to get us to sign an "updated lease" in which we were assigned responsibility for maintenance and removal of trees on our lots. The mobile home park was built on unstable land and two compound giant cedars are going to fall on my or my neighbors' homes.
Anonymous 1/24/2025 05:31 PM	I didn't know about Daylight's ability to charge a fake legal notice fee on top of the late fee for rwnt

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

1/24/2025 08:03 PM

None

Anonymous

1/24/2025 08:25 PM

None.

Anonymous

1/24/2025 08:35 PM

Common area fees, parking fees, pet fees (rent)

Anonymous

1/24/2025 08:47 PM

Tenant benefits package, move out fees, FEES TO PAY RENT

Anonymous

1/24/2025 09:06 PM

I don't understand how my rent went from \$905/month to \$2000/month in the 6 years i've lived here....

Anonymous

1/24/2025 09:29 PM

none

Anonymous

1/24/2025 10:56 PM

I did not know about my parking, or that I had to pay to use common areas or community areas.

Anonymous

1/24/2025 11:41 PM

Rent pus, Renter's Choice Insurance

Anonymous

1/24/2025 11:56 PM

Background fee Admin fee Move in fee Electronic payment fee

Anonymous

1/25/2025 01:14 AM

Being automatically opted in to rentplus, being charged processing fees for paying rent with card

Anonymous

1/25/2025 01:37 AM

None

Anonymous

1/25/2025 02:12 AM

None. I read my contract

Anonymous

1/25/2025 03:30 AM

Water bill

Anonymous

Cleaning move in fee and pet rent

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1/25/2025 08:28 AM

Anonymous

I knew about them all - I ask a lot of questions!

1/25/2025 08:29 AM

Anonymous

I wasn't told what the average \$ was for each utility

1/25/2025 09:34 AM

Anonymous

Pet fee is not Sideview

1/25/2025 10:05 AM

Anonymous

For my 2024 rent increase, it was not made clear that the water surcharge was going to continue. I found out when I got my autopay statement from my bank.

1/25/2025 10:26 AM

Anonymous

N/A

1/25/2025 10:37 AM

Anonymous

I was surprised by the mandatory utility fee, the RentPlus charge, and the on-going pet rent. Previously I lived in another municipality where pet rent was illegal and we only paid a deposit for pet damage.

1/25/2025 11:48 AM

Anonymous

Late fee is more than stated.

1/25/2025 12:47 PM

Anonymous

Pet fee

1/25/2025 12:53 PM

Anonymous

The credit auditing and landlord's renter's insurance were added automatically several months into our lease term. We had already been required to have our own renter's insurance.

1/25/2025 01:26 PM

Anonymous

Utilities were not very clear

1/25/2025 01:37 PM

Anonymous

Tenant Liability insurance & admin fee liability to landlord insurance

1/25/2025 02:58 PM

Anonymous

None

1/25/2025 04:19 PM

Anonymous

1/25/2025 04:21 PM

None

Anonymous

1/25/2025 06:22 PM

The W/S/G fees.

Anonymous

1/25/2025 06:41 PM

They added a fee of like 15\$ that gets charged I. October. They said it is because of the city. However I don't know why they can't just use the money from rent increases to cover this. Rent has gone up 75\$/month every year I've lived here.

Anonymous

1/25/2025 07:36 PM

The rental insurance. Even though we've always had it, if we don't upload the new documents quick enough each year, they charge us

Anonymous

1/25/2025 08:05 PM

N/A

Anonymous

1/25/2025 08:31 PM

Three years into our lease, water / sewer and trash were added as an additional charge to rent, effectively increasing our rent by a varying amount per month based on square footage.

Anonymous

1/25/2025 09:44 PM

N/A

Anonymous

1/25/2025 11:59 PM

N/A

Anonymous

1/26/2025 04:05 AM

How much all the utilities ended up being

Anonymous

1/26/2025 05:57 AM

None

Anonymous

1/26/2025 06:38 AM

See above

Anonymous

1/26/2025 08:00 AM

\$65 to receive notices from prop manager

Anonymous

Paying for maintenance

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1/26/2025 08:10 AM

Anonymous

1/26/2025 08:25 AM

I read and understood my rental agreement before signing. This should be taught in schools.

Anonymous

1/26/2025 09:11 AM

Water and sewer was included but now they are not

Anonymous

1/26/2025 09:34 AM

Did not realize sewer, water, garbage were not included in the rent.

Anonymous

1/26/2025 10:19 AM

liability to landlord insurance

Anonymous

1/26/2025 09:45 PM

Elwood edge advertised \$1100ish for rent, and only at the signing did we learn it was actually \$1350 +\$300+ in utilities and parking.

Anonymous

1/27/2025 11:29 AM

Parking fee, key fee, online payment of rent fee, lockout fee

Anonymous

1/27/2025 12:08 PM

The fees to pay with anything other than wire transfer.

Anonymous

1/27/2025 12:40 PM

I know all fees included

Anonymous

1/27/2025 01:09 PM

Well after a year the lease was up and I became a month to month tenant and they can increase the rent whenever they want and have done so with alarming regularity. I have had multiple rent increases since moving in, five to be exact.

Anonymous

1/27/2025 01:13 PM

Utilities. Variable each month. Some are seasonal.

Anonymous

1/27/2025 02:57 PM

\$500 (approx.) fee to add a new person to the lease

Anonymous

1/27/2025 05:30 PM

In past residences i have been charged for maintenance needs that were not tenants fault but caused by neglect of the landlord/owner

Anonymous

1/27/2025 06:25 PM

I was told the down payment for my unit would be \$700 multiple times. When I came to pay it on move-in day, because of costs I wasn't told about, it was more than double that. For some reason, the pet deposit for my building is \$800. That's nearly half of one month's rent for me just to be able to own one cat.

Anonymous

1/27/2025 08:14 PM

Administrative fee charged at signing

Anonymous

1/27/2025 08:26 PM

N/A

Anonymous

1/27/2025 10:34 PM

N/A, but if your check bounces once, they will only take cashier's checks, which cost a fee, so \$10 fee to pay my rent each month.

Anonymous

1/28/2025 07:15 AM

I did not realize I was required to share my personal equipment for their commercial use.

Anonymous

1/28/2025 08:57 AM

In my previous apartment, the unit was advertised as \$1500. When we received the lease, we realized that this didn't include a \$100 mandatory charge for utilities, making it a \$1600 unit.

Anonymous

1/28/2025 02:12 PM

none

Anonymous

1/28/2025 09:45 PM

none

Anonymous

1/29/2025 10:36 AM

None in my current rental and I rent with a private landlord. However there were TONS in my previous landlords who were all the big property managers in town. I was changed for every maintenance visit, utilities that I was unaware of, extra pet fees, parking fees, etc.

Anonymous

1/29/2025 12:40 PM

The estimated power and gas was way higher than I was initially told.

Anonymous

1/29/2025 08:33 PM

Rent pet utilities

RW Lowery

None

---

1/31/2025 11:34 AM

Anonymous

Having to pay more money for a pet.

2/01/2025 02:49 PM

Anonymous

Utility amounts were unknown

2/02/2025 03:56 PM

Anonymous

Additional card fee on all payments was not made clear to me.

2/03/2025 12:37 PM

Anonymous

none

2/03/2025 02:59 PM

Anonymous

Credit Card Service

2/04/2025 08:59 AM

Anonymous

Service fee was charged by a previous property management company, since dropped

2/04/2025 09:34 AM

Anonymous

Break lease \$5000

2/04/2025 06:40 PM

Anonymous

The rent change after a new company took over management.

2/04/2025 06:45 PM

Anonymous

When renewing the lease or low rent compliance papers, they did not take the time to notify us any changes or updates of fees despite the fact I have lived in the same rental unit over 10 years. It is difficult to keep up with the unexpected changes when not being notified. It was frustrating to learn that the upper management decided not to let my household to pay for the rent online on the 5th before 11:59 PM like there's no 5 day grace period. That was a stressful experience.

2/06/2025 10:15 AM

Anonymous

None

2/06/2025 11:57 AM

Anonymous

Admin fee \$15

2/06/2025 01:25 PM

Anonymous

The property changed ownership in 2022. The previous owners were

2/10/2025 10:56 AM

clear and transparent. The new owners are not forthcoming with information. If I question charges and fees they just ignore me.

Anonymous

2/10/2025 11:43 AM

I moved in when PTLA wasn't the property management company. The previous company was much better.

Anonymous

2/10/2025 04:19 PM

Water sewer and garbage

Anonymous

2/13/2025 10:17 PM

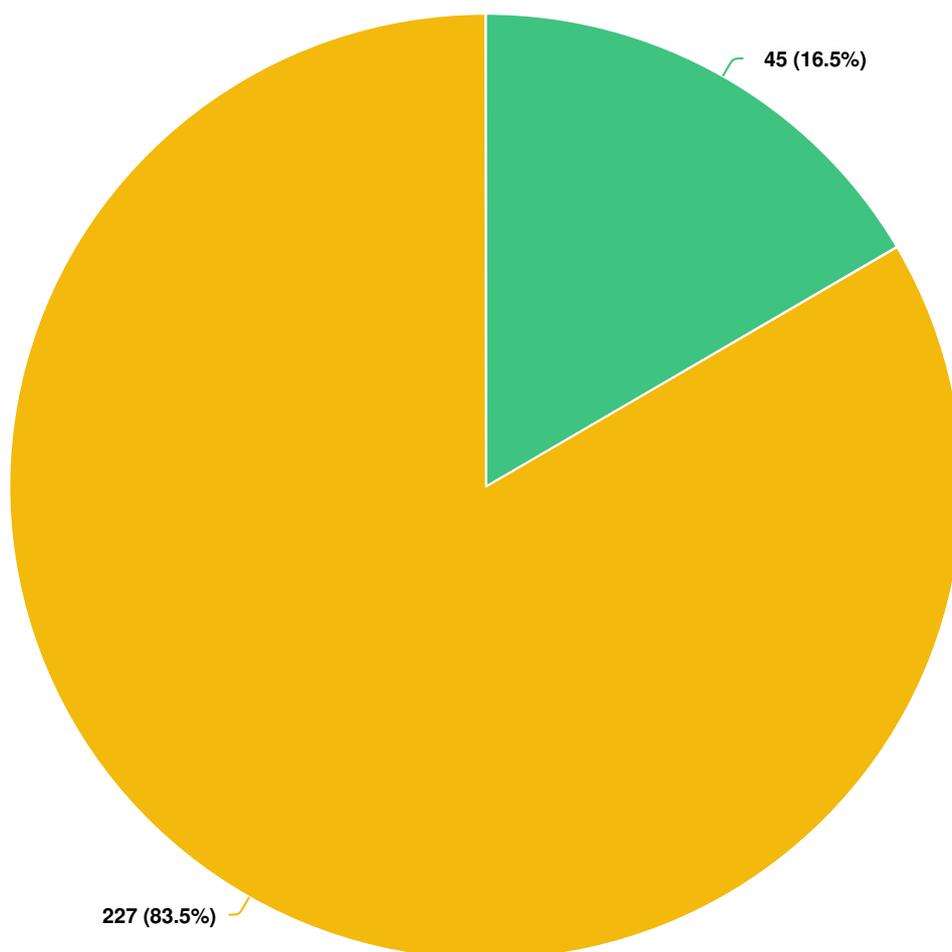
Our landlord charged my roommate and I cleaning fees not included in the original contract. Landmark rental company insisted on the fees even though throughout our tenancy, our agreement was to upkeep the home to a high standard. The landlord charged us for landmark's cleaning requirement.

**Optional question** (88 response(s), 184 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q94** | Do you pay parking fees?



**Question options**

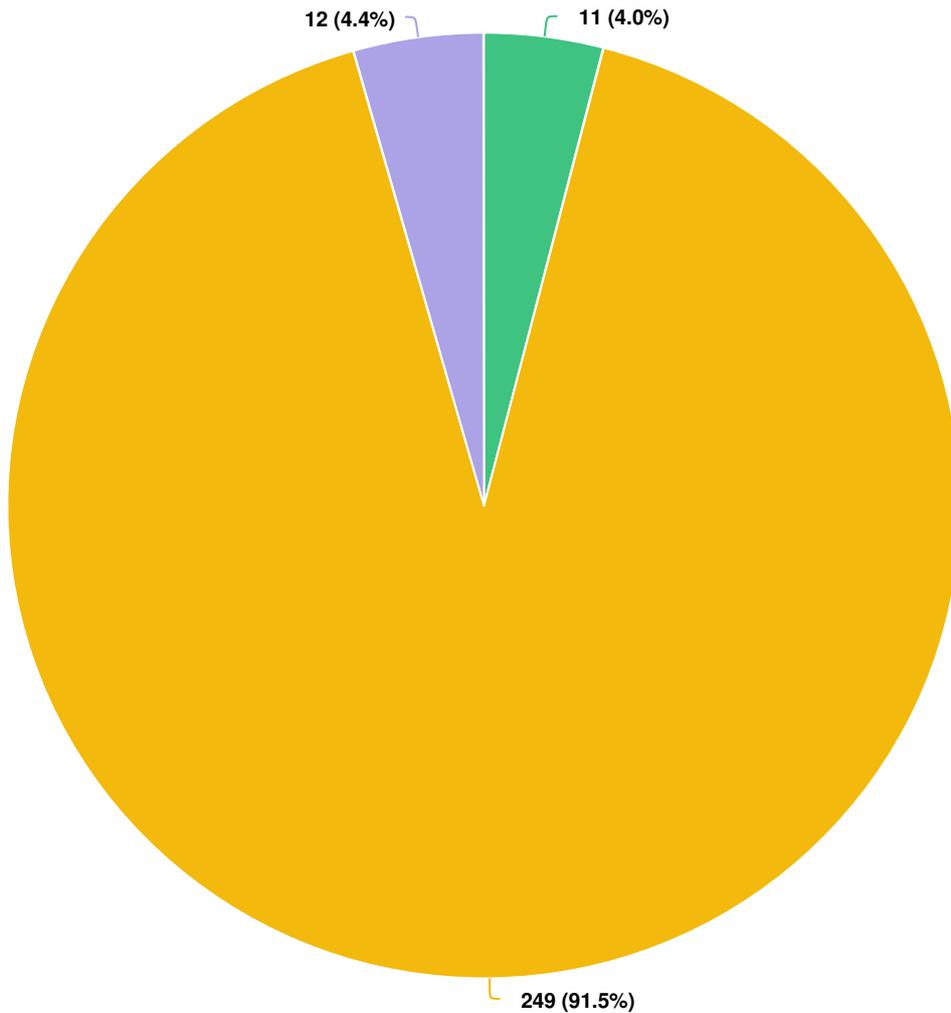
- Yes
- No

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q95** | Do you pay for any additional services? Examples include mail/package collection, bike storage, benefit package, or access to tenant portal.



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or

**Q96** Please list these services and their corresponding fees.

Anonymous

1/24/2025 06:22 PM

\$35/mo for additional occupant

Anonymous

1/24/2025 08:35 PM

Access to tenant portal

Anonymous

1/24/2025 08:47 PM

Tenant benefits package

Anonymous

1/24/2025 10:56 PM

I had to pay a tenant benefit package to have access to the pool or common areas of the apartment community.

Anonymous

1/24/2025 11:56 PM

Storage

Anonymous

1/25/2025 10:20 PM

Resident benefit package \$45/month

Anonymous

1/26/2025 08:10 AM

Tenant portal

Anonymous

1/26/2025 09:34 AM

Parking permit is \$50 per vehicle. Same to replace lost permit. Refused to give us a second permit even though we have a two bedroom apartment.

Anonymous

1/26/2025 09:45 PM

A storage area

RW Lowery

1/31/2025 11:34 AM

A storage closet in the building. This is optional and my choice to have additional storage.

Anonymous

2/13/2025 04:55 PM

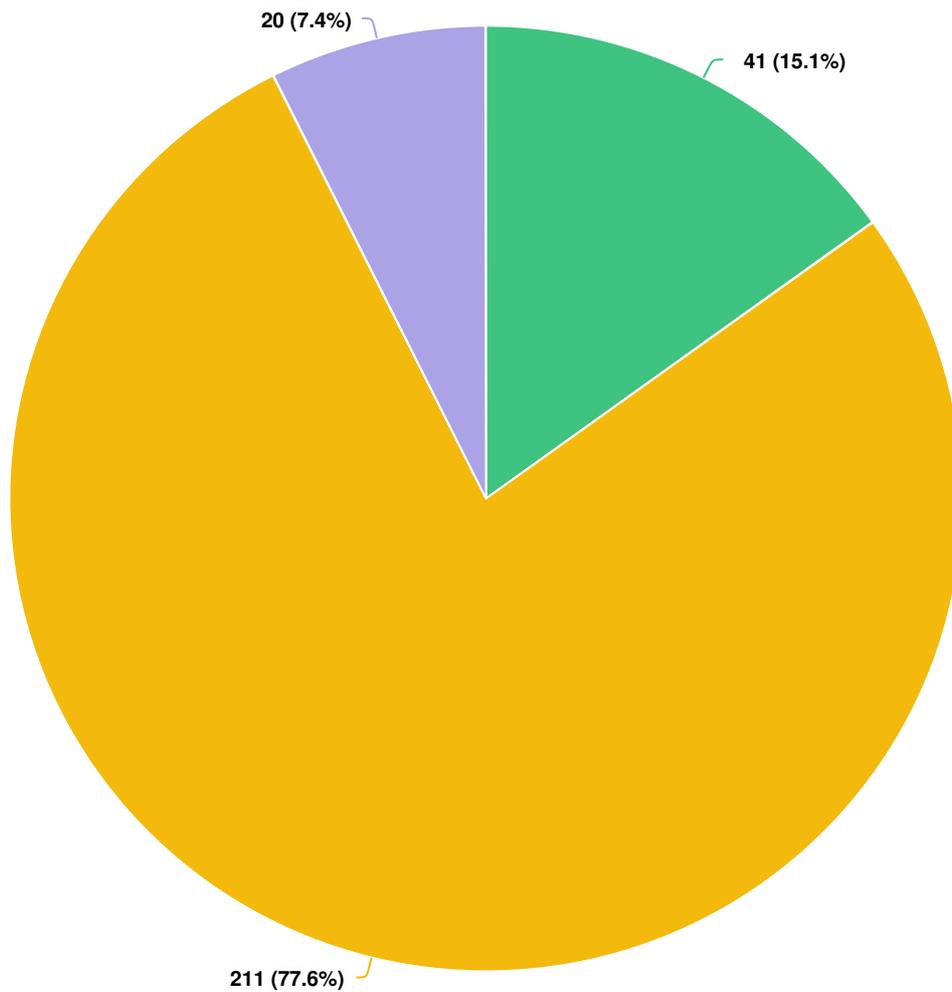
Laundry. Some units come with in laundry but not all so some of us are required to use a very poorly managed run down laundry room.

**Optional question** (11 response(s), 261 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q97 | Did your landlord/property management company add any fees during your current lease and before a lease renewal?**



**Question options**

- Yes
- No
- I don't know

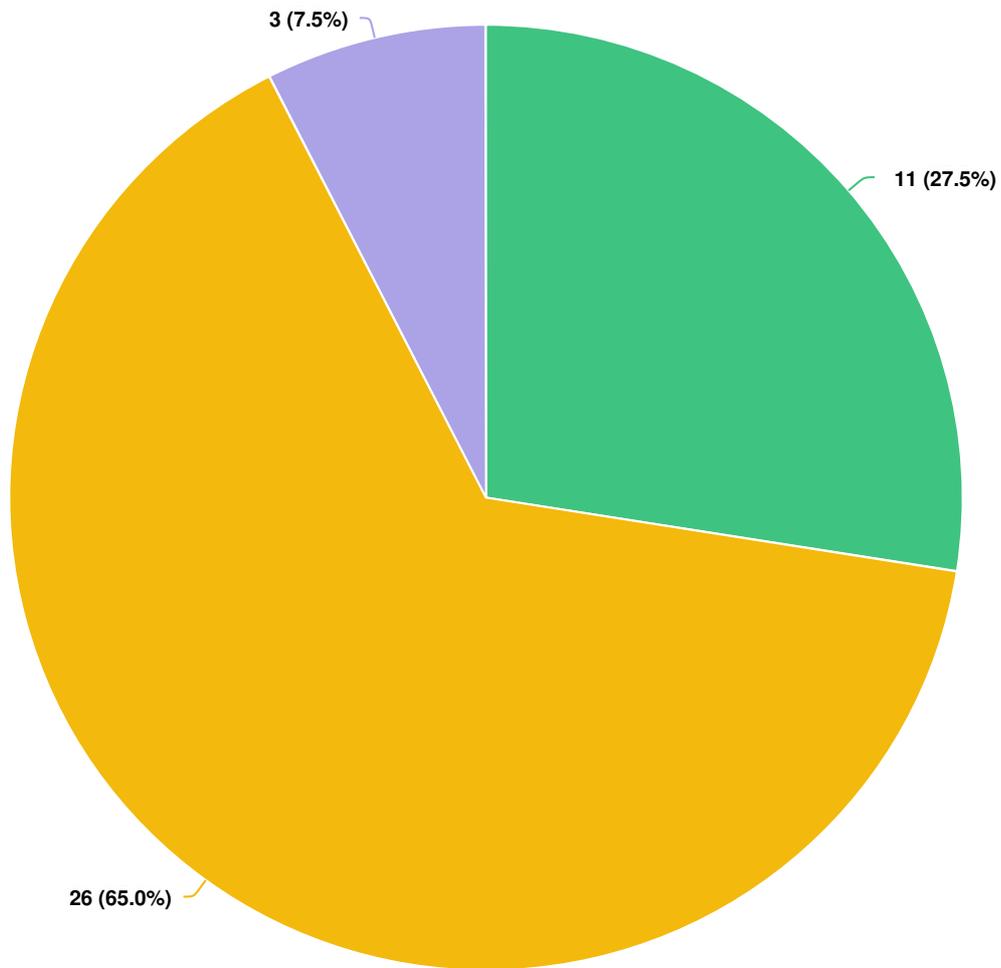
Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or



**Q98** Did you receive 120 days written notice before any new fees?



**Question options**

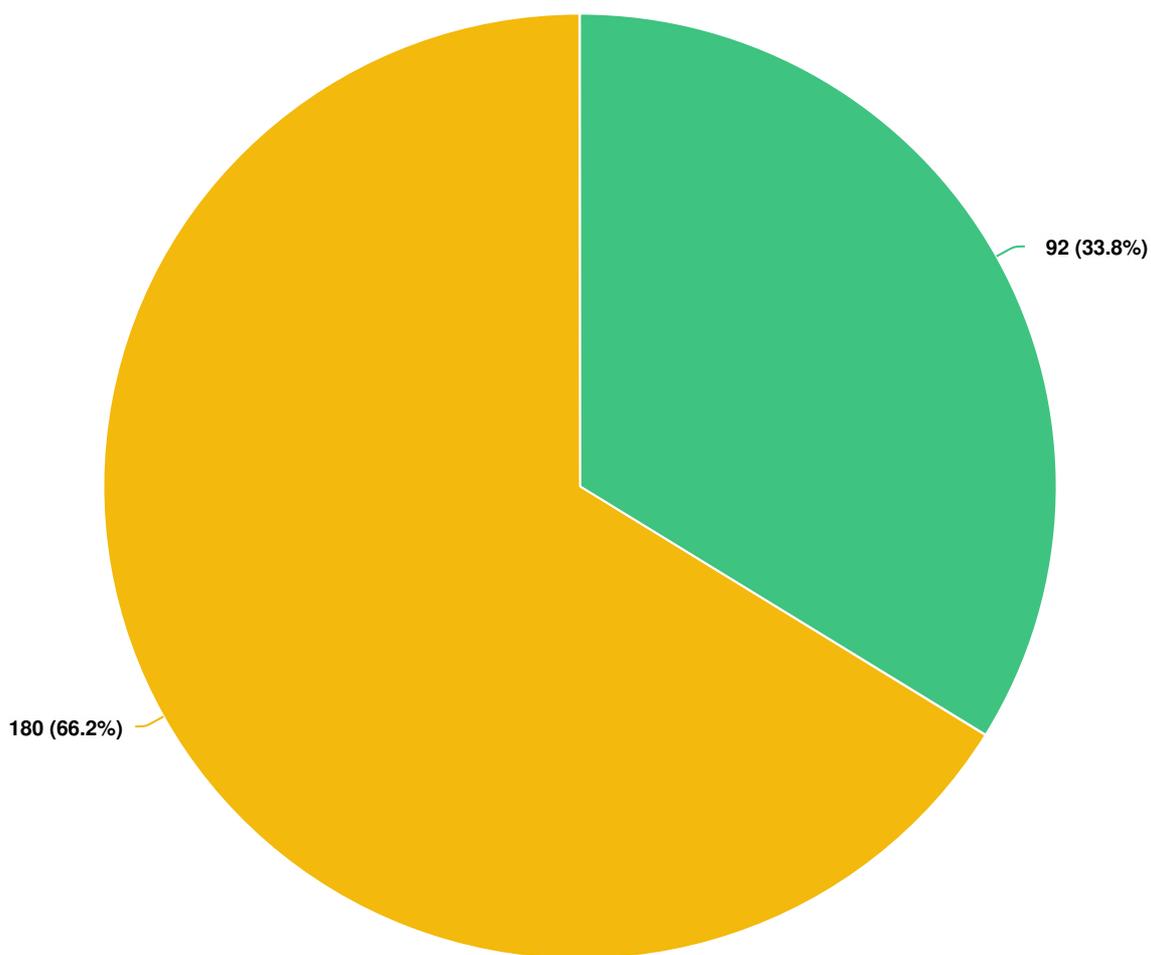
- Yes
- No
- I don't know

Optional question (40 response(s), 232 skipped)

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q99** Did you know that if your housing costs increase 8 percent or more in a 12-month time period, you can request that the landlord provide rental relocation assistance, which is equal to three times the current fair market monthly rent for Bellingham ...



**Question options**

- Yes
- No

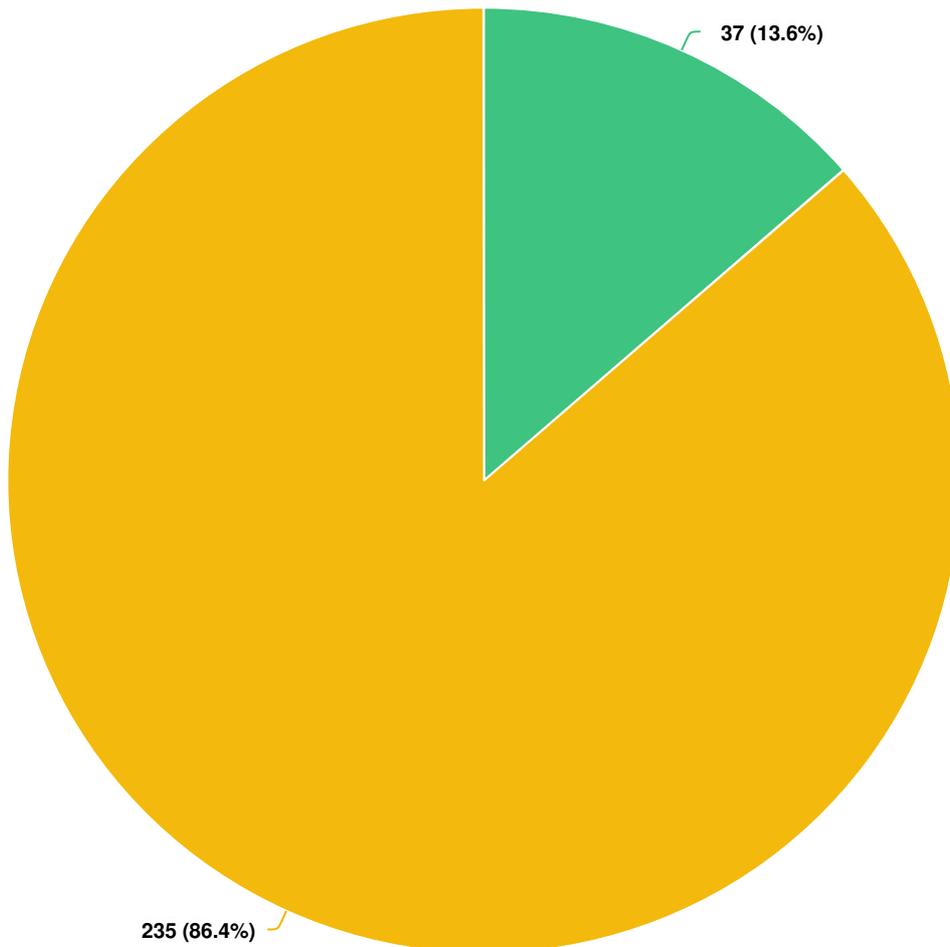
Mandatory Question (272 response(s))  
Question type: Radio Button Question

**Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025**

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*Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.*

**Q100** Did you know if a tenant requests relocation assistance or a landlord pays relocation assistance, landlords must notify the City within 30 days?



**Question options**

- Yes
- No

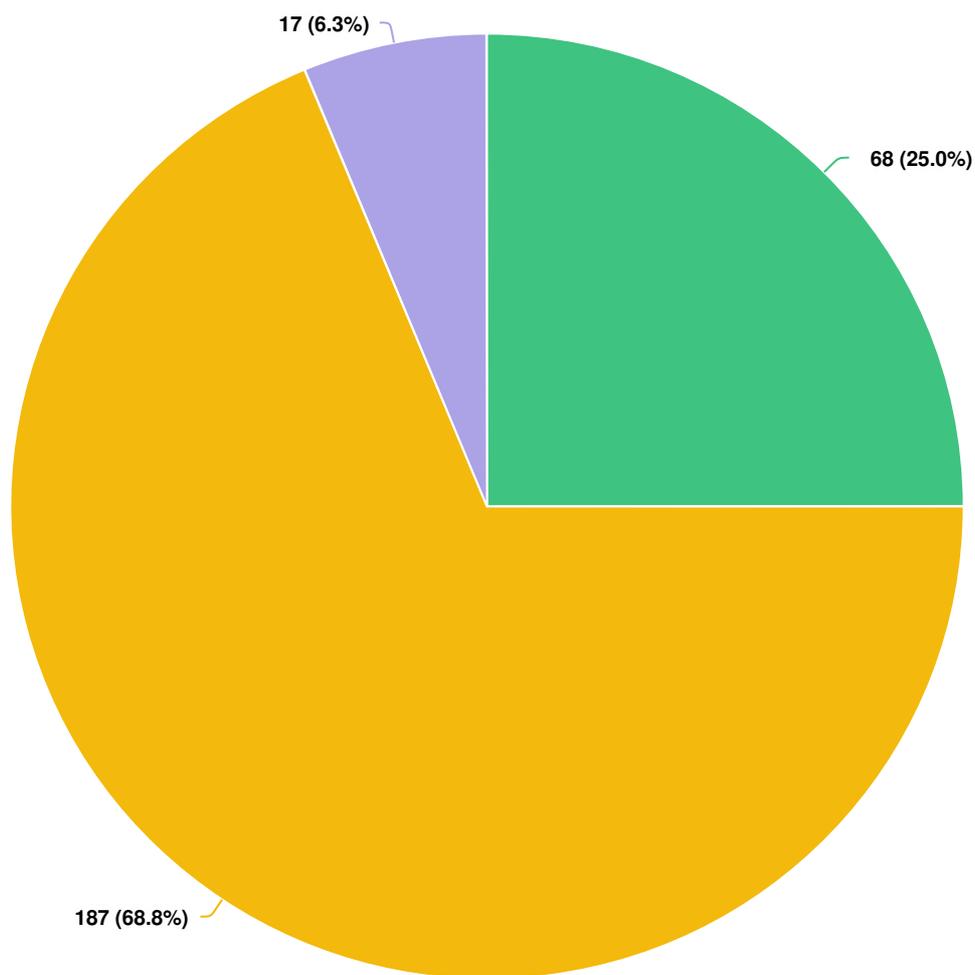
Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or



**Q101** Did you feel there was misleading information in the listing for your rental? Examples include AI-generated photos, photos that did not show the actual condition of the unit, or inaccurate descriptions of amenities.



**Question options**

- Yes
- No
- I don't know

Mandatory Question (272 response(s))  
Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q102** Please describe the misleading information.

Anonymous

1/24/2025 03:54 PM

Condition of the home, owner refuses to fix needed repair items and upgrade/update as needed.

Anonymous

1/24/2025 04:45 PM

They said there was a hot tub and sauna and communal room. The hot tub has worked a few months in the 3+ years I've lived here. The saunas have never worked. Nine months ago they started using our communal room for storage and we have not had access to it since. All of these are supposed to be included in my rent.

Anonymous

1/24/2025 04:58 PM

Condition of unit and amenities that we were told we had full use but were not allowed to use once we signed the lease agreement. All of the inflated charges and deposits already paid but charged b/c they couldn't find them.

Anonymous

1/24/2025 05:31 PM

The pet fees were non-refundable. I understood they. But I. Also thought those fees would go for cleaning and/or damages. Daylight charged me \$1,000 for pet deposits and a pet fee. They did not apply \$750 of that to our final bill and just kept the money. They did some other sketchy things. Charged \$40 to replace stove drip pans that are less than \$20 on Amazon

Anonymous

1/24/2025 08:14 PM

Old photos & video

Anonymous

1/24/2025 08:35 PM

AI generated photos, conditions were not what was described, landlords request weekly inspection of rooms or discriminated by gender and sexual orientation

Anonymous

1/24/2025 08:47 PM

We toured the unit before cleaning and were told they were going to clean and replace flooring and both weren't done. We were also told we could move in so many days and then it was 3 months later and they told us the day before.

Anonymous

When I started the rental process, they told me my monthly rent and

1/24/2025 10:56 PM

then added the fees for my pet, parking, and the common spaces.

Anonymous

1/24/2025 11:41 PM

The photo showed a different unit than the one being rented. The advertised photo showed hardwood floors and when we moved in we had carpet. They did not give tours due to COVID even though it was summer 2022. We had to sign the lease sight unseen and without true photos.

Anonymous

1/24/2025 11:56 PM

They did not do appt showings and just had pics similar of appts. They used the term luxury but it's just a regular appt. They have had consistent rent increases every year.

Anonymous

1/25/2025 03:30 AM

Misleading information about condition of unit, water bill

Anonymous

1/25/2025 08:29 AM

Listings (multiple online sources) contain varying amounts for things like rent, pet rent, deposits, etc. They do not agree with the lease...

Anonymous

1/25/2025 09:02 AM

Cleanliness and safety of property

Anonymous

1/25/2025 11:09 AM

It showed the complex as being surrounded by nature when it actually surrounded by a building site and homeless camps

Anonymous

1/25/2025 11:18 AM

square footage

Anonymous

1/25/2025 11:48 AM

The photos listed were for an identical unit in a different building. We signed the lease sight unseen, because we were relocating. When we arrived and took possession, our unit had broken windows, carpet that hadn't been replaced (we had to clean the previous tenant's pet vomit out of it), no blinds, and nonfunctional appliances.

Anonymous

1/25/2025 12:47 PM

States there is a pool. The pool is not working.

Anonymous

1/25/2025 01:26 PM

We were not allowed to view the actual unit before signing a lease. The photos on the listing were only of the renovated units in our building. We were told we could see the unit only after the previous tenants moved out, which was a couple months after we had signed

the lease. When we got there the apartment was in really bad condition. Before we moved in they did clean it pretty well but it was still disappointing.

Anonymous

1/25/2025 01:42 PM

Not my current place but some past places for sure

Anonymous

1/25/2025 02:06 PM

Black mold, cracked foundation, plants growing in waterline causing water damage every year

Anonymous

1/25/2025 03:08 PM

The photos of the unit online were of the penthouse apartment in the building. That unit is more than double the size of the one we rented and has much better views, and a balcony.

Anonymous

1/25/2025 06:22 PM

Rental amount listed was less than they charged. We had to find the papers to show it before they would honor the true rental price. They were missing a microwave too

Anonymous

1/25/2025 06:41 PM

The photos were from when the building was built (2012ish) AND they do not allow tours for prospective renters. I had to sign the lease without ever stepping inside.

Anonymous

1/25/2025 07:29 PM

heat doesn't work, fridge not working, holes in walls. scratches on floors

Anonymous

1/25/2025 07:33 PM

I was told that the noise from the upper living area was barely noticeable if at all. My landlords are retired and walk around the house on wood floors in shoes for 16 hours per day. It sounds like I'm living inside a drum non-stop seven days a week. The noise shifts from their office and kitchen to directly over my bedroom every night at 10pm, my bedtime, where they stomp back and forth across the room for up to 90 minutes each night. My landlords specifically told me that it was more than okay if it took me a day or two to pick up my dogs poop from the yard, however, I was immediately being reprimanded for not picking it up ASAP, one time the landlord picked up a pile of poop that may not have even been from my dog and left it on my porch on a shovel.

Anonymous

1/25/2025 08:31 PM

The photos are of a unit in the building but all units are different. Ours does not look like the photos.

Anonymous

1/25/2025 09:22 PM

Parking and pet fees were not listed. Previewing the interior of the apartment was not permitted.

Anonymous

1/25/2025 11:31 PM

There sub pump is broken. It was only meant for two buildings and it's using five buildings there is no maintenance my dishwasher has been broken for 2 years and my washer and dryer have been broken for 1 year. When I moved in I was under the impression they had maintenance but they don't nobody will return your phone call or your emails ever

Anonymous

1/26/2025 04:00 AM

Unit was listed as "income based", but when our income went down the rent stayed the same and actually became more expensive upon lease renewal.

Anonymous

1/26/2025 04:05 AM

Administrative Fee of 150 bucks was required but not known until the lease was already signed.

Anonymous

1/26/2025 08:10 AM

Old photos, photos not of unit, misrepresentation of actual maintenance. (There's none.) That they raise rent every year. That each year they provide fewer and fewer services included with rent despite raising rent.

Anonymous

1/26/2025 08:13 AM

Old and inaccurate photos.

Anonymous

1/26/2025 09:31 AM

The description and photos were of an updated apartment. It had a new kitchen and bathroom. My unit had not been updated at all! I wasn't allowed to see the available unit until a week before I was to move in and in this market, I had no choice. So disappointed

Anonymous

1/26/2025 09:34 AM

On line photos were not of this unit.

Anonymous

1/26/2025 10:30 AM

No pictures were provided of any actual available units. It was pictures of a different unit.

Anonymous

1/26/2025 11:32 AM

Wood floors were in the listing and it was carpet floors. Several other misleading features.

Anonymous

1/26/2025 04:24 PM

Claimed carpet and appliances were new. They were not.

Anonymous

1/26/2025 09:45 PM

The price of the unit was not accurate to the actual rental price

Anonymous

1/26/2025 10:01 PM

Washer and dryer in-unit but shared, not specified in advert. Ad did not say laundry was coin use only and there were no pictures of laundry room.

Anonymous

1/27/2025 11:51 AM

"Up to date appliances" While the appliances were replaced sometime in the last 10 years, they were the cheapest and most inefficient models leading to a doubling of utility fees per month from a previous larger rental.

Anonymous

1/27/2025 12:08 PM

It showed we had a shed in the backyard and a beautiful maple tree in the front yard but when moving in we noticed the tree had been removed and the shed in the backyard removed.

Anonymous

1/27/2025 02:47 PM

Photos were not identical showing inaccurate amenities

Anonymous

1/27/2025 05:30 PM

outdated photos of the unit, promises of fixing things that never got addressed even with later inquiries

Anonymous

1/27/2025 08:14 PM

Lack of transparency about the condition of our basement - which leaks when it rains, floods when we do laundry, and had a corroding 200 gal tank of diesel leaking into the dirt floor.

Anonymous

1/27/2025 10:34 PM

The pool is always closed, it's rarely open, and the office gives conflicting information as to why from broken pump (most recent excuse) to poorly balanced chemicals. We're told it's included in our rent, but is closed 75% of the year.

Anonymous

1/28/2025 12:32 AM

Since moving in I've started to see more moisture and water damage that's not cause by us but moisture getting in from the outside

Anonymous

1/28/2025 08:23 AM

The unit I was allowed to see prior to signing my lease had a slightly different floorplan than the one I leased, including having carpet when the unit I have did not.

Anonymous

1/29/2025 08:05 AM

Photos online made it look a lot bigger. Was a bit surprised when I went in for the actual tour. The unit I was provided was also not an updated unit that they were advertising

Anonymous

1/29/2025 03:07 PM

Every unit in my community is stated to have washer/dryers and fireplaces and that is definitely not the case. The photos on apartments.com are from one of the very, very few updated units.

Anonymous

1/29/2025 08:33 PM

I just rented a month to month and I'm looking for a long-term home in this area. So I have Current first-hand experience from my past two months I am not a college student. I'm a middle-age professional. Many rentals especially the large apartment complexes. Do not show the apartment that is actually for rent.. even some of the smaller older ones do not show the apartment that's for rent because it's actually really run. Many landlords or management companies try to force you to pay a fee that they call a benefit for something but it's a hidden fee. I can't figure out what there's a lot of scams going on. Another scam is the pet fee every single rental I spoke to charges a nonrefundable fee. It's around \$400 for all rentals whether they'r 1000 a month or \$2500 a month that's crazy. It's not refundable some of us have pets that do not cause damage.

Anonymous

1/30/2025 12:25 AM

Massive red flags that this was AI generated. Tenant Pest control responsibilities and notification Make your household less appealing to pest: 1. Do Not Pick Up Used Furniture or Rugs off the streets; Check everything that comes into your home for pests before you carry it in. 2. Seal or report to Owner/Agent cracks, crevices, or holes near windows, doors, pipes, crawlspace covers. Use steel wool as a quick fix. 3. Get rid of CLUTTER – Clutter provides breeding ground and hiding places for pests. It also makes it hard to get rid of them. 4. Seal Food Properly. Remove garbage regularly. Keep Trash Can Lids tightly Closed. 5. Don't let water accumulate anywhere in your home – under house plants or under the refrigerator. Don't leave pet food or water out overnight. Water attracts pests. 6. Vacuum regularly – crumbs attract pest, vacuuming also picks up unseen: larvae, bugs and their eggs that can come into your home on your shoes or bike tires. 7. Use High Heat to Dry clothing and bedding to kill eggs, larvae, and bugs. 8. Tenant(s) and/or Occupant(s) is hereby notified that if the premises are not kept properly cleaned and/or maintenance requests promptly made to Owner/Agent when any indication of pests is discovered, Tenant(s) may be liable for extermination costs. Tenant(s) agrees to maintain the premises in a manner that prevents the occurrence of an infestation of pests in the premises and uphold

this responsibility in part by complying with the following: 9. Immediately report any water intrusion, any evidence of pests inside or outside the premises, any known or suspected entrance/exit points for pests 10. Store food in sealed containers, fit garbage can lids tightly, and remove garbage from inside the home regularly. 11. Check any and all items coming into your home 12. Vacuum carpets and rugs regularly 13. To indemnify and hold harmless the Owner/Agent from any action, claims, losses, damages, and expenses including, but not limited to, attorney's fees that the Owner/Agent may sustain or incur as a result of negligence of the Tenant, Occupant, Guest, or other person living in, occupying, or using the premises, or as a result of failure to comply with the rental agreement, and addendum thereto. 14. Tenant(s) agrees to pay for the remediation of any pests caused by Tenant's negligence or failure to comply with the Agreement and Lease Addendum. Report Pests to: (360) 738-3700 or info@son-rise.net

RW Lowery

1/31/2025 11:34 AM

Photos of a "typical" apartment, not the one I was renting. The "typical" apartment showed two additional windows.

Anonymous

1/31/2025 05:54 PM

Unit was described as ready for move-in but needed multiple repairs and appliance replacements (broken bathroom fan, leaking dish washer, gouges in kitchen floor) after I signed the lease and was allowed to view the unit.

Anonymous

2/02/2025 10:11 AM

Photos of my exact unit were not used. They use pictures taken from one unit only and list it as being "similar to" what is pictured in the listing. Also listed as "pet friendly" but they have very heavy restrictions on animal breeds/sizes.

Anonymous

2/03/2025 12:37 PM

I was not allowed to tour the unit before signing the lease because they had provided a walk-through video. The video did not show that all of the windows did not work, which is against code. I had to get the city involved for the landlord to fix the issue because he initially said it was too expensive to repair.

Anonymous

2/04/2025 06:40 PM

Online video of apartment looks nothing like my apartment

Anonymous

2/09/2025 12:34 PM

Downstairs tenant has access to our unit because her power box is in our unit, we are required to constantly run a space heater downstairs to keep pipes from freezing

Anonymous

2/10/2025 10:56 AM

I had a serious problem with black mold in my kitchen and had to use a vacant unit's kitchen while mine was repaired. The vacant unit was listed as available to rent. The pictures were of a model unit that had been renovated. The listing said it had marble countertops, stainless steel appliances, each in kitchen, island kitchen and a pantry. The it didn't have any of those features. The cabinets were the original from 1971, damaged and filthy. The appliances were old enough to be at the end of their life expectancy. The refrigerator had screws sticking out of where the handles used to be. The bathroom showers were the originals and the grout was full of black mold. There was a plug from an old appliance stuck in an outlet with the cord cutt off leaving live exposed wires.

Anonymous

2/10/2025 03:39 PM

Lease describes onsite laundry facilities but they are often not functioning or functioning poorly.

Anonymous

2/10/2025 04:19 PM

Their website shows photos of a new or newly remodeled unit. My place looked nothing like it. It was built in 1971 and has very few updates to it. They also advertised that utilities were included.

Anonymous

2/13/2025 04:55 PM

we were told we were paying extra for the "view" of the woods and lawn, but our back lot is a mud pit with unmaintained grass/common areas. We are also paying "extra" for an in unit fireplace that is wood burning, and our fireplaces have not been cleaned/maintained in my entire 6+ years of being in this unit. I have requested repairs many time and am given excuse after excuse.

**Optional question** (61 response(s), 211 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q103** Please select your level of agreement/disagreement with the following statements.



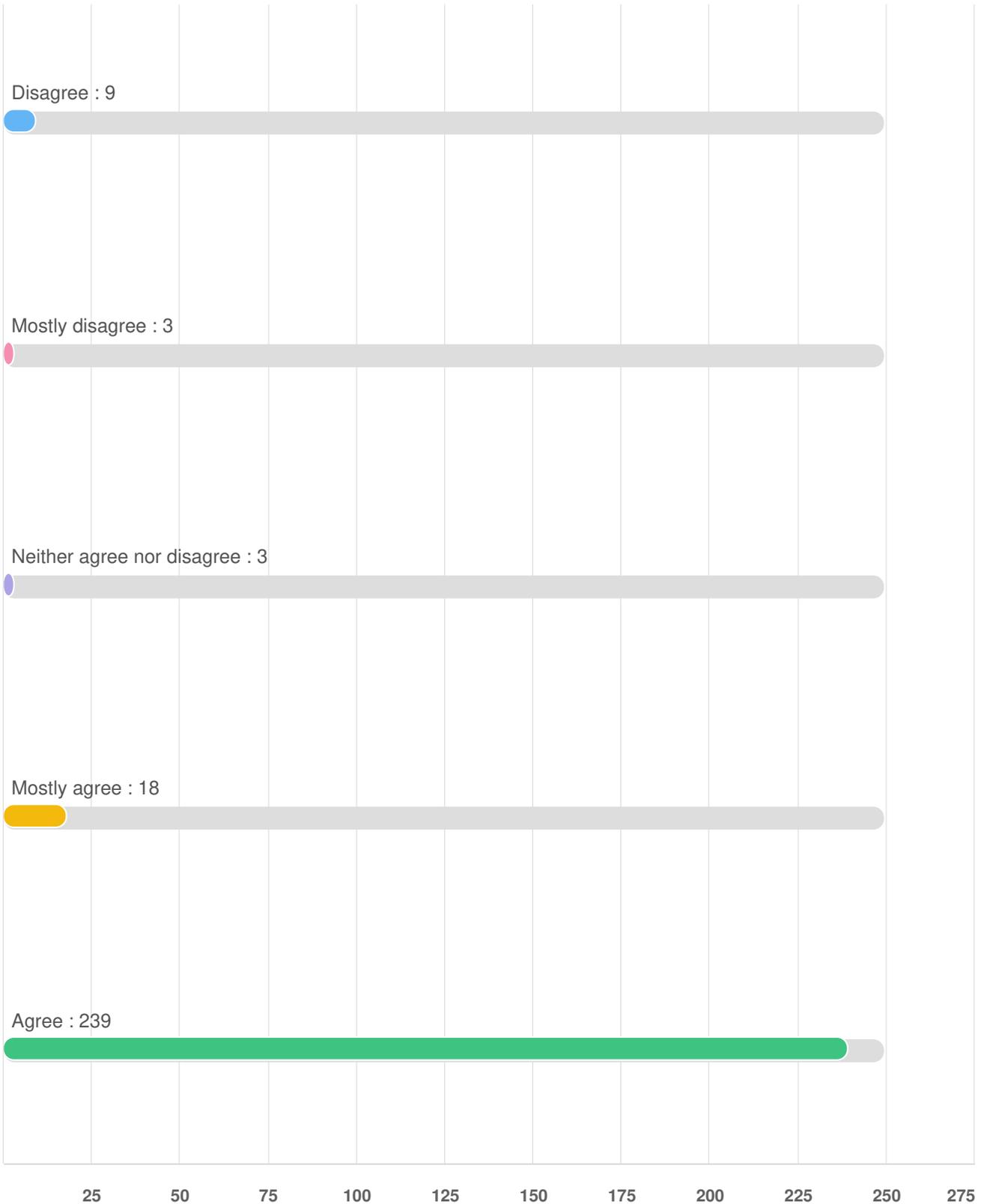
Mandatory Question (272 response(s))

Question type: Likert Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

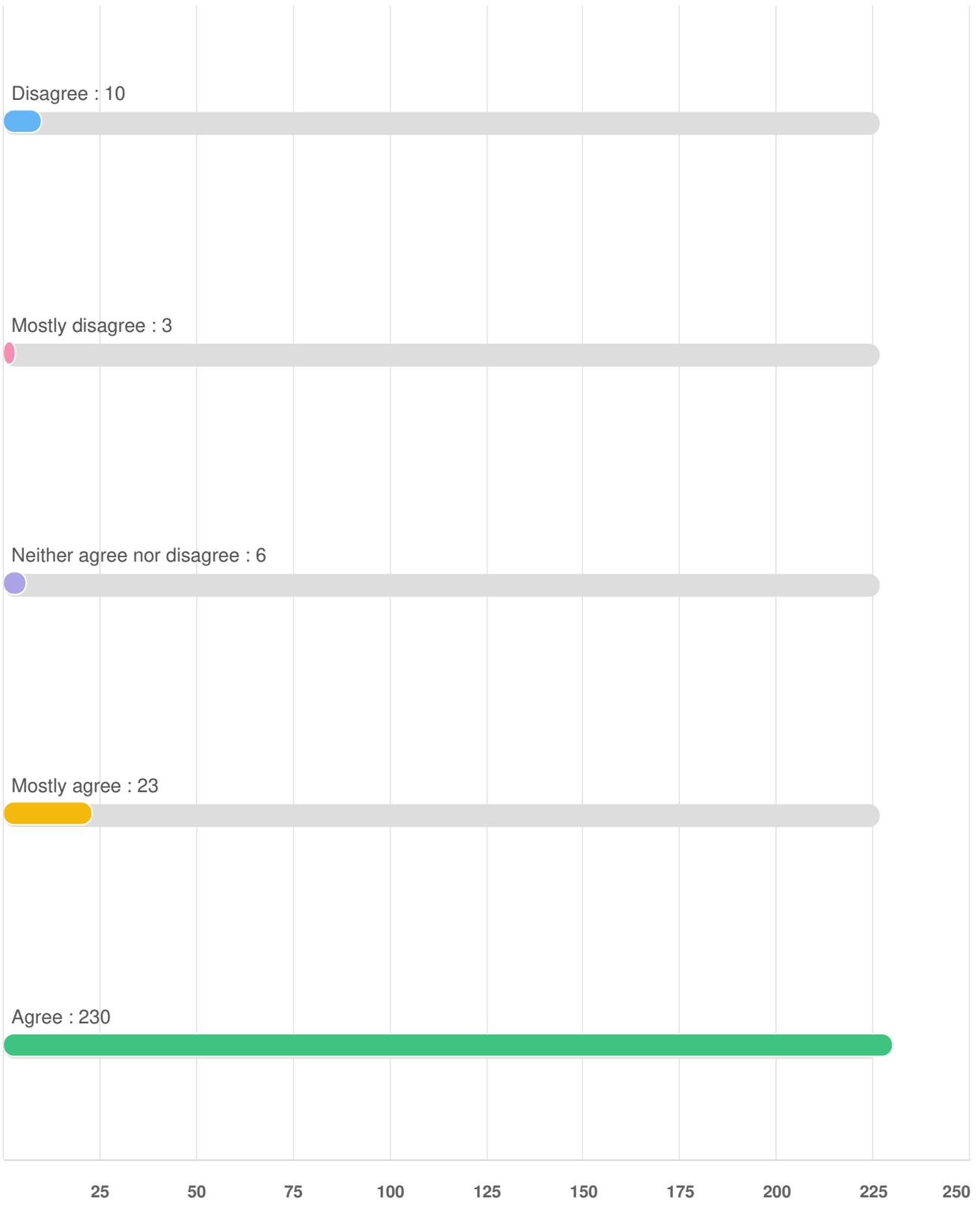
**Q103** | Please select your level of agreement/disagreement with the following statements.

**There should be limits on some housing fees.**

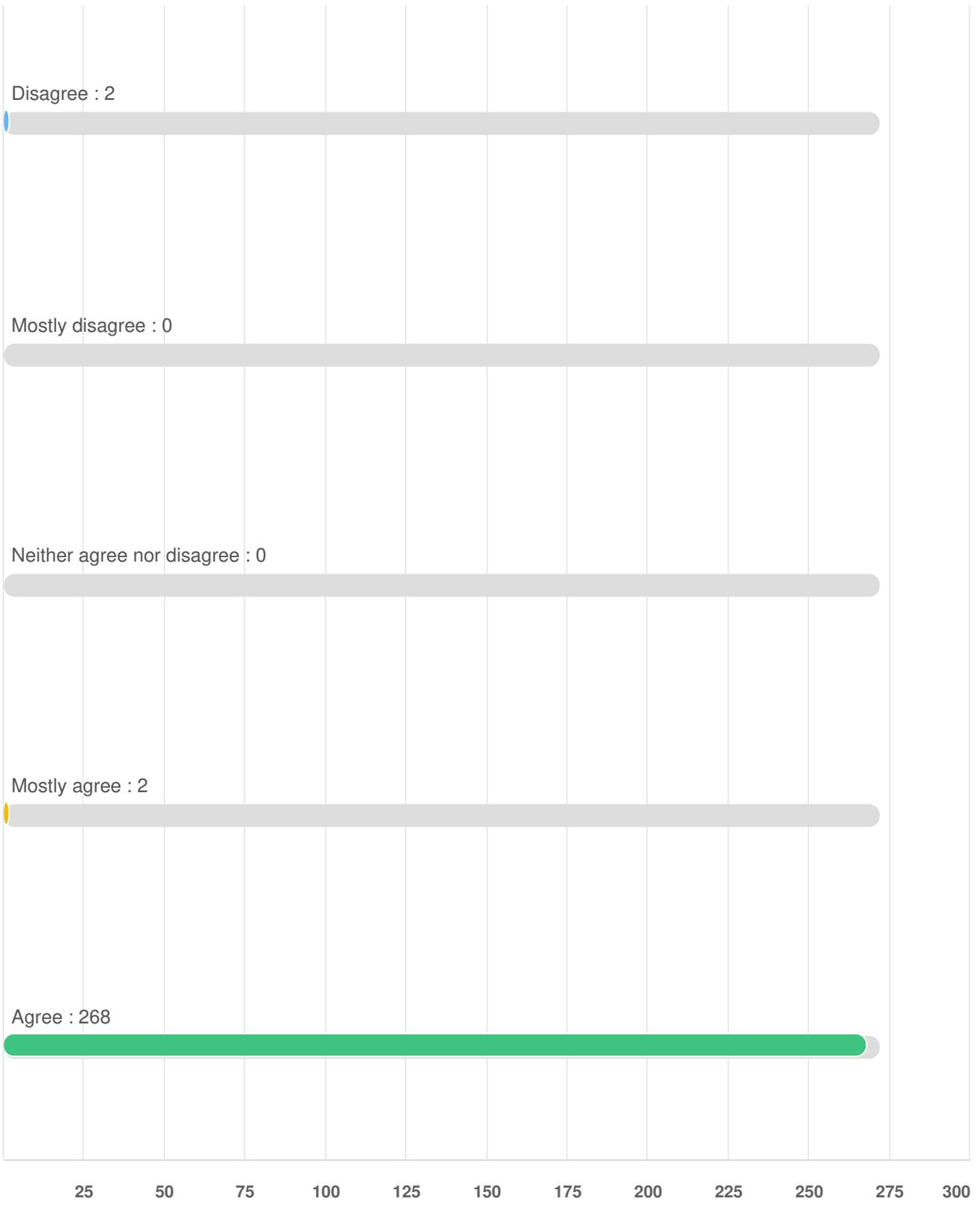




### Some housing fees should be prohibited.



### All housing fees should be disclosed up front.



**Q104** | Are there any specific examples of fees that you've seen that are not addressed by these ordinances?

Anonymous

1/24/2025 03:54 PM

I feel that \$50 per tenant is still excessive for application fees. It is insanely expensive to apply for housing when you are up against a large population of other hopeful tenants.

Anonymous

1/24/2025 04:45 PM

Trash fees. Which are completely arbitrary in a multifamily unit. When someone moves out and fills the garbage the remaking tenants pay for it. Or when the maintenance crew throws' all their construction waste in our bins, the tenants pay for it. There is absolutely no explanation or justification for our every changing trash fees. This is an older building and when it gets cold the management states that we need to keep our heat at a certain temperature to keep the pipes from bursting. It's baseboard electric heating and it's very expensive to heat especially when I'm not home . Also they insist we keep the water facets dripping to keep the lines form freezing. There are over 100 units here that are told to do this. Not only is this a terrible waste of water but it increases our water bills which they bill us for.

Anonymous

1/24/2025 04:58 PM

An ordinance that prevents the unacceptable level of mercenary activity, price gouging and criminal theft in attempt to extort more money from the tenants. Being a criminal defense attorney, I've never witnessed the level of mercenary and criminal activity and behavior of landlords as exists in Bellingham in my 20 years of practice. This is truly white collar crime and for companies like Daylight Property Management, it is a violation of the RICO act.

Anonymous

1/24/2025 05:28 PM

The responsibility for pruning and removing giant trees in poor condition on my lot

Anonymous

1/24/2025 06:22 PM

Fee for rental payments/how to pay is often not clear. If a building's water is bulk billed, for example, landlords should have to disclose the average monthly cost.

Anonymous

1/24/2025 07:57 PM

No

Anonymous

1/24/2025 07:59 PM

Monthly payment fees (auto pay) should be banned

Anonymous

1/24/2025 08:03 PM

Administration fees, application fees from multiple people for the same unit, lockout fees during office hours when all they do is give you a spare key and you bring it back in ten minutes.

Anonymous

1/24/2025 08:14 PM

We are charged \$50 to replace a parking pass that hangs from the rearview mirror. The cost of replacement can't be more than a few dollars. This is one example of an outrageous fee.

Anonymous

1/24/2025 08:25 PM

Unsure

Anonymous

1/24/2025 08:31 PM

Fees for visiting guests, fees for visiting animals, required professional carpet cleaning upon move out with professional service W/ receipt, or pay \$0.30/sq foot fee. "Bring up to cleanliness standards" fee - minimum \$300 from security deposit for ambiguous set of things. 80/hr inspection fee upon move out - 1hr minimum.

Anonymous

1/24/2025 09:16 PM

In mine and in other apartment complexes, a requirement of the property manager/landlord is that the tenant is required to keep some or all areas of the apartment/home heated to a certain temperature during winter time, which implies continuous heating to such a level. This imposes additional charges to the tenant via their power bill from the utility provider, and I personally find this unfair. While it is a tenants right to heat their home to a higher level than that required, the fact that the requirement imposes additional expense to the tenant should be considered an unfair practice. It should be noted that there are also similar requirements surrounding water usage during cold months. While this is a known practice which does help to avoid pipe damage, this does impose an increased utility burden on the individual tenant or group of tenants if apportioned across multiple units.

Anonymous

1/24/2025 09:29 PM

no

Anonymous

1/24/2025 09:46 PM

Rental application fees are also excessive and in my personal experience there is no evidence that property management companies are even running credit reports. I think they are advertising units that are not available simply to collect application fees.

Anonymous

1/24/2025 10:06 PM

Just unchecked rent increases at every hint of property tax reevaluation

Anonymous

1/24/2025 10:56 PM

I had to pay maintenance to come out to change lightbulbs. I had to pay their hourly wage and for the light bulb. I don't know what I'm paying rent for if these small charges are not being covered by my rent.

Anonymous

1/24/2025 11:41 PM

Nope, this ordinance is one step towards holding landlords accountable!

Anonymous

1/24/2025 11:56 PM

Fines by the appt

Anonymous

1/25/2025 03:30 AM

Payment processing fees

Anonymous

1/25/2025 08:12 AM

Skyrocketing cleaning fees rising to at/over 60/hour; penalty if there is a guest for over 7 days of 500\$ each time, fee for a pet visit of hundreds of dollars per visit and more. Sublet fee of 500\$

Anonymous

1/25/2025 08:29 AM

Inconsistent pet fees, additional service charges on the three utilities we pay to the management company.

Anonymous

1/25/2025 08:36 AM

No

Anonymous

1/25/2025 09:34 AM

Landscaping fees, applications fees should be reimbursed if youre denied in some states like Rhode Island they have got rid of rental application fees to help combat the housing crisis it is already so hard to find a rental here, rent portal/account fee in order to pay rent online when online is the only option. I also don't think it is fair to charge more rent on a rent renewel if nothing has been updated in the apartment/house when you agreed already to rent it at that set rate.

Anonymous

1/25/2025 10:05 AM

Monthly pet fee/rent (per pet)

Anonymous

1/25/2025 10:12 AM

No

Anonymous

1/25/2025 10:23 AM

No

Anonymous

1/25/2025 10:37 AM

A friend of ours was charged a late fee because he paid his rent too \*early\* because of the stupid portal they use (and they charge a fee if he were to pay another way, say by check).

Anonymous

1/25/2025 10:42 AM

I believe rental application fees should be refunded if not granted the rental. I have good credit, good references but I'm retired, so was considered unemployed. I spent over \$1000 in application fees before I eventually got this place. My friend who works for a property mgr company said they keep taking applications until the prospect signs, even though they already know who they're going to rent to or in case they find a better prospect.

Anonymous

1/25/2025 11:47 AM

Please see below

Anonymous

1/25/2025 11:48 AM

Repair fees (i.e., charging a tenant to have maintenance come fix something) Complaint fees (i.e., charging a tenant when a neighbor makes a noise complaint) Aesthetic fees (i.e., charging a tenant for something "unsightly," like not sweeping leaves off their balcony in the fall or hanging a bird feeder)

Anonymous

1/25/2025 12:17 PM

No

Anonymous

1/25/2025 12:47 PM

Parking fee

Anonymous

1/25/2025 01:10 PM

Rent payment processing fees, and lease break fees

Anonymous

1/25/2025 01:26 PM

Pet rent should be prohibited.

Anonymous

1/25/2025 01:37 PM

I think its ridiculous I have to pay more to easily pay rent online or with a check.

Anonymous

1/25/2025 01:43 PM

I think clarity around keeping deposits for lease breakage or payment ordered for lease breakage need to be codified

Anonymous

Yard maintenance or Landscaping

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1/25/2025 04:21 PM

Anonymous

1/25/2025 04:42 PM

In addition to the application fee there's also administrative fees and holding fees now. The last time we moved it cost us \$5000 total!

Anonymous

1/25/2025 04:47 PM

Waste fees were added and not directly addressed in renewal.

Anonymous

1/25/2025 04:59 PM

require leasing agents not to be total jerks

Anonymous

1/25/2025 05:32 PM

No

Anonymous

1/25/2025 06:50 PM

Yes. At my previous apartment the rent charged for vacant apartments would fluctuate day to day according to some secret algorithm so they could charge the maximum amount possible according to demand. Months ahead of the lease renewal they would pressure residents into agreeing to a higher monthly rate saying this rate was only available for a limited time and they couldn't guarantee that the price wouldn't turn out to be much higher at the actual time of lease renewal. Most of my neighbors agreed because they were afraid of the higher rate and/or the expense of moving and the ability to find a new apartment. I chose to move.

Anonymous

1/25/2025 07:33 PM

Pet rent. This is absolute garbage. There should not be any legal way to charge people pet rent. A pet fee, sure that is fine. Pet rent is a scam, and a way to add a fee to the monthly rent for no purpose other than to extract more dollars from people already struggling to keep up with fast rising out of control rent costs.

Anonymous

1/25/2025 08:05 PM

There are not.

Anonymous

1/25/2025 08:31 PM

No

Anonymous

1/25/2025 09:22 PM

I'm not sure.

Anonymous

1/25/2025 09:44 PM

Monthly pet fees should be regulated. They are pricey and if a pet causes damage to a unit it will be taken out of your deposit. There is

no need for a monthly fee.

Anonymous

1/25/2025 11:59 PM

No

Anonymous

1/26/2025 02:05 AM

No

Anonymous

1/26/2025 04:05 AM

Administration fees for doing absolutely nothing.

Anonymous

1/26/2025 08:00 AM

Fees for notifications

Anonymous

1/26/2025 08:10 AM

Pet rent plus no refundable pet deposit plus additional pet cleaning fee

Anonymous

1/26/2025 08:13 AM

Every privately owned Bellingham rental I have occupied has unfair practices with common areas. The electricity in these areas was billed to one of the tenants despite being in a shared access area. At our current location we have to run heating appliances to ensure the shared water piping doesn't freeze, an expense the other tenant does not incur and for which we are uncompensated. At our previous rental, our landlord ran their personal appliances off our power and we had to confront them about this "unintentional" theft and try to form a compensation plan. These instances should be treated as theft and there should be a system for reporting and mediating these charges.

Anonymous

1/26/2025 10:19 AM

lease transfer fee

Anonymous

1/26/2025 10:30 AM

Cleaning fees, carpet replacement requirements and fees

Anonymous

1/26/2025 11:07 AM

Pet rent was not clearly prohibited, but it should be.

Anonymous

1/26/2025 11:18 AM

Nonrefundable application fees

Anonymous

1/26/2025 01:02 PM

Not that I can think of at this time.

Anonymous

1/26/2025 01:36 PM

No

Anonymous

1/26/2025 04:22 PM

No

Anonymous

1/26/2025 04:30 PM

No

Anonymous

1/27/2025 11:48 AM

1. \$75/tenant application fee (family of 4 = 4x \$75) 2. \$150 "lease administration fee" 3. Service animal verification service fee of \$100 4. (if pet) \$50-100/month pet fee in addition to "Screening fee" 5. "security deposit waiver program" (a high interest loan for security deposit amount) 6. "Resident benefits package" mandatory \$26-50/month package for hvac filter replacement, very limited insurance, etc 7. Requesting we agree to "connect" our bank out to verify balances, the application screening service. This creates an unnecessary risk for applicants 8. indemnifications for property management company and screening service should we suffer a financial loss from their access to our banking and personal information (ie - we agree not to hold them liable if they have a data breach). There is language but it should be stronger with triple damages in situations where a landlord violates these clauses and there is an actual loss by the tenant. 9. Indirect fee: landlords and their vendors are selling applicant and tenant data to 3rd parties. Applicants and tenants should, at minimum, be able to apply and opt-out of these agreements. Ideally, tenant data should be prohibited from being monetized and shared without opt-in permission. 10. Unclear decision criteria or timeline (larger property management firms outsource application processing and could take weeks to issue any decision)

Anonymous

1/27/2025 12:40 PM

I am good but have herd of Pet monthly rent fees Needing 3x rent in income to apply Shared Facility rental fee Parking rental fee

Anonymous

1/27/2025 01:13 PM

Fines for showing any sort of art, sign, or placard. No using your Apt window or balcony for any speech.

Anonymous

1/27/2025 01:13 PM

pet rent is ridiculous. I understand an additional deposit or fee for potential damages but what is the purpose of an extra monthly

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charge. Children can cause just as much damage as an animal.

Anonymous

1/27/2025 02:47 PM

Cap on late fees - have seen others being charged a late fee for an outstanding late fee. Cap on laundry expenses - have seen laundry costs as high as \$8/per wash or dry.

Anonymous

1/27/2025 02:57 PM

Massive fee to simply add someone to the lease. Should only cost the amount it takes to run a background check in my opinion.

Anonymous

1/27/2025 03:43 PM

Can not charge a fee to pay rent . Cannot charge to pay for a parking space .

Anonymous

1/27/2025 05:23 PM

No

Anonymous

1/27/2025 05:30 PM

cleaning fees, proof of cost of cleaning by rental company after move out.

Anonymous

1/27/2025 08:14 PM

Administrative fees charged my property management companies - these feel unnecessary and are not disclosed until the last minute.

Anonymous

1/27/2025 08:26 PM

No

Anonymous

1/27/2025 10:14 PM

Many property management companies require tenants to pay a "one-time" administration fee somewhere between \$150-\$200 in addition to application fees

Anonymous

1/27/2025 10:34 PM

N/A

Anonymous

1/28/2025 07:15 AM

There should be payment equity. Some tenants pay more than others and that is a form of forced subsidy.

Anonymous

1/28/2025 08:20 AM

All carpets should be cleaned after moving out most of the time rentals are turned around so quick they don't get cleaned but fees were taken from deposit

Anonymous

1/28/2025 08:23 AM

Processing or admin fees at time of leasing

Anonymous

1/28/2025 08:57 AM

The nonrefundable "move in fee" or "administrative fee" that has been charged on two different rentals I've had in Bellingham. They were due at the time of lease signing. One property management company charged \$60 and the other charged \$200. This was in addition to first month's rent and security deposit. This was also in addition to the application fee. We have also paid a percentage of rent, about \$200, to "hold" a unit in order to view it. If we then decided we weren't interested in the unit we would not have gotten this money back. They heavily pressured us to do this when we called to set up a viewing because "they'd had a lot of interest."

Anonymous

1/28/2025 02:12 PM

no

Anonymous

1/29/2025 10:15 AM

Almost all rental companies hit you with opaque "administrative fees" and won't tell you their specific purpose

Anonymous

1/29/2025 12:40 PM

No

Anonymous

1/29/2025 03:07 PM

Specifically parking fees. If a unit has an assigned parking spot there absolutely should not be an additional fee for using it.

Anonymous

1/29/2025 08:33 PM

The mandatory non refundable pet fee it seems to commonly be around \$400. That's just crazy high and unfairly taking funds for no value to the renter it's predatory. A refundable pet fee is reasonable. A modest nonrefundable fee is reasonable but the going rate is too much. Many rental companies, especially charge an administrative fee that's over \$100 in some cases. I've seen a single landlord try to charge \$300. Then there is some mandatory program some companies want renters to purchase actually they force them to purchase it and then they say there's all sorts of discounts involved. I didn't really understand it. I've just stayed away from it because it's clearly a racket and predatory. I grew up in this area and I remember a community that was fair not greedy. This is just shocking to me. The way things have become. I'm really shocked that the opening line of the ordinance says that Bellingham has too many rentals. Bellingham might have too many rentals of a certain kind, rundown or very small geared towards students. Bellingham has an extreme shortage of middle income professional rentals. It is not a good financial investment to buy a home here in Bellingham right now with the

prices and the interest rates even though I can. I have a large down payment, but renting is better financially if a recent one could be found that doesn't have a landlord or management company with unfair practice . there is a limited supply of rentals that offer a nice home that's not run down with some storage for the kinds of equipment or toys that professionals might have like fishing, camping, paddle boards, bikes, and kayaks etc. so to say that Bellingham has too many rentals across-the-board is not true. Bellingham might have too many of the rundown or small kind but not of the kind that a stable long-term steady income professionals wants. My experience has been really frustrating wanting to live here, but not wanting to live in a dump, a cramped space where I have to rent a whole separate storage unit for my outdoor equipment or with a bunch of students. I suggest the city really think about what kind of people does the city wanna attract and keep?

Anonymous

1/29/2025 11:51 PM

Monthly pet rent is unaffordable for tenants and a cash grab for landlords. It would be much more equitable to charge a refundable or partially refundable pet deposit. In my current lease I will pay \$600 in non refundable fees so that my cat can live with me. This exceeds the pet rent fees and costs of deposits I have been charged in other communities outside of Bellingham.

Anonymous

1/30/2025 12:25 AM

Renters Benefits Packages.

RW Lowery

1/31/2025 11:34 AM

No

Anonymous

2/01/2025 02:49 PM

Fees related to pet rent or pet damage deposits.

Anonymous

2/02/2025 10:11 AM

Towing fees are threatened by our management when a car visits for too long, if tabs are expired (even for just a single month), or if a car sits in a spot for too long even when it is under compliance (meets max car limit per unit and has a parking placard/sticker clearly visible). Water is not metered by individual unit, it is averaged between all the units in a building and billed out.

Anonymous

2/02/2025 03:56 PM

Yes I've seen fees for valet garbage removal added mid lease, all kinds of different framing for pet related fees, fees that increase per day, fees that have no cap and are used to ultimately evict someone. There is no end to the creativity of property managers.

Anonymous

2/03/2025 12:37 PM

Some rentals I have applied for have changed both application fees and "holding fees". The holding fees were said to guarantee the apartment would go to be were it to be approved, but I would never get approved. I would end up spending almost \$200 on application fees, holding fees, and processing fees.

Anonymous

2/03/2025 02:59 PM

no

Anonymous

2/04/2025 08:02 PM

Maintenance fees

Anonymous

2/06/2025 11:57 AM

No

Anonymous

2/06/2025 12:04 PM

My last apartment auto enrolled us in renters insurance billed on my tenants portal, where you had to go through a unreasonably complicated process to unenroll if you had already bought your own renters insurance.

Anonymous

2/06/2025 01:25 PM

No

Anonymous

2/06/2025 03:56 PM

Payment fees, fee (\$50) if we want our rental agency to report our payments to credit services to help our credit.

Anonymous

2/10/2025 10:56 AM

Property management companies have started circumventing the changes in the laws requiring deposits to be returned by charging a cleaning fee at move out. The ordinance doesn't address this issue the way it is worded. In order for it to truly be an optional fee, it can't be included in the lease. Leases are not negotiatble and tenants are forced to accept the terms as is if they wish to rent the unit. They can offer that service at the time off move out instead. Utilities that are not individually metered should be included in the price of rent. Even with the way it is worded in the ordinance, this allows larger complexes or places with onsite management to defer their usage to the tenants. If it is allowed, then the actual cost needs to be divided by each adult resident, the property owners usage needs to be accounted for and the billing/accounting needs to be sent to residents with the option to go paperless. Transparent accounting is a lot of work, so it should just be included in rent.

Anonymous

2/10/2025 11:43 AM

There needs to be a guide book of some type that explains in simple terms what is and isn't allowed. Landlords should be required to give it to their customers.

Anonymous

2/13/2025 10:17 PM

Varying pet fees and pet rent on top of a pet deposit. Common area fees, service administration fees, maintenance fees, hourly maintenance fees.

Anonymous

2/14/2025 09:32 AM

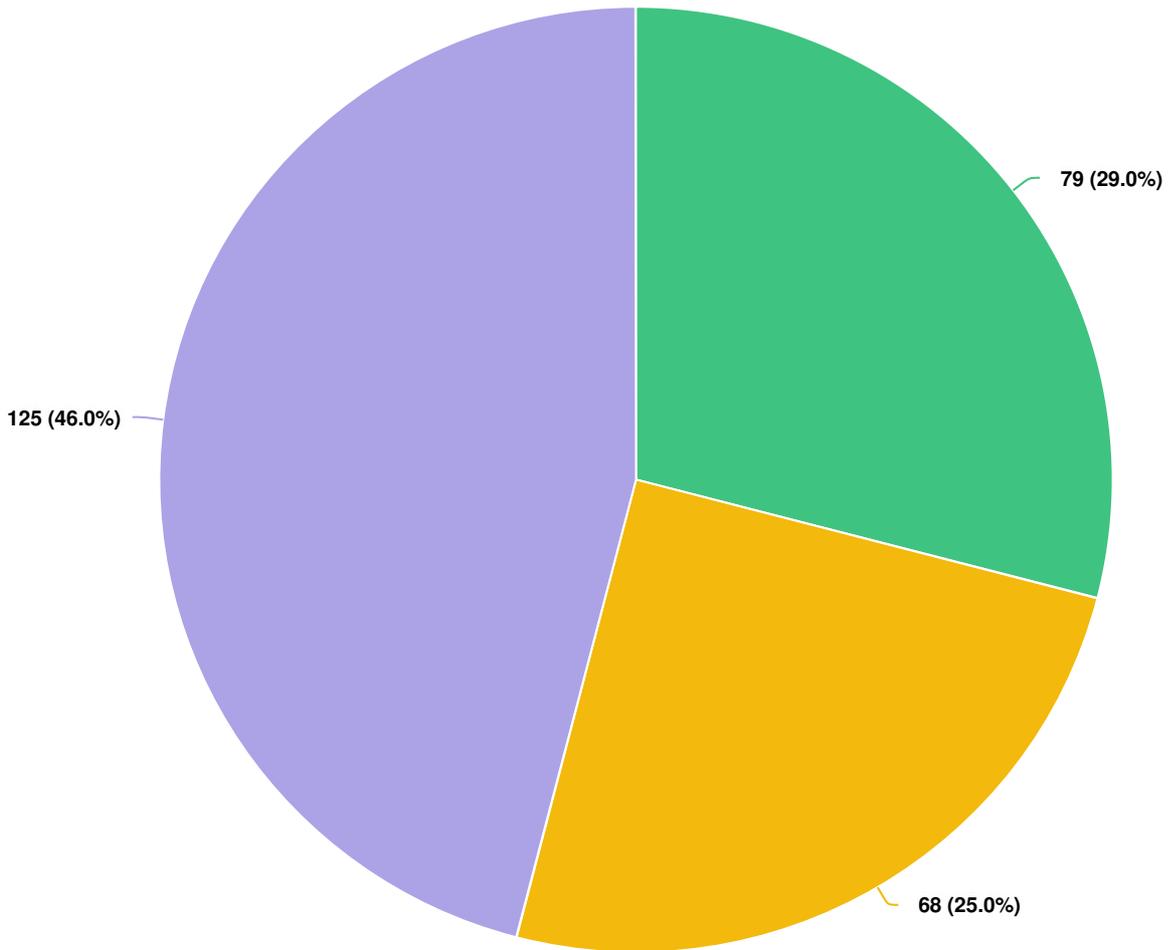
Exorbitant cleaning fees/deposits withheld even after thorough cleaning of dwelling. I've also seen deposits withheld for false reasons such as replacing lights out smoke detectors that were in good condition with functional batteries and bulbs

**Optional question** (100 response(s), 172 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q105** Are there any additional provisions you believe should be included in the ordinances?



**Question options**

- I don't know
- No
- Yes

Mandatory Question (272 response(s))

Question type: Radio Button Question

Filtering by: Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

**Q106** Please describe the additional provisions you would like to see.

Anonymous

1/24/2025 03:39 PM

Renters shouldn't be charged for having to pay our rent. Usually paying rent online is the most convenient way to pay but it sucks that I have a fee associated with that.

Anonymous

1/24/2025 03:50 PM

It should be illegal to charge more than 50% of a person or family's monthly income for monthly rent.

Anonymous

1/24/2025 04:58 PM

See above.

Anonymous

1/24/2025 05:28 PM

Include sewer in your list of utilities. Limit rent increases and give 6 months notice before the increase. Comply with the RCWs for manufactured homes. Landlord responsibility for trees not planted by tenant. Emergency maintenance person living no more than 20" from park (ours is in Enumclaw and is extremely reluctant to respond to emergencies. Provide yard waste pickup 4 times/year. Keep roads in parks clean of brush and leaves and maintained. Keep public areas free of weeds.

Anonymous

1/24/2025 05:31 PM

There should be a penalty for pushing tenants out in order to cash in on short-term rentals. There should be a penalty for leases that aren't a year long. Cleaning my costs should be reasonable. Daylight charges a rate considerably higher than the going rate commercially, especially when they have in-house cleaning available

Anonymous

1/24/2025 06:22 PM

Ban on fees for ACH/electronic payments (not including credit cards). Get ahead of those required trash services and "tenant benefit packages" that plague Seattle.

Anonymous

1/24/2025 07:23 PM

Rent caps.

Anonymous

1/24/2025 07:57 PM

I think there needs to be a limit of how many applications an owner or property manager can accept at one time on a given unit. People are desperate and end up throwing their time and money away applying for units they have no chance of getting while the companies make money on the application fees. Perhaps the application fees need to be tied to actual costs rather than an arbitrary dollar amount. Also,

this might be beyond the scope of this particular ordinance but I don't think credit checks should be allowed in a rental application. Quite often people end up with bad credit because they chose to pay their rent and keep a roof over their head instead of paying dischargeable debts. I know people who filed chapter 7 so they could pay rent and then end up not being able to rent because of it.

Anonymous

1/24/2025 07:59 PM

Pet rent and non-refundable deposits should be banned. Charge a fully refundable deposit only. If pets do no damage they should not be paying extra.

Anonymous

1/24/2025 08:03 PM

Some sort of enforcement system that doesn't put it on tenants because lawyers in Whatcom county will not represent tenants. Penalties for landlords that violate rules that are big enough and easy enough to enforce to stop the bullshit.

Anonymous

1/24/2025 08:25 PM

Please look into Lakeway Realty. I believe they are not making repairs to tenants houses, appliances, locks, and windows.

Anonymous

1/24/2025 08:31 PM

Provisions limiting what fees landlords can charge upon move out. Landlords should not be able to charge fees for things that would be usual in re-renting an apartment in between renters like for inspections. Landlords should not be able to include non-specific fees for move out like a \*landlord\* cleanliness standards fee - where it is ambiguous what the standards are and ambiguous what fees could be charged, and also has a minimum.

Anonymous

1/24/2025 08:35 PM

I feel like mandatory cleaning costs should not be apart of the deposit, otherwise it defeats the purpose of the deposit.

Anonymous

1/24/2025 09:06 PM

A cap on rent, mine has increased over 1000\$ in 6 years that i have lived in the same unit. a longtime tenant shouldn't be pushed out by rent increases

Anonymous

1/24/2025 09:46 PM

Property management companies should be required to provide copies of all background screening ordered as part of application. This is what they claim the fee is for - and yet in every case I've personally experienced, I get "ghosted" as soon as I've paid the fee and submitted my application.

Anonymous

1/24/2025 10:06 PM

Cap rent increases

Anonymous

1/25/2025 01:37 AM

I would like to see codified tenant protections that include a complete ban on non-refundable fees. I would also like to see a ban on the expectation of a deposit that includes first month, last month, AND security deposit. Finally, it should be a pet deposit OR a pet rent, not both.

Anonymous

1/25/2025 02:12 AM

This ordinance is terrible and needs to be scrapped or redone

Anonymous

1/25/2025 03:30 AM

Listing totals in advertisements for rentals should be required to include all fees that may also be assessed to the unit, even if it is an estimate.

Anonymous

1/25/2025 08:12 AM

reducing cleaning fees, reducing sublet fees.

Anonymous

1/25/2025 09:34 AM

A rent cap for each space, like studio/1 bedroom at \$700, 2 bedroom at \$1400, 3 bedroom at \$2100, etc. Reasonable rates so the people in our communities can pay rent, and not be rent poor. We need to keep the businesses of Bellingham operating and we can't do that if all our money goes to landlords and real estate companies that aren't even located in WA state.

Anonymous

1/25/2025 10:05 AM

Prohibit requiring tenant to renew lease excessively in advance (no more than 30 days). ( My landlord 2 months). Prohibit excessive fees for breaking a lease, and prohibit landlords from requiring payment for rent through entire lease period.

Anonymous

1/25/2025 10:37 AM

Rent control until the obvious housing crisis in Bellingham is dealt with. Many people are moving out of town (myself included) because we're being priced out

Anonymous

1/25/2025 10:42 AM

See above concerning application fees

Anonymous

1/25/2025 11:18 AM

no added fees

Anonymous

1/25/2025 11:22 AM

Application fees should be refunded if you meet qualifications, but are not selected

Anonymous

1/25/2025 12:23 PM

Rent cap

Anonymous

1/25/2025 12:43 PM

Substantially Higher tax rates for homes that are not a primary residence. I was a homeowner for 15yrs in the Columbia neighborhood with a reasonable mortgage payment. After I got divorced I was paying 2x to rent a home half the size nearby. It was neglected and cost me substantially more in utilities. The landlord told me that he had originally bought the home for \$30,000 (Which is less than I paid to live there annually). Bellingham used to be majority homeowners and now its majority renters. On top of that rent rates have become so ridiculously high it makes it almost impossible for a renter to save money to purchase a home while enabling absentee landlords to purchase what comes on the market.

Anonymous

1/25/2025 01:26 PM

Pet rent should be prohibited.

Anonymous

1/25/2025 01:43 PM

We need rent control and stabilization. Rents need to be capped everywhere. When a tenant leaves a unit, the new rent for the unit should be capped at 4 percent increase. So a previously rented 1200 studio, cannot then be rented for 1450, for example. Ideally, rents should be determined and capped based on square footage.

Anonymous

1/25/2025 02:04 PM

Rental property ownership caps. Companies should not be able to buy up property just to rent. (Ex. Landmark, Hammer, etc)

Anonymous

1/25/2025 03:44 PM

Rental space increase for manufactured homes.

Anonymous

1/25/2025 03:58 PM

A reasonable fee for breaking or ending a lease early should be required in a college town like ours, lease buy-outs put a huge burden on many of the people who may want to move to other locations in town or need to move because of work opportunities but can't get a lease taken over

Anonymous

1/25/2025 04:21 PM

Something written to allow time prior to a 14 day pay or vacate

Anonymous

1/25/2025 05:58 PM

Some kind of control or cap.

Anonymous

1/25/2025 06:41 PM

Landlords require renters to renew their leases often up to 6 months before the lease ends. For example, my lease ends at the end of June. In January they sent me my renewal request. If I don't re-sign by March, I lose my lease. This happens every year and prevents renters from being able to seek out better deals without the fear of not having a place to live. Landlords should not be able to require tenants to renew their leases months and months before they come due.

Anonymous

1/25/2025 07:36 PM

It shouldn't be so hard to get maintenance on things that might not be a safety concern not but will ultimately be a safety concern

Anonymous

1/25/2025 11:59 PM

Rent cap , because rent prices are extremely high compared to the cost of living

Anonymous

1/26/2025 08:00 AM

Reasonable fees for clerical work. It should not cost \$250 to do simple paper work or \$65 to receive a notice on your door

Anonymous

1/26/2025 08:10 AM

Move in costs too high. Credit check cost even though it's not done. App fee.

Anonymous

1/26/2025 08:13 AM

\$50 for an application fee is still too high. There is so much competition for rentals that listings are flooded with requests when posted. This means a large amount of people will apply without hope of ever being considered. Taking money from these individuals should not be permitted. Charging a reasonable fee when an application is already being processed and the applier is the front runner for consideration is far more fair. The fee should also be itemized and only apply to costs outside of the rental companies normal business operation. Meaning a company could charge \$30 to cover a background check after considering your application and selecting you for the unit, but could not charge more to cover labor costs or other normal operating expenses. The fee should have a clear and necessary purpose or be eliminated in full.

Anonymous

1/26/2025 10:19 AM

no more lease transfer fees. transparency about real cost of trash pickup (our bill was \$200 which covers way more than the cost of service from SSC and we do not know where that additional money

was going)

Anonymous

1/26/2025 01:02 PM

Rental agencies should not be allowed to force tenants to pay for things they don't use and to join against their will.

Anonymous

1/27/2025 11:48 AM

1. Data privacy protections and penalties for breach. Prohibit any requirement to "link to your bank account" for verifications and prohibit "Sharing your data with our partners" during and after rental applications. Prohibit limitations of liability for data breaches, identity theft, or actual financial losses due to data breach. Ensure the landlord is responsible financially for data breach or violations and can't push it on to the out of state company they use as a vendor. 2. Maximum application fee for a family should be limited to a reasonable amount regardless of scenario (e.g. - \$100 in total across all screening types). Right now, fees could multiply as typically all family members over some age (16, 18) must each pay the fee for screening. 3. Prohibit pet screening fees for registered service animals 4. Prohibit "Security deposit waiver programs" (e.g. landlord provides a high interest loan in lieu of an upfront security deposit) 5. Indirect fee: landlords and their vendors are selling applicant and tenant data to 3rd parties. Applicants and tenants should, at minimum, be able to opt-in and opt-out of these agreements. Ideally, tenant data should be prohibited from being monetized and shared without opt-in permission. 10. Require landlords return application decisions within a reasonable period of time (e.g. 10 days). In some cases, 3rd party screening services used by property managers can take weeks to issue a decision, and then when the unit has rented to someone else the application fees aren't returned. 11. Require rental application decisions explain what data was used, and how the decision was made, to avoid issues like the 2021 FTC settlement with appfolio (they incorrectly processed applications leading to incorrect denials). Most applications had no idea why they were denied.

Anonymous

1/27/2025 11:51 AM

In the mobile home ordinance it states that the up to 50\$ application fee must be refunded if the landlord determines to not lease to the renter. This should be included in the standard ordinance for rental agreements and leases.

Anonymous

1/27/2025 12:08 PM

Limits on rent increases. 8% is too high for the area. My rent is \$3000 which means my rent can increase ~\$240 /mo every year. How is that sustainable for someone?

Anonymous

Cap on late fees - have seen others being charged a late fee for an

1/27/2025 02:47 PM

outstanding late fee. Cap on laundry expenses - have seen laundry costs as high as \$8/per wash or dry. Cap on rent raises - landlords should not be allowed to double cost of rent within one rent raise.

Anonymous

1/27/2025 03:43 PM

If the unit comes with a storage on the patio. You should not be charged extra

Anonymous

1/27/2025 06:37 PM

If a landlord is unable to fix certain problems that are discussed as part of your lease then they should not charge you for relocating to another suitable home. We moved in and found out after we moved in that our duplex that has a no smoking policy that the landlord allows the neighbors to smoke in their house and our venting is connected as they broke rules with the city. When we addressed the concerns as I have asthma and this home is not suitable for us to live in, they attempted to fix the problem but the tenants on the other side of our duplex continue to smoke in their house and make our homes air quality poor. We are afraid to move in the middle of our lease since the lease has such steep lease breaking rules. We also cannot afford to move anywhere because the rent in Bellingham even in the off season is so high. So we are forced to live in this unhealthy situation because our landlords are terrible and because Bellingham's rent is out of control.

Anonymous

1/27/2025 09:00 PM

Stuff about preleasing. And roommate change fees.

Anonymous

1/27/2025 10:14 PM

Property mgmt companies need to disclose the purpose for their "one-time" admin fees or deem these fees an in excess and unlawful

Anonymous

1/27/2025 10:34 PM

More rent control. It's absolutely atrocious how our rent keeps going up and up while amenities and quality deteriorates. In 2022, our rent went up 3 times within a 365 day period. Also, stop private equity and foreign investors to consolidate housing. They're financially strangling us, and no one seems to care AT ALL.

Anonymous

1/28/2025 07:15 AM

Additional Provisions Requested: Right to Privacy and Personal Property: Tenants should have the explicit right to own and maintain their personal possessions without interference from landlords or other tenants. Provisions should clearly prohibit any form of illegal search and seizure within a tenant's rented living space or surrounding areas. Defined Space of Privacy: The area immediately surrounding a tenant's living space, such as patios, balconies, or designated outdoor areas, should be considered private and

respected as an extension of their rented property. Landlords should not enter or utilize this space without proper notice or a valid reason consistent with tenant laws. Vehicle Privacy Protections: Vehicles owned or used by tenants should be explicitly protected as private spaces. Unauthorized access or use of a tenant's vehicle by landlords or other tenants should be prohibited. Clear language should address the tenant's right to maintain vehicle privacy, including the prohibition of retaliatory actions or attempts to confiscate vehicles under false claims. By addressing these concerns, tenants' rights to privacy, security, and dignity can be safeguarded, ensuring fair and respectful treatment in rental agreements and living conditions.

Anonymous

1/28/2025 01:56 PM

Rent control. There is blatant price-fixing happening in this town and officials need to start doing something about it.

Anonymous

1/29/2025 12:00 AM

1 believe application fees should be transferrable

Anonymous

1/29/2025 10:36 AM

Just anything to ease the cost of living, I understand some deposits and fees are necessary but if landlords own everything in Bellingham and buy homes are too expensive what is my generation and younger supposed to do

Anonymous

1/29/2025 08:33 PM

Include the finding that Bellingham lacks high-quality rentals that middle income professionals would want to rent. Definitely keep all of the bits about no mandatory fees and no mandatory fees for any so called benefits not involved in the rent. Put a cap on how much can be charged as a nonrefundable administration fee. That's the fee that's in addition to the application fee and that is not fair.. put a cap on the nonrefundable pet fee . As a renter I would prefer a larger pet refundable fee than a completely nonrefundable fee because that puts a responsibility on me.

Anonymous

1/30/2025 12:25 AM

Be able to opt out and not be automatically opted in to any and all Resident Benefits Packages. No fees for rent payments.

RW Lowery

1/31/2025 11:34 AM

Fees and penalty for a tenant's animal's feces and urine in the building or on the property. Penalties and fees for repairing damage to the building or apartment. Penalties for repeated noise violations.

Anonymous

2/01/2025 02:49 PM

No pet rent and no pet damage deposits.

Anonymous

2/02/2025 02:32 PM

I think there should be a very small number of applicants allowed per address. And that people should be refunded application fees for anyone not approved.

Anonymous

2/02/2025 03:56 PM

Unless you list the only fees that ARE allowed under this new law (instead of naming some fees that would not be allowed), landlords and property managers will always create new revenue streams on the backs of their tenants. We are a profit center for them, while they control an essential life need for us. I've been very fortunate in my current lease (which is all that these questions ask me to refer to), but that has typically not been the case, and isn't for many other people I know in Bellingham.

Anonymous

2/04/2025 06:40 PM

Application fees and holding fees are out of hand!

Anonymous

2/04/2025 06:45 PM

You shouldn't be charged to pay your rent

Anonymous

2/04/2025 08:02 PM

Restrictions on maintenance fees.

Anonymous

2/06/2025 10:15 AM

I suggest that the landlords notify the residents of any changes or testing schedules they make in addendum to the current lease or building maintenance inspection routine. For an example, notify the residents if removing the 5 day grace period (if not pay on the 1st, late fee being charged), fire alarm testing scheduled two weeks before, etc. Also, redefine unit maintenance accountability for landlord to upgrade the appliances every 10 years. We have not had upgraded dryer or dishwasher for a while (they are becoming not functional). We got updated refrigerator when the original one when it went past its expiration date. We felt the upper management became more retaliatory towards us when we made some reasonable grievances about how they treated our requests for updated appliances and wrongful rent overcharges when we paid the rent on time. The most reason experience was that the landlord started to complain about our bicycles and swinging bench on our porch when there was no prohibition in our current lease. It was simply an eye sore to them when we made our apartment our home for a long time. It is like we couldn't do what we like to do to make our home feels like a true home.

Anonymous

2/06/2025 01:25 PM

Return admin fees, no pet rent

Anonymous

2/06/2025 03:56 PM

Require all rental companies to report positive payments to credit agencies (seeing as it's the biggest spending everyone does each month, and we get reported when we don't pay, so we should get good reporting when we do pay on time).

Anonymous

2/10/2025 10:56 AM

Tenants have no recourse when a landlord breaks the law. Please require mediation if either party requests it. This will help small landlords that may have mistakenly broken the law resolve the issue on lower level. It will help tenants that request mediation but the landlord refuses to participate.

Anonymous

2/10/2025 04:19 PM

Require landlords to participate in mediation if a tenant requests it. They constantly break laws and there are no consequences, and it is impossible to get an attorney that can represent tenants. I have requested mediation, but they refuse participate.

Anonymous

2/11/2025 01:04 PM

They shouldn't be able to charge first last and deposit. Pet fee, pet deposit and pet rent. This is money gouging. \$50 to run a background check per person and additional admin is ridiculous

**Optional question** (71 response(s), 201 skipped)

**Question type:** Essay Question

**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

### Q107 | Do you have any comments or suggestions on how to improve the current drafts of the ordinances?

Anonymous

1/24/2025 12:55 PM

Application fees should be capped at actual cost, not an arbitrary number. Your own supporting documents show that the least expensive applications already exceed \$25.

Anonymous

1/24/2025 01:27 PM

I understand the desire to regulate this, however I think the fees also are in place to make people adhere to the lease agreement. I've always been able to find all information about my monthly charges in the advertising, and by reading my lease.

Anonymous

1/24/2025 04:45 PM

Every time I renew my lease they increase my rent by \$100 or \$150 a month. Trash fees should be included in rent. We should not be forced to keep our apartments at a certain temperature. If we are not getting all the services that we pay for in our rent, we should get a discount on our rent. Eg. Hot tub, sauna, and communal rooms. My rental is at Fairhaven Apartments.

Anonymous

1/24/2025 04:58 PM

See above comments.

Anonymous

1/24/2025 05:28 PM

Prohibit sale of mobile home parks without giving the tenants one year notice and first rights for purchase.

Anonymous

1/24/2025 05:31 PM

I think what's proposed is excellent.

Anonymous

1/24/2025 07:57 PM

Tie application fees to actual costs rather than an arbitrary number. Up to \$50 means 99.9% of landlords will charge \$50.

Anonymous

1/24/2025 08:03 PM

No

Anonymous

1/24/2025 08:08 PM

I feel very fortunate with my current living situation. However, I've had enough rentals in Bellingham to know very well how bad it can get, and that was pre-pandemic. Not everyone is this fortunate, in fact, very few are. Fees everywhere should be stated upfront to allow prospective tenants to make an informed decision.

Anonymous

1/24/2025 08:14 PM

The argument that rent caps or regulation will stifle development is absurd. We know what it's like when there is no regulation, we are living in it. I am fortunate to have a "living wage" job in Bellingham and can barely afford to rent here, I'm locked in a predatory lease cycle and there's nowhere to move.

Anonymous

1/24/2025 08:25 PM

Please address Lakeway Realty's mistreatment of all tenants. Hammer Property Management also has junk fees right now for most properties.

Anonymous

1/24/2025 08:35 PM

I know there are some council members who are resistant to helping tenants during this housing crisis (like council member Williams) and it's disgusting. I feel like the home owners on council have no idea

what it is like to rent in Bellingham. The only council member that has any idea or sense about the community is council member Cotton. He has been the only person on council who I've seen at my door and expressed real concern for the community.

Anonymous

1/24/2025 08:47 PM

You should not ever have to pay a fee to pay the rent! Or a benefit package that doesn't even apply to you!

Anonymous

1/24/2025 09:16 PM

I do not. My included suggestions that increased utility billing to tenants as a requirement of landlords seems one that should be addressed in a wholly separate ordinance which would either address one or both of the landlord/property management and the utility provider.

Anonymous

1/24/2025 09:29 PM

no

Anonymous

1/24/2025 10:56 PM

I really appreciate the city taking action about landlords nickel and diming tenants. I moved here from Montana and I have never seen pet rent before or high administration fees. I've never seen common area fees or appliance fees. I don't know how who grows up here can afford to live here.

Anonymous

1/24/2025 11:28 PM

I'm concerned that extra fees will be absorbed into rent prices. While it's important for renters to have clear expectations regarding what they will be expected to pay monthly, housing is unaffordable. If there is any way to address this in comparison of a rental's market value when determining monthly rental prices sans fees, that would be my only thought.

Anonymous

1/24/2025 11:41 PM

More restraints on the predatory large property management companies such as PTLA, Landmark and Hammer Properties.

Anonymous

1/24/2025 11:56 PM

With any new fees, these fees are just directly passed down to the renter. These fees should not be allowed to be passed down to renters because landlords will just use these fees as punishment increases in rent to discourage renters from supporting these much needed programs to keep landlords in check.

Anonymous

1/25/2025 02:12 AM

Ya'll need a fair and balanced ordinance. Are you guys even trying to be fair? This proposed ordinance is so heavily lopsided towards

renters and biased towards landlords, I'm truly afraid my landlord will sell. She's become a good friend over the years and has explained how tense it has become to be a landlord in this town and the city continues to make it worse and this new ordinance may push her over the edge. I've already had two friends had to move and the only reason the landlords sold was because of all of the biased ordinances towards landlords. They never had a problem with their landlord, but the city kept adding new laws, new penalties, more ordinances. Ya'll are going waaaay too far. I would hate to have to leave my home of many years because of the pressure you put upon my landlord. It seems to me like you want her to fail or sell. Am I right? What are you actually trying to accomplish with all these rules? If you are trying to protect me with these over the top rules, you are wrong! Even this "survey" is bent towards a renter being able to cite wrong info and then you all will provide it as "facts". Ya'll need to reach out to the landlords as well if you want a good working relationship because right now, I'm scared my landlord will get fed up or worn out and sell my house. If that happens, where am I supposed to go??

Anonymous

1/25/2025 08:12 AM

thank you!

Anonymous

1/25/2025 08:29 AM

No - these were well-written and I understood them well.

Anonymous

1/25/2025 08:36 AM

No looks good and I agree!

Anonymous

1/25/2025 08:38 AM

Much appreciation to the City for considering these actions and opening up to public input. I have two notes: 1. Any regulation over rental fees NEEDS to go hand in hand with rent increase CAPS. The City needs to consider all secondary impacts of regulating rental fees (for example, landlords might increase monthly rent to OFFSET caps on rental fees). Please look HOLISTICALLY at regressive impacts to renters and landlords attempting to game the system. 2. Please consider more robust community engagement with renters. This survey is a good start, but consider the fact that those that typically pay attention and respond to these types of surveys are not entirely representative of high needs, disadvantaged communities. Investing in creative, community engagement strategies is worth it! Thank you again.

Anonymous

1/25/2025 09:34 AM

A rent cap for each space, like studio/1 bedroom at \$700, 2 bedroom at \$1400, 3 bedroom at \$2100, etc. Reasonable rates so the people in our communities can pay rent, and not be rent poor. We need to

keep the businesses of bellingham operating and we can't do that if all our money goes to landlords and real estate companies that aren't even located in WA state. No application fees and parking available. There's too many cars filling our side streets and they're not safe to pass through.

Anonymous

1/25/2025 10:05 AM

I think \$50 application fee is excessive, especially if you have to apply for multiple units before getting approved.

Anonymous

1/25/2025 10:12 AM

I feel that homeowners should be able to rent to whomever they choose, because they own the home/property. I think the government is over reaching with the restrictions they are implementing

Anonymous

1/25/2025 11:09 AM

Not on the drafts, but ensuring that these ordinances are enforced; enforcement and inspection seem to be weak spots that should be addressed if any of this is going to make a difference.

Anonymous

1/25/2025 11:47 AM

As a current property manager and renter, this bill is very one sided. I do agree that there are companies in the area that grossly take advantage of tenants however this bill will indirectly affect those of us just trying to do right by our tenants, owners, and staff. Admin fees should have a cap but not be stricken. Late fees capped at a 2% rate of the monthly rent is absurd. What this bill will do, if passed, is create a further divide between tenants and property managers. It will create an influx in property sales as owners will want to offload investments. It will hike rent prices up EVEN further the inflated market we are already experiencing. I implore you to actually talk with property managers in the area rather than just tenants. Now I do fully believe there is a compromise here but this bill is not it. If put through, this bill will have so many unintended consequences that most of the public won't realize. Property managers are people too. The more small businesses that get affected by this bill will bring in more bigger cooperations, i.e. - Windermere, & Pure. There will also be an influx in more private landlords, which most of them have no idea the full scope of work involved in the day to day, and are the reason we have this huge divide. Talk to your local companies, get more insight, and find a better solution. I myself, would love to sit down and chat about this but this city has made it apparent that I would not be heard. Thank you

Anonymous

1/25/2025 11:48 AM

No, but I would like to say thank you to our local government for watching out for the people. Y'all are doing good work.

Anonymous

1/25/2025 12:23 PM

There should be a limit to how much places can charge you for rent and there should be no increases in rent when no significant changes have been improved for the facility

Anonymous

1/25/2025 12:47 PM

Financial penalties for people that smoke on property.

Anonymous

1/25/2025 01:37 PM

Lower the increase from 8 percent. That is still too high. In conjunction with these ordinances ban all airbnb type vacation rentals, which take away from long term housing pools.

Anonymous

1/25/2025 01:43 PM

Anonymous

1/25/2025 01:57 PM

Landlord should not be able to increase rents with out any benefits to the tennants.

Anonymous

1/25/2025 02:19 PM

There should be a rent cap. If the landlord knows that there are ant infestations etc the rent should be reduced because the landlord is not fixing the problem that was there to begin with. Also no one should be allowed to be evicted over noise complaints of walking running etc if the landlord did not properly insulate

Anonymous

1/25/2025 04:21 PM

I would have to look at it more closely. But probably. I worked in Property Management for Years, Todays world is harsh..

Anonymous

1/25/2025 04:42 PM

I think that if a property management company is going to rent a unit they need to see the inside prior to taking application fees and holding fees. Potential tenants shouldn't have to pay said fees before they see damages to the property that weren't disclosed when they applied.

Anonymous

1/25/2025 04:47 PM

In the course of 5 years our rent has increased from \$1700 to \$\$\$\$2700. I feel that is exorbitant.

Anonymous

1/25/2025 05:16 PM

Rent increases caps!

Anonymous

I just want to say that it's really frustrating that corporate landlords

1/25/2025 05:44 PM

and property managers are charging ridiculous admin fees. My private landlord did not. I've looked at other properties and there seems to be a non refundable fee ranging from 150-400. My concern is that landlords are going to by pass this ordinance to by incorporating these fees into rent.

Anonymous

1/25/2025 06:41 PM

Thanks for listening and trying to make change

Anonymous

1/25/2025 06:50 PM

I believe that apartment rents and fees should be publicly available with the same rent and fees for the same apartments.

Anonymous

1/25/2025 07:36 PM

Property management companies should be monitored better. They are generally awful and there's no arguing with them. They will literally threaten to not renew the lease if you have any argument with them. The last company refused to refund months of charges for their rental insurance. Even though I submitted it several times and took it into the office at least twice. Said I didn't submit it even though I had confirmation emails. Made me so uncomfortable that I was worried they wouldn't renew our lease if I pressed harder. They also charged us late fees because they added on the rental insurance fee and our automatic withdrawal was set for our actual rent

Anonymous

1/25/2025 08:05 PM

I do not. Thank you so much for your cooperation with this critical issue.

Anonymous

1/25/2025 09:22 PM

No.

Anonymous

1/25/2025 09:27 PM

No

Anonymous

1/25/2025 09:44 PM

N/A

Anonymous

1/25/2025 10:31 PM

Do not pass this ordinance

Anonymous

1/25/2025 11:59 PM

Lower rent and stop being able to raise it all the time

Anonymous

1/26/2025 02:05 AM

No

Anonymous

1/26/2025 05:57 AM

I appreciate attention paid the plight of renters, but feel that this is a sideshow. I believe that housing shortage is a problem caused by city policy. It's a land use problem. I appreciate recent steps such as eliminating parking minimums. I'd encourage exploration of land-value taxes/vacancy taxes. Half of the land area downtown is comically oversized bank parking lots/drive through banking, vacant lots, similar egregious land uses. Policy should disincentivize such things and encourage density across the city.

Anonymous

1/26/2025 08:13 AM

Reduce or re-frame the application fee amount. Flat fees are ineffective against the wealthy. \$500 - \$1000 is a slap on the wrist and landlords will continue to violate the rights of tenants until there are harsh realities for their actions. Consider structuring the fee as a % of income, annual rental cost, or the value of the property.

Anonymous

1/26/2025 08:21 AM

I think one thing that is difficult is for a tenant to know where to resolve issues when a landlord withholds deposits or other issues. It seems that the onus is on the tenant to open a legal dispute, perhaps in small claims court, which sounds scary, difficult, and time consuming.

Anonymous

1/26/2025 08:25 AM

My experience is that the more the COB and other governments get involved, the higher my rent is.

Anonymous

1/26/2025 08:34 AM

The cost of rent and the move out fee is hindering my ability to live as a single mom in Bellingham with two children. We currently live in apartment complex 2 bed 1 bath with myself and two children. I have been harassed and provided a comply or vacate notice for my children (and others) leaving sports equipment in the flower beds and my aggressive dog. I don't even own a fish let alone a dog. The company takes word of mouth complaints and without investigating provides a comply or vacate notice. They have shut down own laundry room and don't maintain a hygienic place to wash our clothes. To move out before my lease is up I would have to pay \$2500 on top of the first last and deposit for the new place. Newley \$7,000 in move in out fees to get a new place. I have found several options through out the years that would have been amazing. Houses, better apartments for same price but could not further my life and move because of the \$2500 breaking of lease fee.

Anonymous

1/26/2025 11:07 AM

I think landlords should be required to disclose resources for those struggling to pay rent or get proper resources instead of charging people additional fees for being poor. I also think that landlords should be required to disclose detailed steps on how they can be held accountable, rather than lengthy and wordy passages about "tenant rights"

Anonymous

1/26/2025 11:18 AM

No

Anonymous

1/26/2025 11:32 AM

Fuck you. Fuck Bellingham. Fuck landlords. I hope all of your heads are on stakes before the end of the year.

Anonymous

1/26/2025 11:57 AM

Make a "plain english", summary, or bulleted list copy of each ordinance, with examples for each item. The average person cannot or will not read "legalese"

Anonymous

1/26/2025 01:02 PM

Not at this time.

Anonymous

1/26/2025 02:26 PM

Carpet replacements have always been a problem in any rental I had with carpet. While I do have a pet now, I didn't when I rented places with carpet. I don't know what the solution is, but it's definitely insane to demand thousands of dollars from a tenant to replace carpet from a unit that was previously occupied by someone for almost 10 years.

Anonymous

1/26/2025 04:22 PM

No

Anonymous

1/26/2025 04:30 PM

No

Anonymous

1/27/2025 08:23 AM

Everything is just too expensive and landlords do try to gauge when they already getting plenty of money.

Anonymous

1/27/2025 11:33 AM

In the document relating to "Rental Fee Ordinance" under "BMC 6.16.030 Reasonable Fees Permitted" should be changed to mirror the proposed change in the document "Manufactured/mobile home Fee Ordinance" under "BMC 6.16.030 Reasonable Fees Permitted" to include "[...] If the landlord declines to rent to the applicant, the landlord shall refund all the screening and application fees paid by the

applicant"

Anonymous

1/27/2025 11:48 AM

You're asking about my current lease, which is a lot better than the leases I'm seeing applying for new apartments in the city right now. I have a lot of examples of those that are horrible. I'm glad you're running this survey! Request copies of leases, and solicit feedback on lease terms people are seeing before and after potential moves. Ask for screenshots of terms from renters! Or a copy of the lease itself! Some property managers right now are a lot worse than others, and many have been acquired by national private equity firms that are using atrocious lease and application terms that would be red-flagged by the proposed limitations. ADDITIONALLY: It's clear that \*many more\* single family home owners are renting their properties on airbnb rather than as long term housing. Often in areas where that is prohibited or restricted by existing code using work around (e.g. - finding someone out of the area to act as the property co-owner or manager, despite owning multiple properties). You really should view the map on airbnb and see if enforcement is lagging sufficient to restrict housing supply. It's silly to have hundreds of local properties rented only for july and august vacations, but empty the rest of the year.

Anonymous

1/27/2025 11:51 AM

Limiting pet rental fees for multiple pets/visiting pets, requiring that pet deposits be refundable like a safety deposit, with a determination made at the end of the lease agreement.

Anonymous

1/27/2025 12:40 PM

Do not pass rent control. You are giving corporate landlords with no compassion the green light to increase the maximum allowable Every year even when they don't need to. They will increase the maximum every year if you put any restrictions on them. What you need to do is get apartments out of the hands of corporate interests and into the hands of Local owners. Less regulation will bring back mom and pop owners, green light trailers and tiny homes for use on private property. Make it easy too rent out an extra room in your house without risking losing your whole house to squatters. We need rights to move people who don't pay out!

Anonymous

1/27/2025 01:09 PM

I feel there needs to be some sort of rent control imposed upon landlords so they cannot get away with uncontrolled gouging of tenants.

Anonymous

1/27/2025 01:13 PM

Public registry making bham rents and fees visible and public so that all of us can know the fees and market rates, and can compare.

Anonymous

1/27/2025 05:23 PM

Please don't make it to difficult for landlords. My rental is owned by a senior citizen who I know has worked hard to acquire rental properties. Windermere PM manages the building. He is very reasonable about everything and only raises rents when necessary. Everyone knows that City of Bellingham is anti landlord and housing activists won't be happy until landlords lose all and every right and tenants can walk all over them. My landlord is not an entitled person, but so many tenants are and feel that landlords owe them a free ride. You keep making things difficult for landlords and they will be getting out of the business and nobody will want to step in.

Anonymous

1/27/2025 08:26 PM

I really appreciate the transparency of my property management/landlord. All fees were listed upfront and there were no future surprises. Even though my pet deposit was \$1000, which is closer to 50% of one month of rent, I don't pay a monthly pet fee. I think that it is okay to have a higher pet deposit if there is no monthly pet fee. With the average pet fee of other rentals I was considering being around \$50/month that would cost me way more over the year. When I renewed my lease for another year, there were \$0 to pay towards any pet fees, so my initial deposit is way more affordable. Please try not to make it harder on those property managers and landlords who are doing it right and treating their tenants fairly. I appreciate your work trying to make it better for all renters. Thank you!

Anonymous

1/27/2025 10:34 PM

Talk to renters directly. Listen to us, and take our grievances seriously.

Anonymous

1/28/2025 07:15 AM

To ensure the ease and assurance of rental payments, the following provisions can be added or strengthened in the ordinance: Multiple Payment Methods: Require landlords to accept a variety of payment methods (e.g., electronic payments, online portals, direct deposit, checks, or money orders) to accommodate tenants' diverse financial circumstances. Digital Payment Receipts: Mandate that landlords provide immediate electronic or written receipts for every rental payment, regardless of the payment method used. This ensures transparency and proof of payment for both parties. Grace Periods and Flexible Schedules: Include mandatory grace periods of at least five days after the due date to account for unexpected financial delays or payment processing issues. Allow for flexible payment schedules, such as biweekly or weekly installments, for tenants whose pay schedules differ from standard monthly billing. No-Cost Payment Options: Prohibit landlords from imposing fees for specific payment methods, such as convenience fees for online payments,

ensuring tenants can pay without incurring additional financial burdens. Payment Tracking System: Require landlords to maintain a transparent, accessible payment tracking system that allows tenants to view their payment history online or in writing upon request. Tenant Education on Payments: Landlords should provide clear instructions on how to make payments and where to direct inquiries if there are concerns or disputes about payment processing. Prohibit Cash-Only Policies: Forbid landlords from requiring cash-only payments to reduce risks of payment disputes and ensure tenants have secure and traceable payment options. These measures would ensure timely and secure payments, prevent disputes, and foster trust between tenants and landlords. Comments and Suggestions for Improving the Draft Ordinance: Strengthen Tenant Privacy Protections: Add provisions explicitly guaranteeing tenants' rights to privacy regarding their personal property and living spaces. This should include protections against illegal search and seizure within their rented units and any surrounding designated areas, such as patios or balconies. Include Vehicle Privacy Rights: The ordinance should recognize vehicles as private spaces and prohibit landlords or others from accessing, using, or claiming a tenant's vehicle without proper legal justification. Tenants' vehicles should be safeguarded from any form of intrusion or misuse. Clarify Designated Private Areas: Clearly define what constitutes a tenant's private space outside their immediate unit (e.g., balconies, porches, or parking spots) and ensure these areas are protected from unwarranted access or use by landlords or other tenants. Prohibit Retaliatory Actions Related to Property: Expand the anti-retaliation section to include scenarios where landlords or others attempt to seize or interfere with a tenant's personal property, including vehicles, as an act of harassment or retaliation. Tenant Notification and Consent: Require landlords to provide written notice and obtain tenant consent for any actions involving tenant property or space, except in emergency situations. Enhanced Enforcement Measures: Strengthen enforcement provisions by increasing penalties for repeated violations and ensuring robust mechanisms for tenants to report privacy infringements and unjust property claims. These additions would reinforce the ordinance's focus on fairness, respect for tenants' rights, and accountability for landlords. Protecting tenants' privacy and property is essential to fostering trust and a safe living environment.

Anonymous

1/28/2025 08:20 AM

Housing prices are out of hand and there for the rent has shot up but jobs aren't paying much more. Makes it hard to live here with food gas and housing cost.

Anonymous

1/28/2025 11:16 AM

I have a landlord who doesn't keep up with repairs and up keep when you are by a heavily wooded area. Some maintenance should be

required.

Anonymous

1/28/2025 02:12 PM

From a tenant's perspective, I feel these fees are reasonable if they're clearly communicated upfront, they help ensure that the living environment remains fair, well-maintained, and financially viable for everyone living here.

Anonymous

1/28/2025 09:45 PM

I think this ordinance is really bad for me and for Bellingham. I rent an ADU 1 bed unit from an elderly woman. She said if these laws pass she will stop renting the ADU because its "too scary and risky for her" to keep renting. She said she's confused by the law and the huge fines are really scary. Please don't do this. I have a good place to rent from a good person and I don't want to lose that and move into a giant apartment complex.

Anonymous

1/29/2025 10:36 AM

Honestly, this isn't 100% related but I'm my career as a housing case manager I've seen a LOT of landlords getting away with renting out places that are so unsafe and there should be more accountability with these landlords, people shouldn't have to deal with black mold and pests and infrastructure issues because they're afraid to lose their housing.

Anonymous

1/29/2025 12:40 PM

No

Anonymous

1/29/2025 03:07 PM

Please require that landords provide transparent accounting for any utility fees that are passed on to tenants. No one should be allowed to profit from them.

Anonymous

1/29/2025 08:33 PM

See above

Anonymous

1/30/2025 09:23 PM

Transparency

RW Lowery

1/31/2025 11:34 AM

The "Comfort Animal" provision in the Fair Housing Act is greatly abused to force landlords to tolerate family pets. I live in a "Pet Free" building. We have had as many as 8 dogs in the 20-unit building. Since the building was not a mental health facility, many of these were no more than family pets. You can buy the necessary "Comfort Animal" letter from a doctor online for \$99. One dog repeatedly defecated and urinated inside the building. Landlords and other

residents of apartment buildings need some defense from those abusing the Fair Housing Act!

Anonymous

1/31/2025 05:54 PM

Thank you for putting this forward, I whole heartedly believe in transparency in business and government so I hope something good comes from this!

Anonymous

2/02/2025 10:11 AM

It would be nice if the city could make it illegal for landlords to request first/last/deposit AND require proof of monthly income 3 times the rent amount before move in. Bellingham's minimum wage no longer matches the average cost of rent. Bellingham's current average rental rate is \$1,925/month (x3 is \$5,775), and Bellingham's current minimum wage is \$17.66/hr (x40hr week is \$706.40, x4 weeks on average is \$2,825.60 GROSS pay). PLEASE MAKE THEM LOWER RENTAL COSTS!!! Or at least require them to adequately upkeep the grounds around the units; the unit across from mine has a broken downspout that's been pooling water right at the bottom of the building for OVER A YEAR! They also keep telling us to leave heaters on and faucets running so the pipes don't burst in the freezing weather BUT THEY BURST ANYWAY BECAUSE THEY'RE OVER 20 YEARS OLD AND THEY ONLY FIX THEM AFTER THEY BREAK AND FLOOD AND PEOPLE LOOSE EVERYTHING AND THE LANDLORD WON'T PAY FOR HOTEL COSTS AND INSTEAD KEEP BLAMING US! My management constantly sends out physical letters, emails, and texts that are both threatening and degrading to tenants. We pay thousands to live here 24/7, and just because we rent should not mean management has the right to harass and threaten us whenever they have a minor inconvenience. They're in the office 8am-4:30pm (excluding lunch hour and whenever the hell they feel like leaving early without notifying tenants), and we live there ALL THE TIME. It's extremely frustrating to be a renter in Bellingham. Thank you council members for taking the time to listen to us!

Anonymous

2/02/2025 03:56 PM

It's striking to me that this survey introduction frames this as equivalent (but distinct) needs between a "landlords' need to provide service" and tenants' need to have transparent and fair fee structures." Not only are those not in any way opposed to each other in a manner that requires "balancing," but the framing that a landlord "needs" to provide a service is an unbelievable stretch. It is a hard sought privilege to own housing, one that is growing increasingly out of reach for working class inhabitants of Bellingham. To own enough housing to be able to turn one or more units into an extremely low regulated profit center is certainly not a "need." And as long as you incentivize wealthy people to use housing to continue building their wealth, unaffordability will only continue to rise and affect both the

rental and the home purchasing markets in Bellingham. I can't tell you the number of single family homes I see for SALE that are purchased and then pop up as newly available to rent within 30 days. The few affordable homes are being bought for cash and turned into rentals, allowing people with existing homes to store their wealth and collect more from their new renters. (Some of whom might have been trying to purchase that same house but can't compete with cash offers and large sums over asking price.) And it is no coincidence that the number of our homeless neighbors has risen alongside the costs of housing in our town. It is so disheartening to continue asking for basic rental housing regulations when you continue to frame landlords and tenants as equals. You are just starting to correct a deeply inequitable system with the rental regulations you've passed in the last 8 years, and until you recognize that imbalance at every step of the process you are furthering that inequity. All that to say, please make this a stronger ordinance by only naming allowable fees, definitely please pass it, and please continue this work with vigor. We need to be prepared to welcome the large number of people moving to Bellingham without sacrificing any more of our existing residents, most especially those without existing wealth.

Anonymous

2/03/2025 02:59 PM

no

Anonymous

2/04/2025 09:34 AM

Limit rent increases to COLA cost of living

Anonymous

2/04/2025 06:45 PM

Being charged to pay your rent, shouldn't be legal

Anonymous

2/04/2025 08:02 PM

Increase public knowledge on ordinances

Anonymous

2/06/2025 10:15 AM

Suggestion: Offer the residents some porch modification opportunity to allow them hang bicycles instead of expecting them to put bicycles in the racks near the parking lots. We don't feel comfortable of having the bicycles chained to the rack because of previous history of rampant bicycle thefts in our apartment area.

Anonymous

2/06/2025 11:57 AM

No

Anonymous

2/06/2025 01:25 PM

Return admin fees, no pet rent

Anonymous

2/10/2025 10:56 AM

Please edit the section that lists what is not allowed and keep the ordinance written in terms of what is allowed. Many tenants have communicated with Councilmember Cotton that we do not agree with him. Whenever there is a list of what is not allowed, this opens the door for loopholes. Landlords/property management will find a work around and because it is not listed as not being allowed, they get away with it.

Anonymous

2/10/2025 11:43 AM

They tried to raise my rent \$300 a month and wanted to charge me an additional \$300 a month to have a month to month lease. I didn't get the 120 day notice. My daughter had to battle with them to get the lease renewal. I requested rental relocation assistance and they ignored the request. My daughter contacted the city and the city attorney and they refused to enforce the ordinance. I received a 2 week notice to vacate. I contacted NJP, Law Advocates and Skagit Legal. No one could help me. My daughter bluffed the property management company saying that our attorney advised us of our rights. The 2 week notice to vacate needed to be a just cause eviction and since they ignored my request for rental relocation we would be pursuing it in small claims. My daughter was able to negotiate a lease renewal with no increase. Property management companies take advantage of seniors and are allowed to blatantly break the law. The city of Bellingham is complicit in this behavior.

Anonymous

2/10/2025 03:39 PM

Any fees or fines should be more than the cost to the tenant so that it can not simply be written off as business expense.

Anonymous

2/10/2025 04:19 PM

Create a handbook that explains it in simple terms that landlords have to provide to the tenant. Seattle has a great example.

Anonymous

2/13/2025 04:55 PM

Rental cap is NEEDED in Bellingham. I was once paying 1k for a 3 unit apartment, now we are paying over 1k for a run down 2 room with little to no pay increase.

Anonymous

2/13/2025 10:17 PM

Comment: I like the transparency of the ordinance. I would hope that the ordinance would have had more aggressive action against landlords who charge any additional fees. I've heard many people say that this would drive up rent, but I think that would then solve our transparency problem. I'm flabbergasted by the rising amount of fees and charges for what was once only a deposit and rent.

Anonymous

Higher fees for landlords who break these ordinances.

2/13/2025 11:29 PM

**Optional question** (102 response(s), 170 skipped)

**Question type:** Essay Question

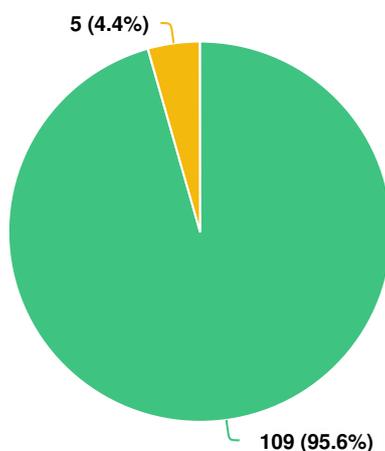
**Filtering by:** Where do you live? Bellingham Please select the statement that most accurately describes you. I live in a rented apartment or house. , I own a manufactured or mobile home. , I rent a manufactured or mobile home.

# Small landlord survey responses



SURVEY QUESTIONS

**Q1** | Have you read the current drafts of the proposed rental fees ordinances? Click to read the rental fee ordinance Click to read...



**Question options**

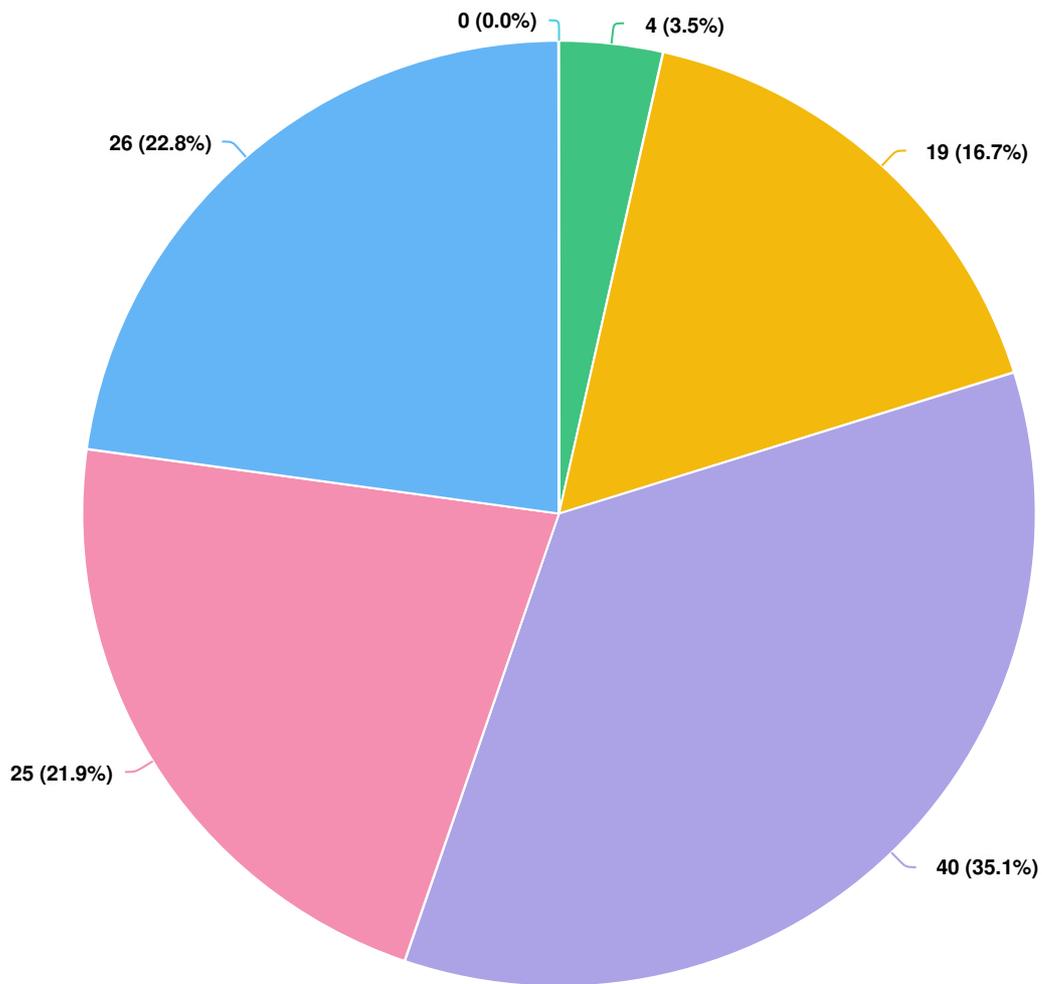
- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q2** Please select your age range.



**Question options**

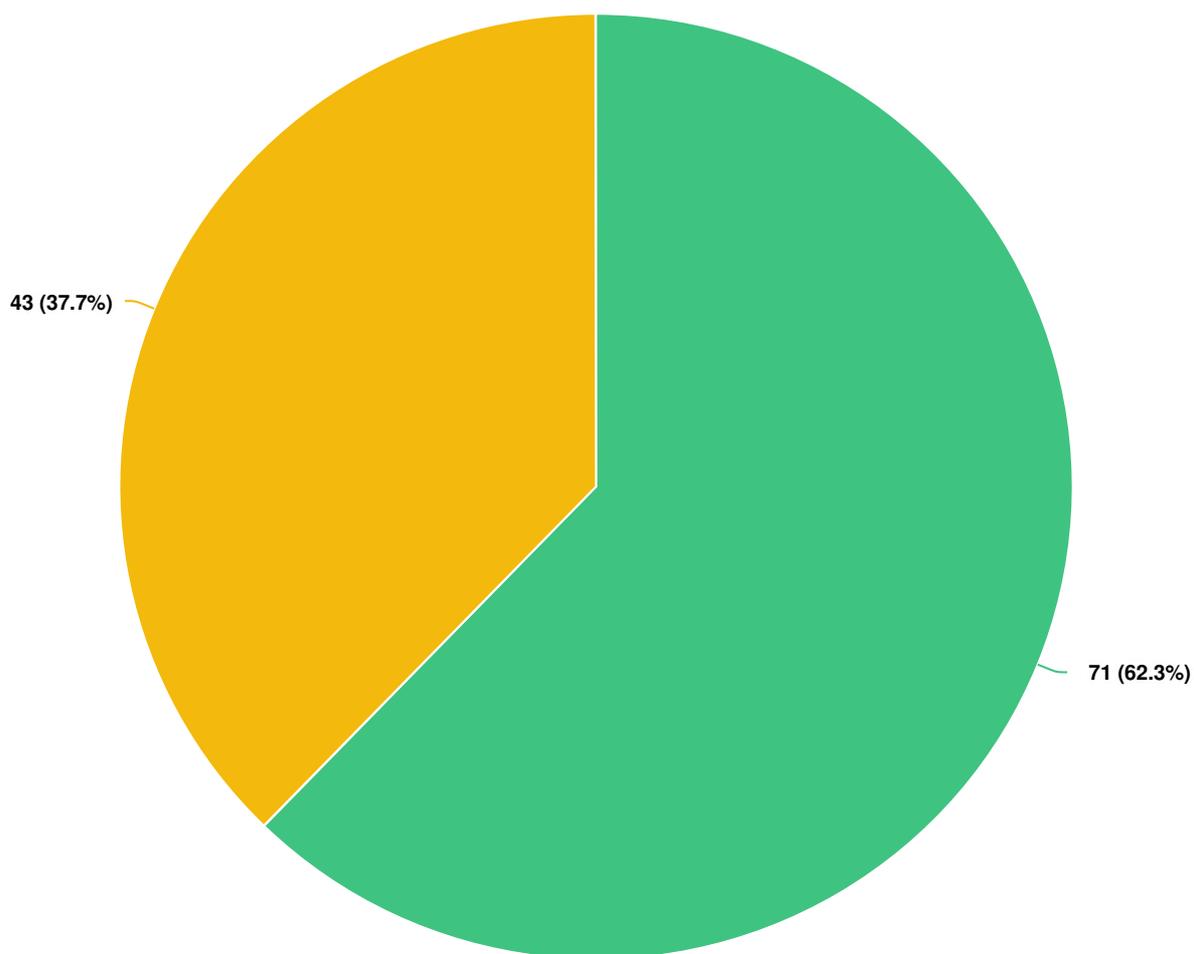
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- 18-24

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

Q3 Where do you live?



**Question options**

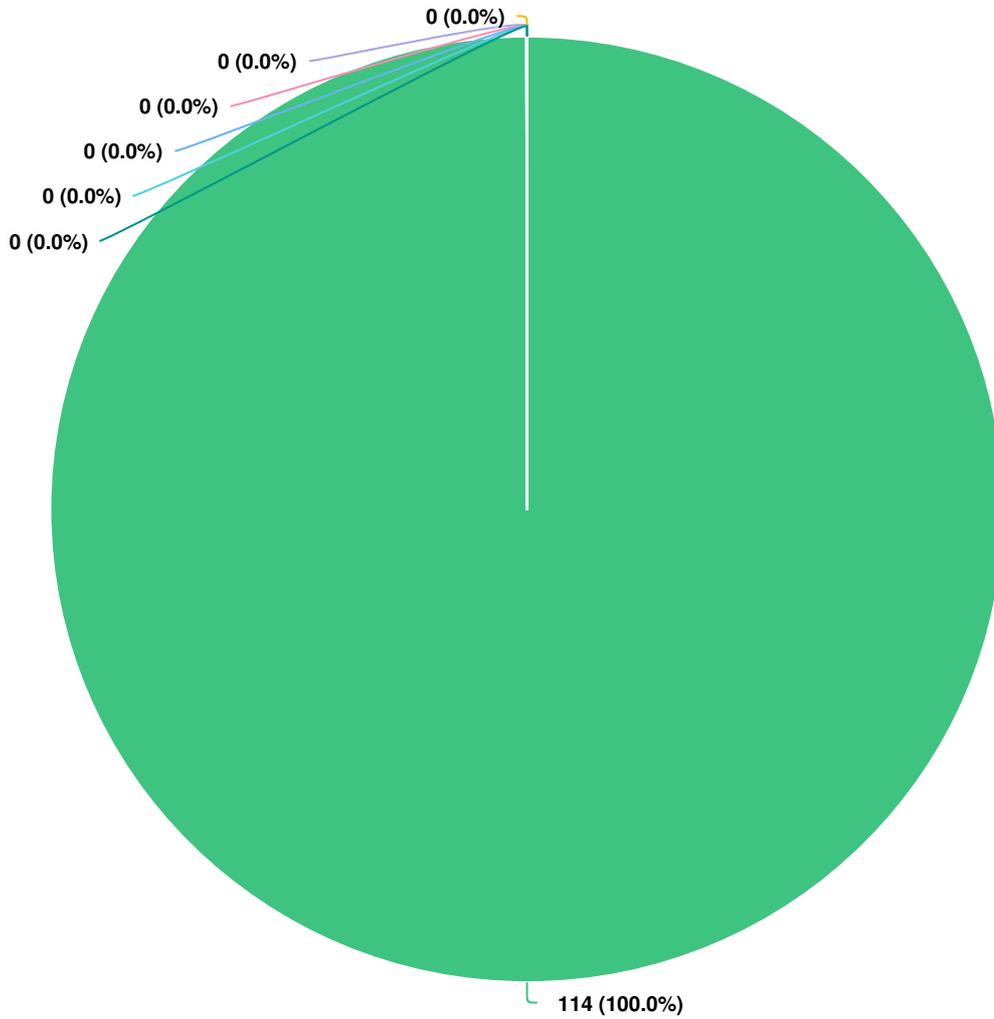
- Bellingham
- Outside of Bellingham city limits.

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q4** Please select the statement that most accurately describes you.



**Question options**

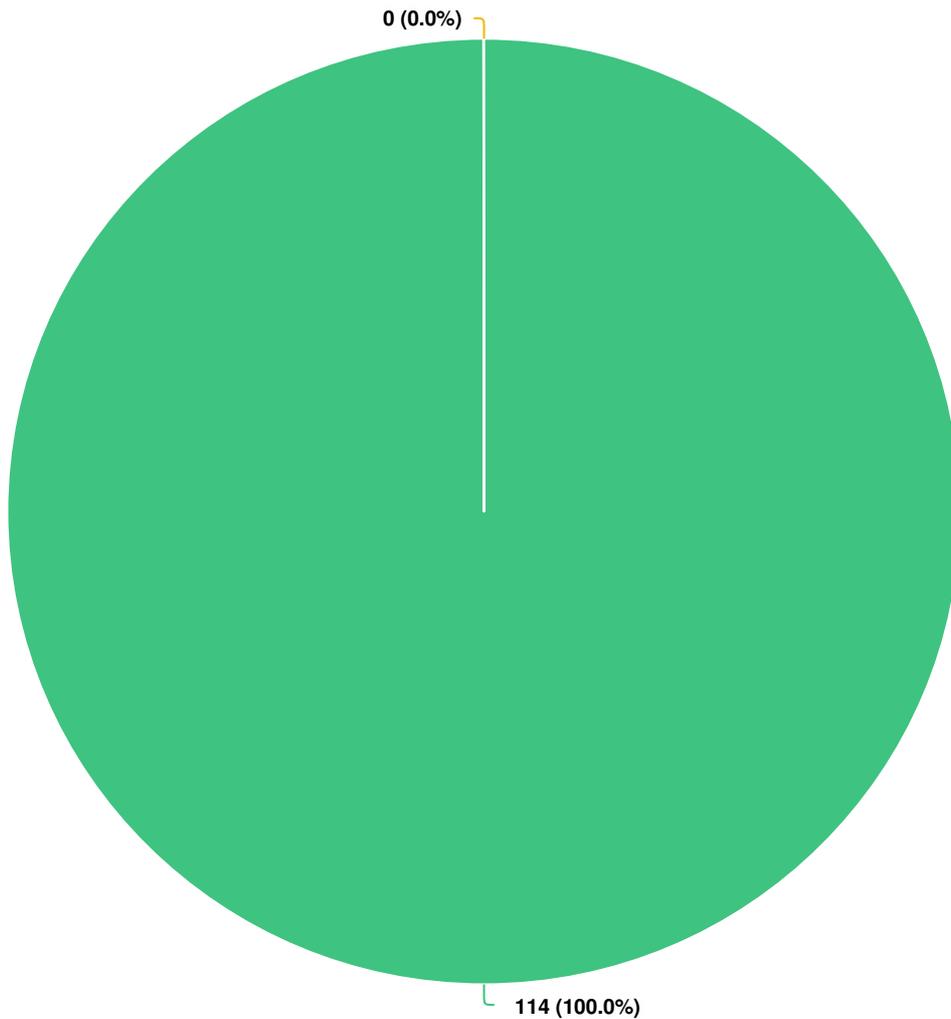
- I am a landlord or property manager with fewer than 12 rental units.
- I live in a rented apartment or house.
- I own a manufactured or mobile home.
- I rent a manufactured or mobile home.
- I am landlord or property manager with more than 12 units or am involved in managing multiple properties.
- I am a manufactured/mobile home park owner.
- I am a concerned community member.

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q5** | Do you charge fees to renters for using appliances? Examples include dishwashers, in-unit laundry machines, and air conditioners.



**Question options**

- No
- Yes

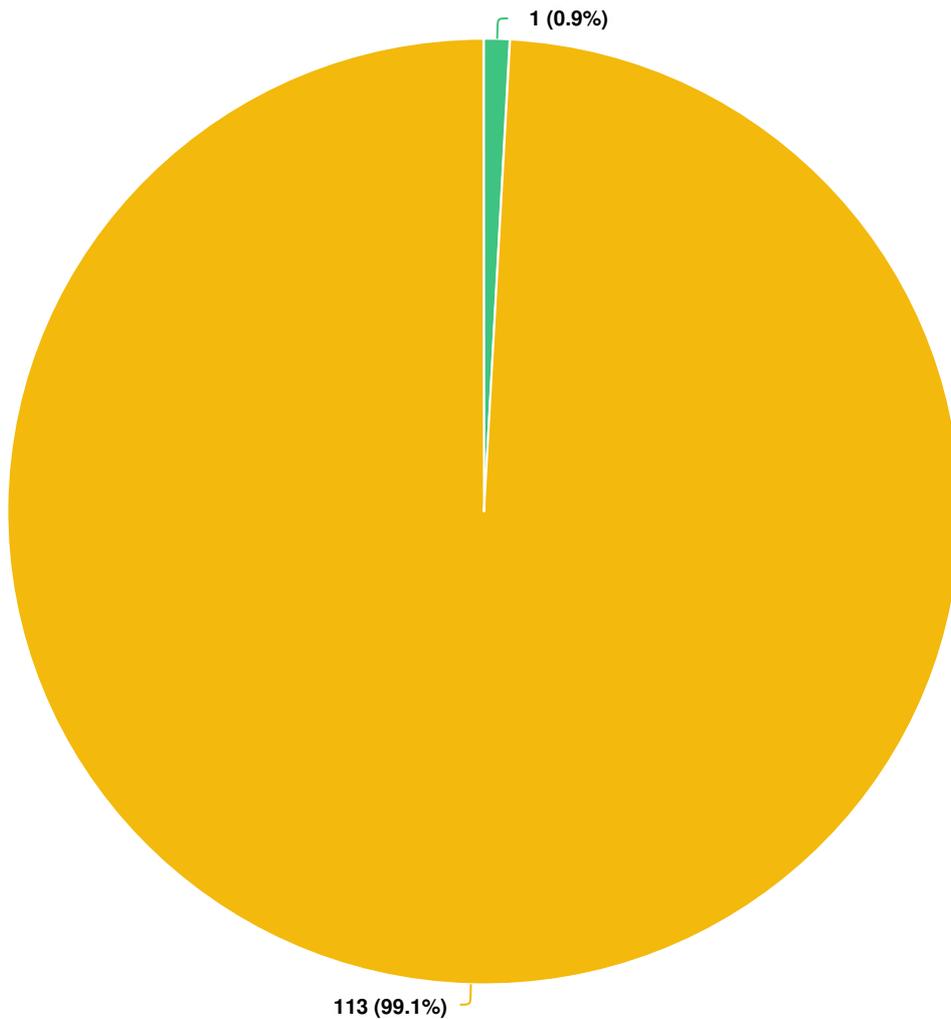
Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

*units.*

**Q7** | Do you charge fees for accessing common areas? Examples include recreation rooms, laundry facilities, and general access to swimming pools.



**Question options**

- Yes
- No

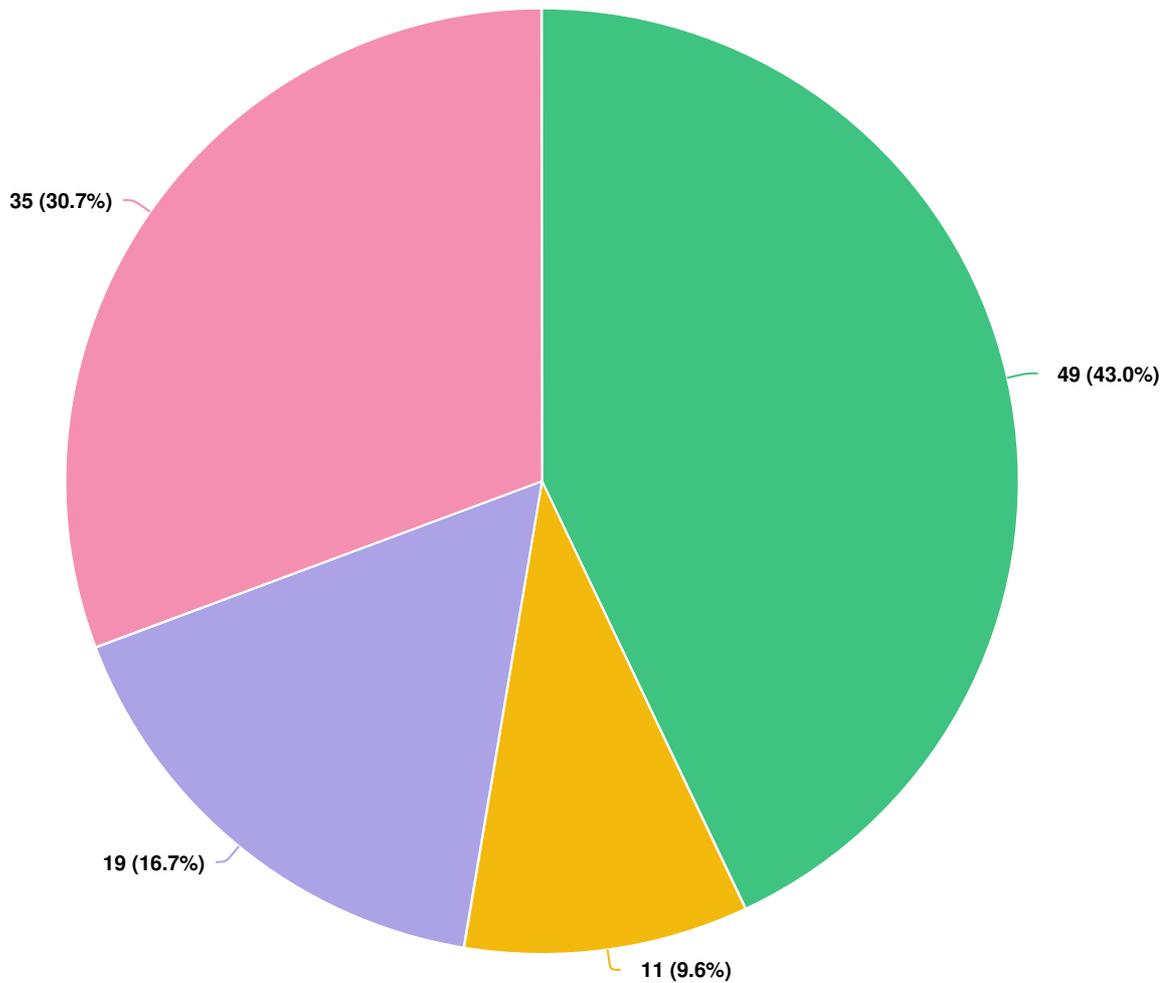
Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

*units.*

**Q9** Do you require pet deposits and/or charge one-time pet fees?



**Question options**

- Pet deposits only
- One-time pet fees only
- Pet deposits and one-time pet fees
- Neither pet deposits nor one-time pet fees

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q10 | How much do you charge for pet deposits and/or one-time pet fees?**

- |                                 |  |
|---------------------------------|--|
| Anonymous<br>1/24/2025 12:04 PM | 200 per pet  |
| Anonymous<br>1/24/2025 12:36 PM | \$300 pet deposit  |
| Anonymous<br>1/24/2025 02:03 PM | At the management company if we didn't charge extra then I wouldn't allow any pets EVER!   |
| Anonymous<br>1/24/2025 02:04 PM | \$200  |
| Anonymous<br>1/24/2025 02:21 PM | \$250  |
| Anonymous<br>1/24/2025 02:58 PM | Not enough! Usually \$200 per pet. However we have had much more excessive damage done to a property than this fee covers. We are hoping to make arrangements for a larger deposit with the possibility of giving a refund of the deposit that was not used to repair the damage.                |
| Anonymous<br>1/24/2025 03:46 PM | \$500  |
| Anonymous<br>1/24/2025 03:59 PM | depends on the pet   |
| Anonymous<br>1/24/2025 04:00 PM | A percentage of the rent   |
| Anonymous<br>1/24/2025 04:13 PM | varies dependent on exposure   |
| Anonymous<br>1/24/2025 05:30 PM | Don't know but minimal. Grossly less than massive costly repeatedly caused damage by dogs soaking subfloors with urine over months, and cats destroying carpets with urine. Currently the tenants seem to use ESA regulations to avoid all pet fees - a scam used to cause damage with impunity. |

Anonymous

1/24/2025 06:16 PM

\$50

Anonymous

1/24/2025 06:29 PM

\$500 pet security deposit

Anonymous

1/24/2025 06:37 PM

I do not charge for pets because i do not allow pets. They have caused serious damage in past rentals and i never recover the cost with a simple fee or deposit. The cost is passed on in the form of higher rents, NO business stays in business if it can not recover its costs,

Anonymous

1/24/2025 07:01 PM

\$100

Anonymous

1/24/2025 07:02 PM

\$100

Anonymous

1/24/2025 07:49 PM

\$500

Anonymous

1/24/2025 08:06 PM

prefer not to respond

Anonymous

1/24/2025 08:30 PM

\$500 per animal.

Anonymous

1/24/2025 09:28 PM

Depends on the number, size, and species of animal.

Anonymous

1/24/2025 11:37 PM

I charge different amounts depending on the home and the type of flooring. In a home that has solid hardwood floors I'd charge more,because to remedy long term damage it can cost thousands of dollars to replace. Plus the emotional support animal/ service animal laws are a joke is a joke and you can go online and buy a certificate online for one. How are home owners supposed to know if this is an online fake or a real service animal.

Anonymous

1/25/2025 07:24 AM

\$500 pet deposit

Anonymous  
1/25/2025 09:26 AM  
Generally around \$500 for a deposit against damage; we only rent an ADU in our backyard, so we waive it more often than not.

Anonymous  
1/25/2025 10:23 AM  
\$100.00. My contract is very old. If I rent again, pet deposit will be much, much higher. Pets can and do a lot of damage.

Anonymous  
1/25/2025 10:39 AM  
do not have pets currently. Pet deposits and fees should not be capped. Pets can totally destroy a rental. Landlords should not be forced to take any animals except certified service animals. No ESA or others those non service animal designations are grossly abused and need to be shut down instead of expanded. Who is going to pay for my unit to be totally redone when destroyed by a forced non service animal? Is the city who is trying to force it? I could end up losing my home and being on the street myself from being forced to take pets and having limited deposit. Landlords need protections from tenants especially small landlords with emphasis on those who have one or two units.

Anonymous  
1/25/2025 12:59 PM  
Depends on the animal, typically \$500

Anonymous  
1/25/2025 06:11 PM  
\$300.00 nonrefundable fee. In our experience, this has NEVER been sufficient to cover the inevitable damages of pets.

Anonymous  
1/25/2025 07:02 PM  
Up front at the time of offering the rental

Anonymous  
1/25/2025 07:37 PM  
350

Anonymous  
1/25/2025 09:04 PM  
200

Anonymous  
1/25/2025 09:37 PM  
This is a factor of what the Tenant can do. Some cant pay the deposits and then you have to charge them a monthly fee instead. You need to protect landlords from the damages that pets cause. Can you put language in the ordinance regarding the responsibility of the Tenant?

Anonymous  
\$400. Refundable if no damage . Usually there is always damage

1/25/2025 10:11 PM

Anonymous \$850

1/25/2025 10:15 PM

Anonymous \$300 flat fee limit 2 pets

1/25/2025 10:34 PM

Anonymous \$1000.

1/25/2025 10:34 PM

Anonymous Depends on the unit and the pets involved. But average would be around 1200. Carpet and flooring isn't cheap if it needs to be replaced.

1/25/2025 11:32 PM

Anonymous \$250. Of course, none for ESA. I let them break this up over 4 months.

1/25/2025 11:51 PM

Anonymous \$400 per pet

1/26/2025 10:34 AM

Anonymous I didn't see an option for choosing we don't accept pets. Too much damage in the past to take that risk. Fees didn't cover the actual damage.

1/26/2025 10:48 AM

Anonymous 1 month rent deposit

1/26/2025 10:52 AM

Anonymous Unsure, they are set by my management company.

1/26/2025 12:42 PM

Anonymous One Month's Rent, which is not necessary enough to clean up after a poorly housebroken pet. As such, we prefer tenants who do not have pets.

1/26/2025 09:20 PM

Anonymous \$300 per pet

1/26/2025 10:51 PM

Anonymous \$500

1/27/2025 10:17 AM

Anonymous 1/27/2025 11:03 AM	\$300
Anonymous 1/27/2025 02:33 PM	depends on the type of animal and if there is more than one, ranges from one time fee of \$200 to \$500
Anonymous 1/27/2025 04:17 PM	\$250 non refundable deposit
Anonymous 1/27/2025 05:29 PM	\$200 per cat
Anonymous 1/27/2025 08:29 PM	500
Anonymous 1/28/2025 10:23 AM	Do not allow pets. Have had issues with pets in the past. We do allow service animals, but have noticed that every animal is an emotional support or aid animal, and sometimes a service animal. Not all tenants are honest about the designation of their pets. Had one person provide a letter from their mental health provider stating that their cat was a service animal, which was obviously not true as cats cannot be service animals. Please allow for distinction between service animals and all other animals that are self reported as being something other than a pet.
Anonymous 1/28/2025 11:54 AM	We charge a refundable pet deposit of \$250.00.
Anonymous 1/28/2025 10:05 PM	\$500
Anonymous 1/29/2025 09:14 AM	I don't know because I use a property manager.
Anonymous 1/29/2025 11:37 AM	500
Anonymous 1/29/2025 01:47 PM	\$500 deposit, \$150 pet fee
Anonymous	200

1/29/2025 10:13 PM

Anonymous

1/30/2025 02:22 PM

It is on a case by case basis. It appears that your ordinance would limit the amount of a pet deposit to 30% of each individual tenants rent in a rental unit housing more than one person. That is completely unrealistic as service animal and pets can do extensive damage to doors, floors and subfloors, baseboards and door facings. It will make it harder for tenants with animals to find housing with that limitation.

Anonymous

1/30/2025 03:42 PM

Generally I do not allow pets, based on previous experience of damage. I am renting an apartment that is part of my home where I live full time. In the past, I charged about \$250 per pet.

Anonymous

1/31/2025 08:52 AM

\$300.00

Anonymous

2/01/2025 08:31 AM

At the time of the lease inception I ascertain the cost of extra cleaning needed after a pet leaves, usually special carpet treatment. This is usually somewhere around \$250.

Anonymous

2/03/2025 11:15 AM

1000

Anonymous

2/05/2025 02:38 PM

\$500

Anonymous

2/11/2025 11:54 AM

Do not allow pets at our property

Anonymous

2/11/2025 01:12 PM

\$250 and a lot more damage than that amount has been done in units I own. Way more.

Anonymous

2/11/2025 01:17 PM

Do you know how expensive home repairs are? \$300.00 is the starting price for an exterior door, not including installation. Pets do damage and many pet owners are not responsible pet owners. I don't think that the City should be telling landlords what they can charge for this.

Anonymous

2/11/2025 04:06 PM

Pet Deposit of \$2000

Anonymous

2/11/2025 07:59 PM

Pet deposit \$300....it is refunded if no pet damage

Anonymous

2/12/2025 12:12 PM

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Anonymous

2/12/2025 12:15 PM

Varies depending on pets. I use pet screening.com and base deposit on the Paw score. Pet fee is usually per month and it's usually 50\$ per month

Anonymous

2/12/2025 12:23 PM

Usually no more than \$400 (fully refundable and less than 25% of one moth's rent)

Anonymous

2/12/2025 03:10 PM

\$300.00 each pet

Anonymous

2/14/2025 08:00 AM

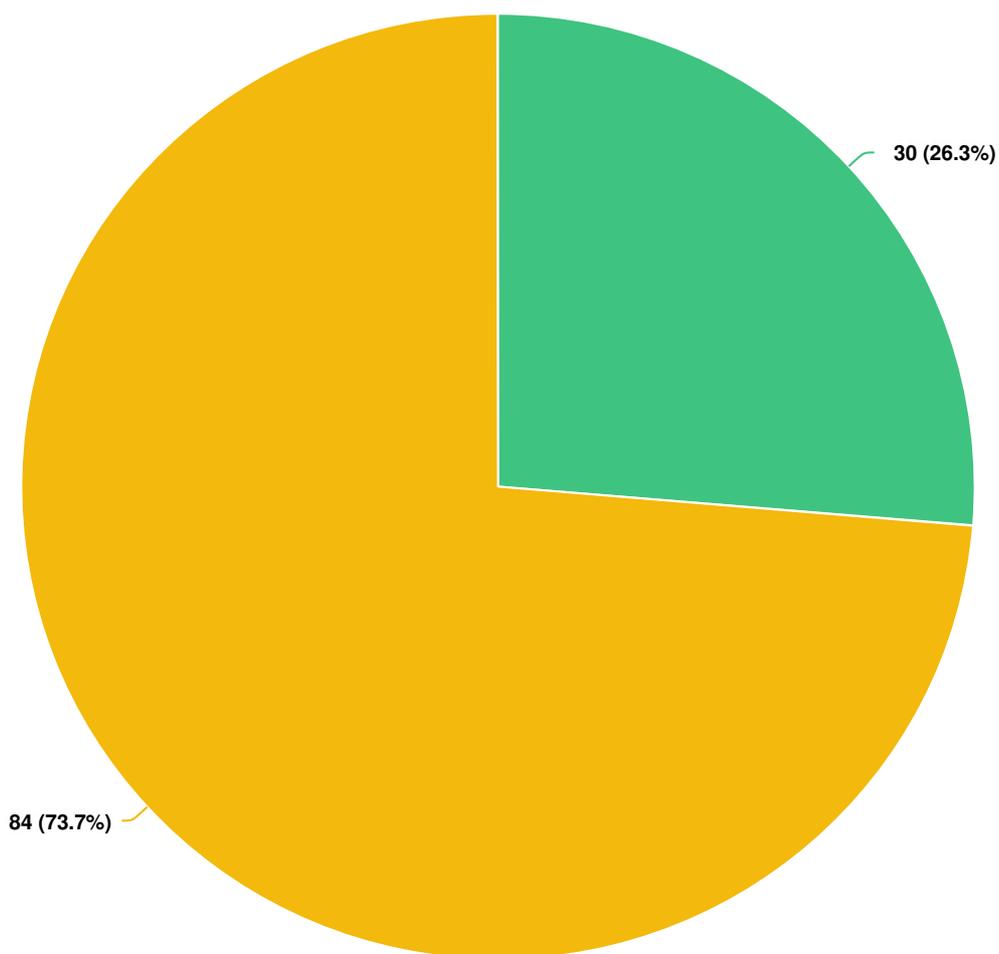
\$300

**Optional question** (72 response(s), 42 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q11 | Do you charge monthly pet fees, also known as pet rent?**



**Question options**

- Yes
- No

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q12 | How much are the monthly pet fees?**

Anonymous 1/24/2025 03:23 PM	\$30
Anonymous 1/24/2025 04:05 PM	\$75
Anonymous 1/24/2025 05:30 PM	\$25 but noone pays them because they convert pets to ESA as a scam, don't they.
Anonymous 1/24/2025 06:16 PM	\$20
Anonymous 1/24/2025 09:28 PM	Depends on the number, size, and species of animal.
Anonymous 1/24/2025 09:50 PM	50
Anonymous 1/24/2025 11:37 PM	I charge different amounts depending on the home and the type of flooring. In a home that has solid hardwood floors I'd charge more,because to remedy long term damage it can cost thousands of dollars to replace. Plus the emotional support animal/ service animal laws are a joke is a joke and you can go online and buy a certificate online for one. How are home owners supposed to know if this is an online fake or a real service animal.
Anonymous 1/25/2025 10:39 AM	do not currently have pets
Anonymous 1/25/2025 11:26 AM	\$50 per month, per pet
Anonymous 1/25/2025 12:59 PM	\$25 per pet
Anonymous 1/25/2025 09:04 PM	50

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

1/25/2025 09:37 PM

\$100

Anonymous

1/25/2025 10:11 PM

50 but still refundable if no pet damage

Anonymous

1/25/2025 11:51 PM

\$25.

Anonymous

1/26/2025 10:52 AM

\$100/month

Anonymous

1/26/2025 10:53 PM

\$50

Anonymous

1/27/2025 10:17 AM

\$50

Anonymous

1/27/2025 02:33 PM

depends on the type of animal and if there is more than one, ranges from \$10-\$50 per month, which can be waived after first year if no additional; wear and tear or damage is found

Anonymous

1/27/2025 09:22 PM

\$50

Anonymous

1/28/2025 11:54 AM

We charge a monthly rental fee for pets of \$25.00/month.

Anonymous

1/29/2025 01:47 PM

\$15

Anonymous

2/05/2025 11:51 AM

\$50/month. Gets returned if carpet doesn't need to be changed out and caps out at the cost of a carpet replacement.

Anonymous

2/05/2025 02:38 PM

\$50

Anonymous

2/11/2025 11:03 AM

50-75 per pet per month

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Anonymous  
2/11/2025 01:17 PM

It's called rent and I don't charge enough!

Anonymous  
2/11/2025 04:06 PM

\$100/mo

Anonymous  
2/12/2025 12:12 PM

--

Anonymous  
2/12/2025 12:15 PM

Usually 50\$ per month

Anonymous  
2/12/2025 12:23 PM

\$50 per month

**Optional question** (29 response(s), 85 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

### Q13 | Why is it necessary to charge monthly pet fees?

Anonymous  
1/24/2025 03:23 PM

Damage to units is higher for tenants with pets

Anonymous  
1/24/2025 04:05 PM

Wear and tear from pet or damage from pet and increased liability of harm or nuisance to others living nearby.

Anonymous  
1/24/2025 05:30 PM

Tenants seem to have no concept of the cost of replacing carpets, subfloor, sheet rock when they leave after a year or two. The damage security deposits restrictions already in place provide no accountability for damage caused by ESA animals and pets.

Anonymous  
1/24/2025 06:05 PM

Because pets in the past have caused a lot of damage.

Anonymous  
1/24/2025 06:16 PM

Because we have had pets ruin carpets, scratch windows, scratch doors, ruin landscaping, and other damage. The pet fees do not cover the costs of pet damage.

Anonymous

1/24/2025 09:28 PM

Over time, animals cause wear and tear beyond what is normally caused by people and the money is needed for repairs during and after the tenancy of animals owners.

Anonymous

1/24/2025 09:50 PM

Pets cause accelerated wear and tear. Pets are luxury, ancillary items.

Anonymous

1/24/2025 11:37 PM

Because a animal will cause 3xtra wear and tear on a property. Have you ever had a animal? Dog? Is the yard littered with poop and grass dead because of pee, and they can track in first and moisture over and over and over, plus a dogs nose is 100,000 times more powerful than humans so if one animal marks a spot another may keep marking the spot so as to cause long term damage to a home.

Anonymous

1/25/2025 10:39 AM

I would charge that because of extra costs incurred due to pets residing in the unit, extra wear and tear, inevitable damage, extra clean up required.

Anonymous

1/25/2025 11:26 AM

even well behaved pets cause damage/wear and tear that humans do not. Fur and odors embedded in carpets and draperies, ruined grass in the yard from urine, scratches on floors, doors and wall from claws when pets are left home alone all day, barking at neighbors, holes dug in the landscaping, urine and feces in closets, ect

Anonymous

1/25/2025 12:59 PM

Pets can do no damage or a lot of damage. It's difficult to charge a large deposit fee but I can recoup costs this way if something goes wrong. I have a 900 sq ft house and one tenant had a large fish tank that sucked the oxygen out of the home and completely destroyed the oak floor. I would prefer not to allow any animals, but a lot of tenants sneak them in or qualify them as assistance animals so that's just the world we live in now.

Anonymous

1/25/2025 09:04 PM

Pets leave extra mess and wear and tear to the residence

Anonymous

1/25/2025 09:37 PM

Because Pets cause wear and tear to the unit and people can not afford upfront pet deposits. They also destroy lawns. People do not pick up feces from their dog leaving it pile up and forcing clean up services go pick it up. over a year its not uncommon to exceed costs that exceed this.

Anonymous

1/25/2025 10:11 PM

Because they cant afford a deposit

Anonymous

1/25/2025 11:51 PM

Well, I already had a cat spraying on a wall situation which, were it worse than it was, would have required removing drywall and repairing that section of wall. The pet deposit doesn't cover this. It is risky as a landlord to allow pets. I know of several landlord who have had to replace the bottom 4 feet of walls and completely replace flooring due to pet issues.

Anonymous

1/26/2025 10:52 AM

A pet can do a lot of damage, but as a previous renter with a pet we are trying to be accommodating to pet owners, but want the pet owners to be responsible for damages caused by their pets. Without these fees rent would need to increase across the board to protect ourselves from unexpected expenses.

Anonymous

1/26/2025 10:53 PM

Pets can and do cause extra wear and tear over human wear and tear. Owning a pet is a choice, not a right. So if a tenant wants to have a pet in the home, they have to pay for that choice. As a Landlord, it is not my responsibility to pay for the consequences of their choice.

Anonymous

1/27/2025 10:17 AM

Animals create filth and ruin carpets. When my renters move out, houses with animals cost double or triple to deep clean and require extra replacements.

Anonymous

1/27/2025 02:33 PM

Animals routinely increase ongoing costs either through wear and tear of appliances (hair/dander in vents, furnace, washing machine, dryer, refrigerator coils, etc), flooring from nails scratching, urine, vomit, dander, hair/fur, outdoor damage to decking, lawns, urine in concrete porches, etc, animal waste left behind, additional damage and wear to interior walls and doors from scratching, chewing, etc. I have been a landlord in Bellingham and Whatcom County for 30 years, I often rent to individuals with pets. I have never not incurred additional clean up costs up on move out, yet rarely do the renters take responsibility. I incurred more than \$20,000 in damages and over 6 months of vacancy for cleanup from a cat situation, this was the worst, but every single time animals occupy a space I own, there are additional clean up costs.

Anonymous

1/27/2025 09:22 PM

Pets are another creature living in the house. They cause wear and tear, require extra cleaning for new tenants that may be allergic, use water which is metered that I pay for, and create garbage which I pay

for.

Anonymous

1/28/2025 11:54 AM

Pets generate extra wear and tear on units above and beyond standard wear and tear that is our obligation to pay for. Primarily on flooring and carpets from claws, urine, etc... We typically have significant extra repair and maintenance costs when we have a unit turn for a tenant with pets. Pet fees are absolutely necessary and it is unreasonable to ask a landlord to bear the cost of repair and maintenance from tenants pets. If no fee is charged a tenant has no incentive to keep their pet from causing damage.

Anonymous

1/29/2025 01:47 PM

we have found over the years with many renters, the renters that have pets almost always leave their unit with considerable more damage and costs to repair than non-pet renters

Anonymous

2/05/2025 11:51 AM

Cats and dogs pee and poop on carpets (it happens to the best of owners) and dogs especially scratch wooden floors and cats harm all manner of soft things with their claws. There is just more to replace with an animal. Doors get scratched when dogs jump up on doors etc.

Anonymous

2/05/2025 02:38 PM

Because it has been costly in the past to allow pets. We have replaced carpeting, glass, slider, doors, window, coverings, etc. Pets, like people, have impact on every day wear and tear.

Anonymous

2/11/2025 11:03 AM

It is necessary to charge pet fees because we have been left holding a repair bill from cat pee where we had to spend \$7000 in damage from cat pee and were not able to recover that amount from the tenant. This is an essential fee to relieve the damage done by pets over time big and small.

Anonymous

2/11/2025 01:17 PM

Pets add to the wear and tear on a residence, aside from potential pet damage.

Anonymous

2/11/2025 04:06 PM

Dogs do 200% more damage than humans to a house. They CAN scratch on carpet, scratch on exterior doors to be let out, hair gets EVERYWHERE, grass gets destroyed, barking at neighbors. They can puke, pee and can destroy just about anything when left alone. Cat pee cannot be cleaned out, you need to do a full carpet and pad replacement. I have to Black Light everything before and after any pets live in any of my rental houses. I do not allow any pets in any of

my units.

Anonymous

2/12/2025 12:12 PM

Extra wear and tear. tenants with pets are happy to pay it to allow for their pets. In some units we don't allow pets at all.

Anonymous

2/12/2025 12:15 PM

Are you a landlord? Do you own any investments? I've been a professional property manager for 20 years plus own a few rentals. I do allow pets but the majority of the time, there will be damage. Example: I just had a tenant move out and she had 3 dogs. I allowed the dogs but there was damage. The monthly fee usually attracts a more responsible pet owner. I use pet screening.com and that's been a great resource.

Anonymous

2/12/2025 12:23 PM

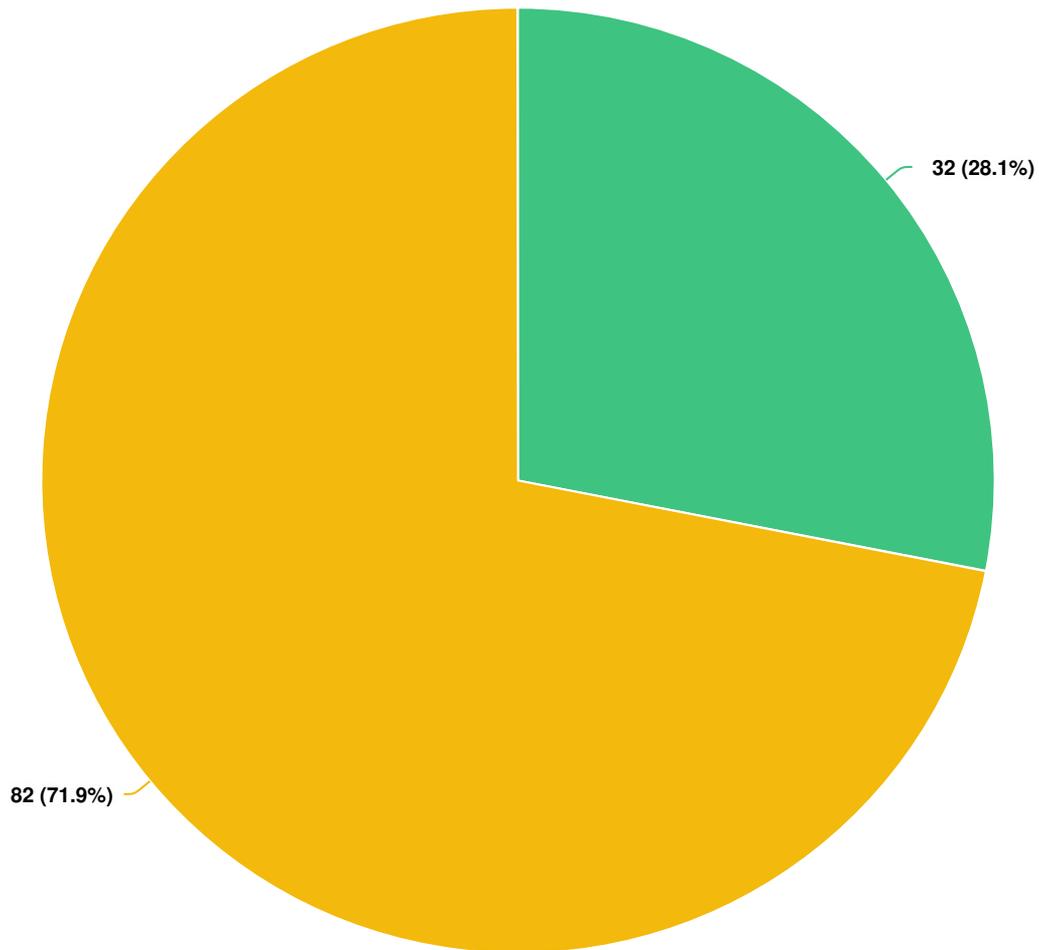
Additional sanitization before new tenant

**Optional question** (30 response(s), 84 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q14 | Do you charge different fees based on the number of pets or the kinds of pets that tenants have?**



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

units.

**Q15 | Please explain.**

Anonymous

1/24/2025 02:03 PM

Some pets are harder on a home then others.

Anonymous

1/24/2025 02:58 PM

We charge more for cats... if we even allow them.

Anonymous

1/24/2025 03:59 PM

Dogs are very hard on the property & yard

Anonymous

1/24/2025 04:12 PM

I specifically allow one, small pet. When the tenant wanted a large dog, I asked for a larger security deposit.

Anonymous

1/24/2025 06:05 PM

More pets require more fees because of the increased damage that they do.

Anonymous

1/24/2025 09:28 PM

Property damage accumulates faster or slower based on species, size, training, etc. so the cost to mitigate damage is contingent on those specific details.

Anonymous

1/24/2025 11:37 PM

As some pets have the capability to cause more damage and depending on the home.

Anonymous

1/25/2025 10:39 AM

no pets now but destructive pets like cats and dogs cause damage and can destroy a unit with feces and urine as well as physical damage to the unit like chewing and scratching, dirt on carpets

Anonymous

1/25/2025 11:26 AM

A goldfish in a bowl is not a "pet" but a tank of fish is a pet. A tank of fish causes excess humidity that can cause mildew problems throughout the house. Caged parrots and budgies throw seed husks everywhere that get into the heating vents on the floor that attracts rodents, and require special cleaning to remove. Puppies pee everywhere and chew on everything.

Anonymous

\$25 per pet (typically this has just been for cats or dogs).

1/25/2025 12:59 PM

Anonymous

1/25/2025 03:57 PM

If a tenant had 3 dogs, they will wear down property significantly faster than a tenant with one dog/cat

Anonymous

1/25/2025 09:04 PM

I do not allow dogs

Anonymous

1/25/2025 09:37 PM

Think logically here guys. 1 dog creates problems , 2 dogs creates twice the problems. Bigger dogs create more damage

Anonymous

1/25/2025 10:11 PM

More and bigger animals create more damage

Anonymous

1/25/2025 11:32 PM

Typically dogs can cause most damage, but I am flexible as well. I want to work with tenants as easily as possible. If I feel they have well behaved, properly trained pets, I give more leeway

Anonymous

1/26/2025 10:34 AM

Large animals and cats cause more damage that needs fixing on average and have a higher fee

Anonymous

1/26/2025 10:51 PM

Generally charge pet deposit for cats/dogs but not something like a snake or hamster that lives in a cage. Unfortunately have recently had bad experiences with fish tanks causing a lot of damage and also a rabbit that was kept loose in a bedroom and caused a lot of damage so will probably extend to all pet situations regardless of what kind.

Anonymous

1/27/2025 10:17 AM

Cats and large dogs cost more.

Anonymous

1/27/2025 11:03 AM

Quantity

Anonymous

1/27/2025 02:33 PM

More animals lead to more costs for me, so I pass that on. I limit it to two animals up one move in and typically charge 50% more for the second than the first. I do not charge for birds or small rodents, or fish, however aquariums are limited in size and must be only on lower floor.

Anonymous

1/27/2025 05:29 PM

\$200 per cat (one time fee)

Anonymous

1/28/2025 11:54 AM

We don't allow dogs over a certain size as large dogs cause significantly more damage/wear and tear. Other than the size limit, we charge a fee per pet.

Anonymous

1/30/2025 02:22 PM

Never more than one pet per unit

Anonymous

1/30/2025 03:42 PM

I did not charge a recent tenant for her bunny. She kept her home immaculately and I knew she would keep the bunny cage clean and the area around it. It is important to me to have tenants I like and trust, and hope that it is mutual.

Anonymous

2/01/2025 08:31 AM

two pets, twice the cost, etc.

Anonymous

2/03/2025 11:15 AM

More pets higher fees - higher risk of damage.

Anonymous

2/11/2025 11:03 AM

Our pet fee of 50/month is per pet.

Anonymous

2/12/2025 12:12 PM

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Anonymous

2/12/2025 12:15 PM

Again, do you own any investments? This is common sense. See above. I charge fees and deposits based on the pet screening report and the size of the animal. And the type of animal. Do you know that a Cat has an oil in their urine that you cannot remove from carpet, flooring or walls? So if you have cat urine, you're going to have to change it out. I'd prefer 3 dogs over 1 cat.

Anonymous

2/12/2025 03:10 PM

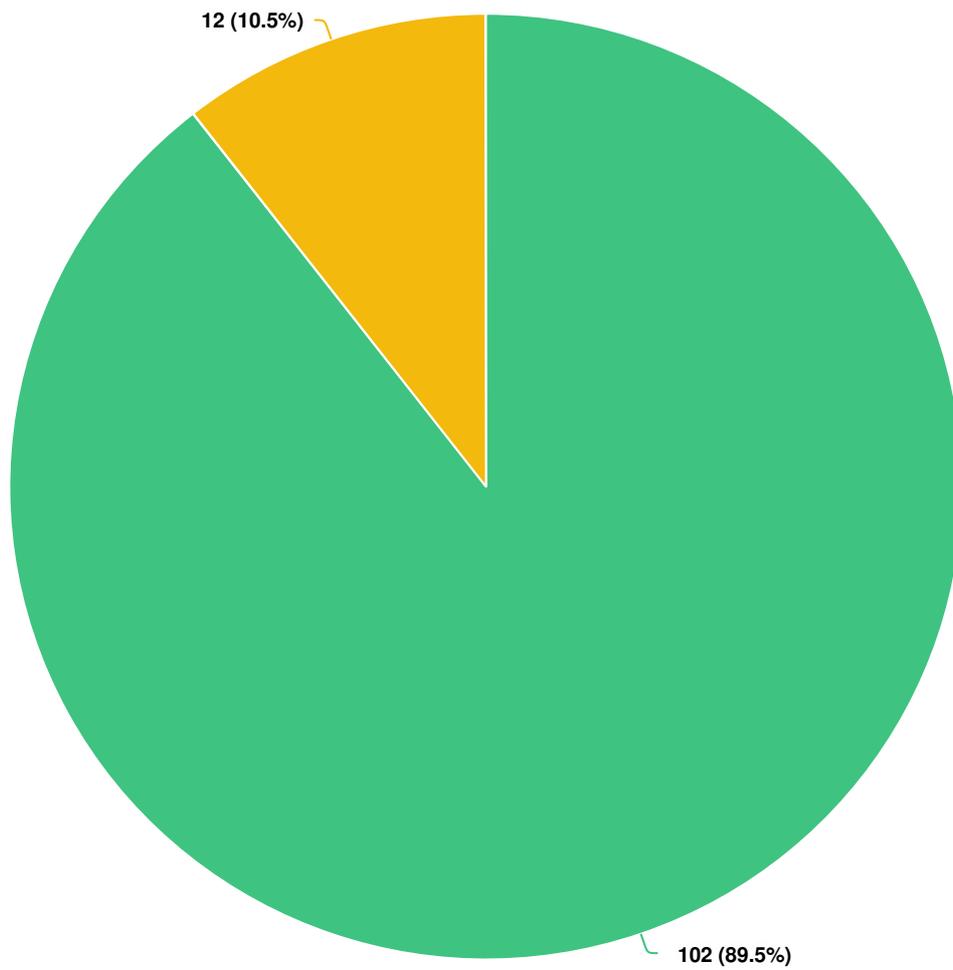
For each pet.

**Optional question** (30 response(s), 84 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q16 | Do your rental agreements include fees for late rent payments?**



**Question options**

- Yes
- No

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q17 | What is the amount of the fee you charge for a late rent payment?**

Anonymous 1/24/2025 12:04 PM	within five (5) days of the date such amount is due, Tenant shall pay a late charge equal to \$10 per each day the payment is late
Anonymous 1/24/2025 12:36 PM	\$50 per day
Anonymous 1/24/2025 12:51 PM	\$50 but in 20 years we have never actually fined anyone for being late.
Anonymous 1/24/2025 12:57 PM	\$10 per day late
Anonymous 1/24/2025 02:03 PM	\$35
Anonymous 1/24/2025 02:04 PM	\$10/day after 5 day grace period We have mortgages to pay and cannot afford to be late on our mortgage which charges 8-10% for late payments.
Anonymous 1/24/2025 02:21 PM	\$10/day
Anonymous 1/24/2025 02:58 PM	\$25.00 however, we have never insisted on that late fee be paid, especially if the tenant is in a bind and cannot afford the fee.
Anonymous 1/24/2025 03:20 PM	Not sure the property management group does this.
Anonymous 1/24/2025 03:23 PM	n/a
Anonymous 1/24/2025 03:46 PM	\$20/day, to a maximum of 10% of one month's rent
Anonymous 1/24/2025 03:59 PM	5%

Anonymous 1/24/2025 04:00 PM	A percentage of the rent amount
Anonymous 1/24/2025 04:13 PM	varies dependent upon rent amount
Anonymous 1/24/2025 04:15 PM	\$50
Anonymous 1/24/2025 06:05 PM	Not sure, its handled by the property manager.
Anonymous 1/24/2025 06:16 PM	Depends on how late...generally \$5 per day
Anonymous 1/24/2025 06:29 PM	\$50 after five days and \$15 a day thereafter
Anonymous 1/24/2025 06:37 PM	\$30 cheap in to days world.
Anonymous 1/24/2025 07:01 PM	Don't know for sure. Property management handles that. We do not receive any of the late fees. The management company keeps them.
Anonymous 1/24/2025 07:49 PM	The amount allowed by the state of Washington.
Anonymous 1/24/2025 08:06 PM	leave that to my property manager
Anonymous 1/24/2025 08:30 PM	\$20
Anonymous 1/24/2025 09:28 PM	\$100
Anonymous 1/24/2025 09:50 PM	\$150
Anonymous	65 after the 5th day late plus \$5 per additional day they are late

1/24/2025 11:37 PM

Anonymous \$50

1/25/2025 07:24 AM

Anonymous

1/25/2025 10:23 AM

\$10.00 per day after a 5 day grace period until late rent is received. In my 28 years of being a landlord, I have never had to assess this fee. I am a little flexible and I also screen for RESPONSIBLE TENANTS. This fee is to act as a deterrent from being late. Please look at what the COB charges if a landlord is late to pay just the Rental registration fee, among others. COB does not give any grace period either.

Anonymous

1/25/2025 10:25 AM

60 a week

Anonymous

1/25/2025 10:39 AM

?35?

Anonymous

1/25/2025 11:26 AM

When tenants neglect to pay the rent on time, I still have a monthly mortgage and insurance THAT IS expected to be paid on time. Property taxes are expected to be paid on time, too. There are penalties if I don't follow through promptly.

Anonymous

1/25/2025 11:36 AM

\$25

Anonymous

1/25/2025 12:59 PM

5%

Anonymous

1/25/2025 01:59 PM

I don't remember

Anonymous

1/25/2025 03:57 PM

\$50

Anonymous

1/25/2025 04:32 PM

\$50 (2%)

Anonymous

1/25/2025 06:11 PM

25.00 per day after day 5.

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Anonymous 2.00

1/25/2025 07:02 PM

Anonymous \$50

1/25/2025 07:37 PM

Anonymous \$125

1/25/2025 09:04 PM

Anonymous \$10

1/25/2025 09:06 PM

Anonymous \$100

1/25/2025 09:37 PM

Anonymous \$200

1/25/2025 10:11 PM

Anonymous \$50 after 5 days late

1/25/2025 10:15 PM

Anonymous \$15 after the 10th of the month

1/25/2025 10:34 PM

Anonymous \$100, then \$50/day if there is no communication or plan to pay

1/25/2025 10:34 PM

Anonymous 50

1/25/2025 11:32 PM

Anonymous \$350. I have never had to actually charge it. I always work with tenants and have made arrangements with them. And I have never been stiffed. However, I would be VERY uncomfortable were my late fee limited. I feel like now it is such a pain point that my tenants contact me and proactively make arrangements which is great-I know when I will get the rent and plan. However, with a small late fee, I feel like I would be chasing them and they may not take this responsibility seriously. I am very seriously considering selling my lovely rental house if this passes at the city or state level. Although I have a few months of mortgage ahead of me in case I have to evict, I don't feel comfortable with this amount of risk.

1/25/2025 11:51 PM

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Anonymous 1/26/2025 10:34 AM	Fixed fee.
Anonymous 1/26/2025 10:48 AM	\$50
Anonymous 1/26/2025 10:52 AM	\$150
Anonymous 1/26/2025 12:42 PM	Unsure, industry standard would be by my presumption.
Anonymous 1/26/2025 04:51 PM	\$100
Anonymous 1/26/2025 09:20 PM	I don't know, we have a property manager for this.
Anonymous 1/26/2025 10:12 PM	No answer
Anonymous 1/26/2025 10:51 PM	\$25 late fee with \$5 per day after a certain point.
Anonymous 1/27/2025 10:17 AM	\$50
Anonymous 1/27/2025 11:03 AM	\$40
Anonymous 1/27/2025 02:33 PM	Whatever is the maximum allowable, however I have not enforced them since the pandemic. I prefer to communicate with my tenants and work with them proactively as they will be late on rent. If they can't pay their rent timely on a routine basis, I need them to move along rather than pay me extra.
Anonymous 1/27/2025 02:59 PM	25 dollars
Anonymous 1/27/2025 04:17 PM	5% per month

Anonymous 1/27/2025 06:28 PM	\$50
Anonymous 1/27/2025 06:29 PM	10% of the monthly rent, late payment is 10 days after it should have been paid
Anonymous 1/27/2025 08:29 PM	\$20/day
Anonymous 1/27/2025 09:22 PM	\$20/day
Anonymous 1/28/2025 10:23 AM	\$50
Anonymous 1/28/2025 11:54 AM	We charge approximately 6%, monthly. It should be noted that 6% is similar to the late fee % that a mortgage lender charges a landlord if they are late on a mortgage payment. We have to make mortgage payments even if tenants don't pay rent....
Anonymous 1/28/2025 09:49 PM	Cant remember, never had to use it
Anonymous 1/28/2025 10:05 PM	\$50 + 10/day
Anonymous 1/29/2025 09:14 AM	I don't know because I use a property manager.
Anonymous 1/29/2025 11:37 AM	\$50
Anonymous 1/29/2025 01:47 PM	\$75. we have never considered late fees as a "profit center" - they are only a dis-incentive to pay rent on time and in full. we still have \$1,000's of delinquent rents that are outstanding left over from the past 4 years, which we will most likely never recover.
Anonymous 1/29/2025 10:13 PM	\$10 per day

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

1/30/2025 02:22 PM

5% after 10 days

Anonymous

1/30/2025 03:42 PM

We allow for a 3-day grace period. In the event rent is not received prior to the end of the 3rd day of the month, Tenant agrees to pay a \$25 late fee, plus an additional \$5 per day for every day thereafter until the rent is paid. In truth, I have not ever charged this. It's in the contract as an incentive to pay on time. If my tenants are a little late, it's ok. We are all human.

Anonymous

1/31/2025 08:52 AM

\$20 if received after the 5th day of the month, then \$10/day after the 5th

Anonymous

2/01/2025 08:31 AM

5% after 4 days, but usually waived. I am flexible. HOWEVER, as an example, I have a current tenant that is four months late- I am not choosing to charge them a late fee, they are being evicted.

Anonymous

2/03/2025 11:15 AM

\$50

Anonymous

2/05/2025 11:51 AM

A % of rent

Anonymous

2/05/2025 02:38 PM

5% of rent,, daily until paid.

Anonymous

2/11/2025 11:03 AM

75

Anonymous

2/11/2025 01:12 PM

I have never actually charged the lease specifies late fees.

Anonymous

2/11/2025 01:17 PM

If you are a responsible tenant, you are not charged these fees. Pay your rent on time. I think most landlords would understand the occasional time that a tenant may be late on rent and not charge the late fee. In my case, it's there for the habitual late payer. Landlords have bills too. If I called the city of Bellingham and said that I couldn't pay the Rental Registration fee because my tenant has not paid their rent, would you lower or eliminate your fee?

Anonymous

\$10/day

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2/11/2025 04:06 PM

Anonymous

\$20/day after 10 days late

2/11/2025 07:59 PM

Anonymous

Late fees are mentioned in the rental agreement but we have never exercised them. We have preferred to only note them at the lease signing. Good tenants pay on time or make arrangements and communicate well if an error happens.

2/12/2025 12:12 PM

Anonymous

10% of rent.

2/12/2025 12:15 PM

Anonymous

Typically 10% of unpaid balance

2/12/2025 12:23 PM

Anonymous

10% of the rent or a minimum of \$100.00

2/12/2025 03:10 PM

Anonymous

10% of the months rent

2/13/2025 10:00 AM

Anonymous

I believe it's \$10/day

2/13/2025 10:55 PM

Anonymous

\$15

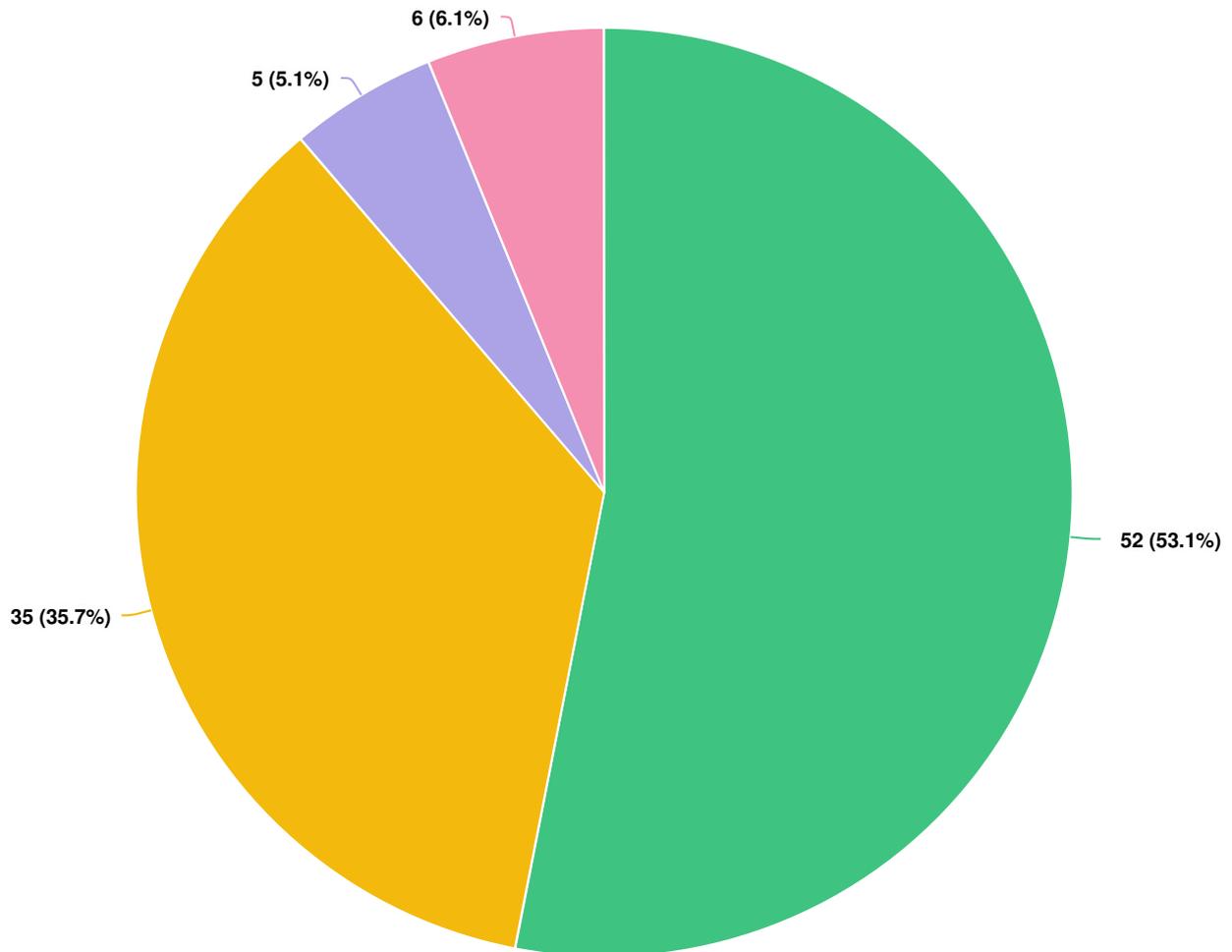
2/14/2025 08:00 AM

**Optional question** (92 response(s), 22 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q18 | How do late fees accrue?**



**Question options**

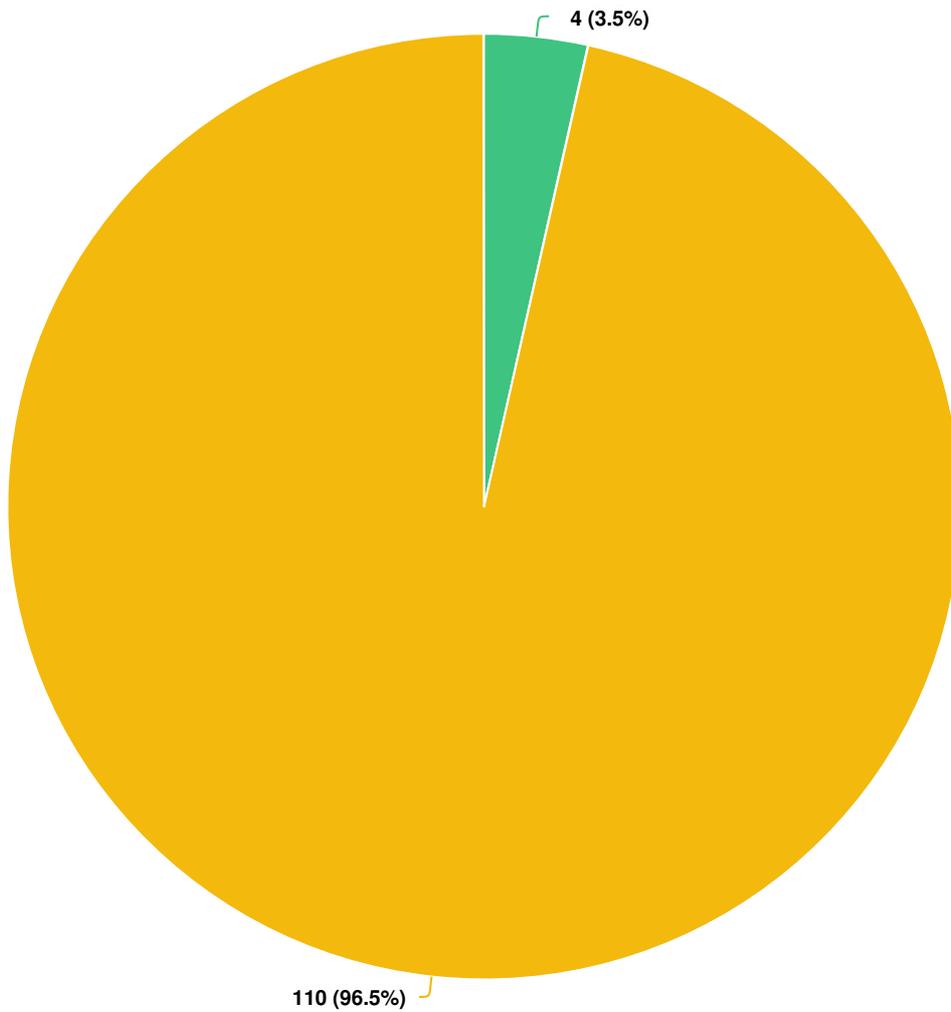
- Late fee is charged once per late rent payment
- Late fees are charged daily
- Late fees are charged on a weekly rate
- Late fees are charged on a monthly rate

Optional question (98 response(s), 16 skipped)

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q19 | Do you charge parking fees?**



**Question options**

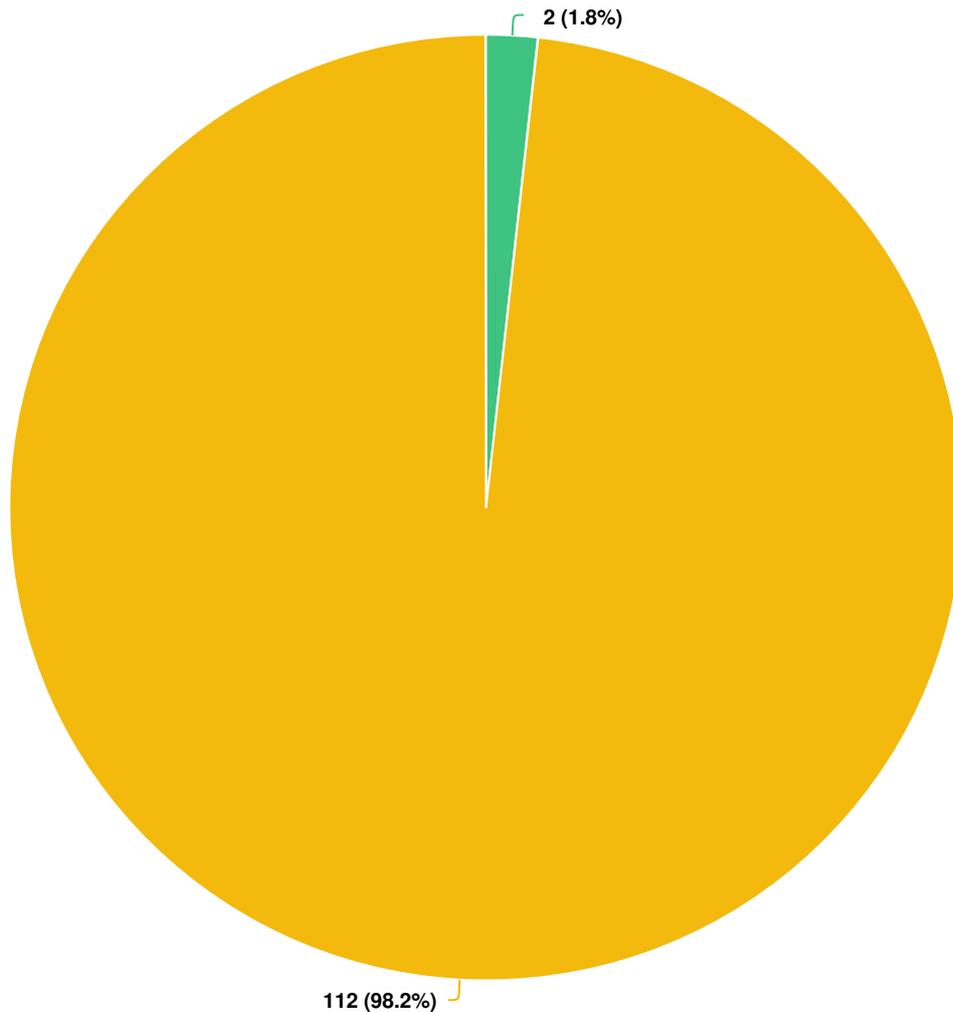
- Yes
- No

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q20** | Do you charge fees for any additional services? Examples include mail/package collection, bike storage, benefit packages, or access to tenant portals.



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

units.

### Q21 | Please list these services and their corresponding fees.

Anonymous

1/24/2025 04:12 PM

We have a non-refundable cleaning fee of \$300.

Anonymous

1/25/2025 10:23 AM

Additional occupants. \$15.00 per day. \$40.00 fee for returned check, plus labor costs.

**Optional question** (2 response(s), 112 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

### Q22 | Please explain why it is necessary to charge fees for these additional services.

Anonymous

1/24/2025 04:12 PM

The cost of turning over a unit is enormous. We use the fee to clean out the air ventilation system after a pet has been in the house. \$300 comes in way below what it actually can cost. And then! We hire cleaners for the windows and cleaners for the home itself. We also paint most or all of the walls, clean up the yard debris, and fix regular wear and tear on the unit. All of this is at no additional cost to the renter upon moving out. Re: question 16 below. Most renters insurance includes liability. I would definitely want the renter to have insurance that includes liability. Case in point, 3 years ago my tenants caught the house on fire. Fortunately, no one claimed any damages but everyone needs to have liability insurance. Landlords and tenants alike.

Anonymous

1/25/2025 10:23 AM

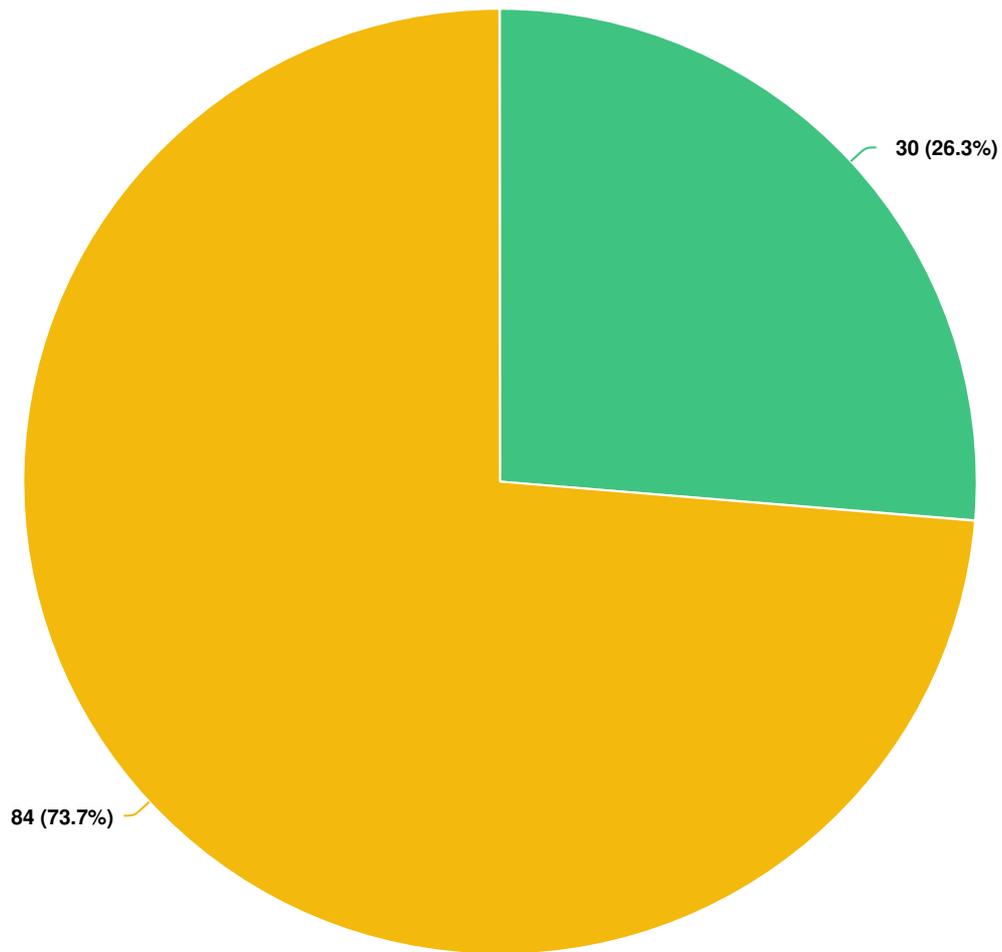
The CONTRACT allows for only the agreed upon number of tenants. Landlord time is valuable . No one should be forced to work for free.

**Optional question** (2 response(s), 112 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q23** Do you require tenants to carry liability insurance (separate from renters insurance)?



**Question options**

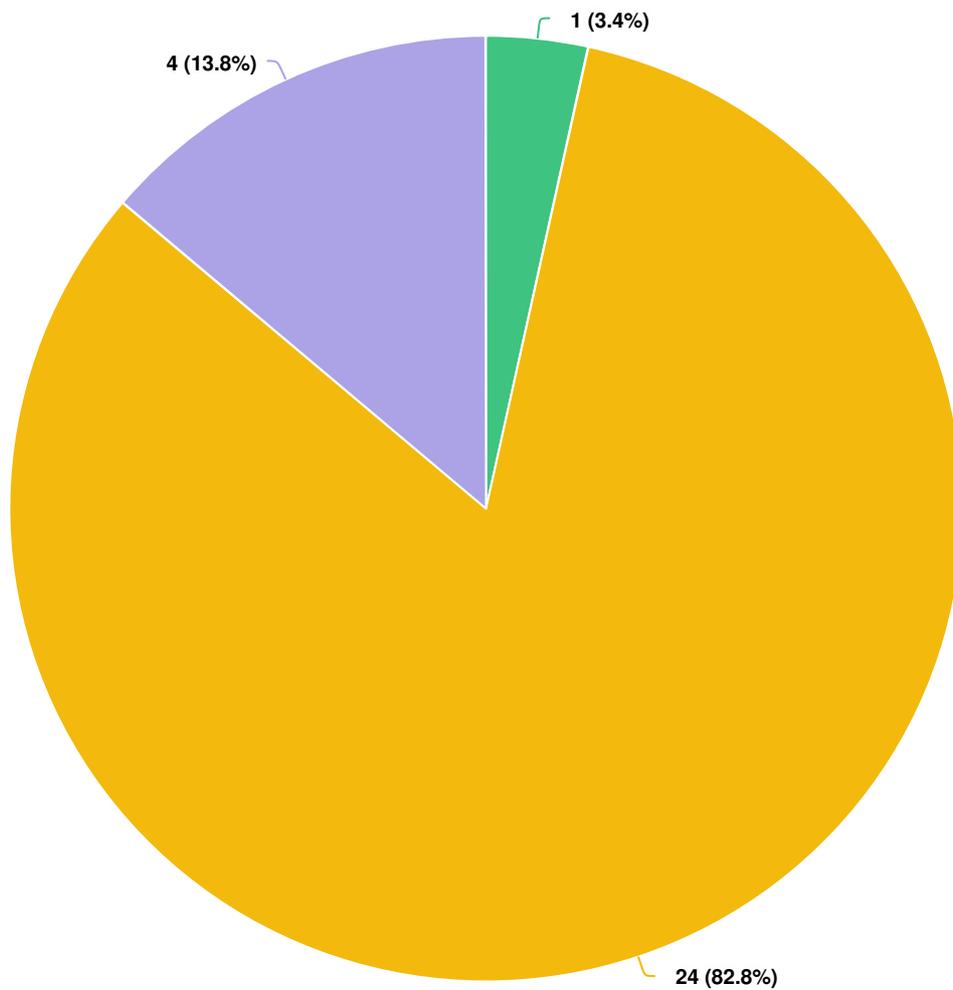
- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q24** | Do you charge tenants a fee if they choose a liability insurance plan you offer?



**Question options**

- Yes
- No
- I don't know

*Optional question (29 response(s), 85 skipped)*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q25** | Please describe how tenants opt out of your liability insurance plan.

Anonymous

Proof of other coverage in-force, declaration from carrier

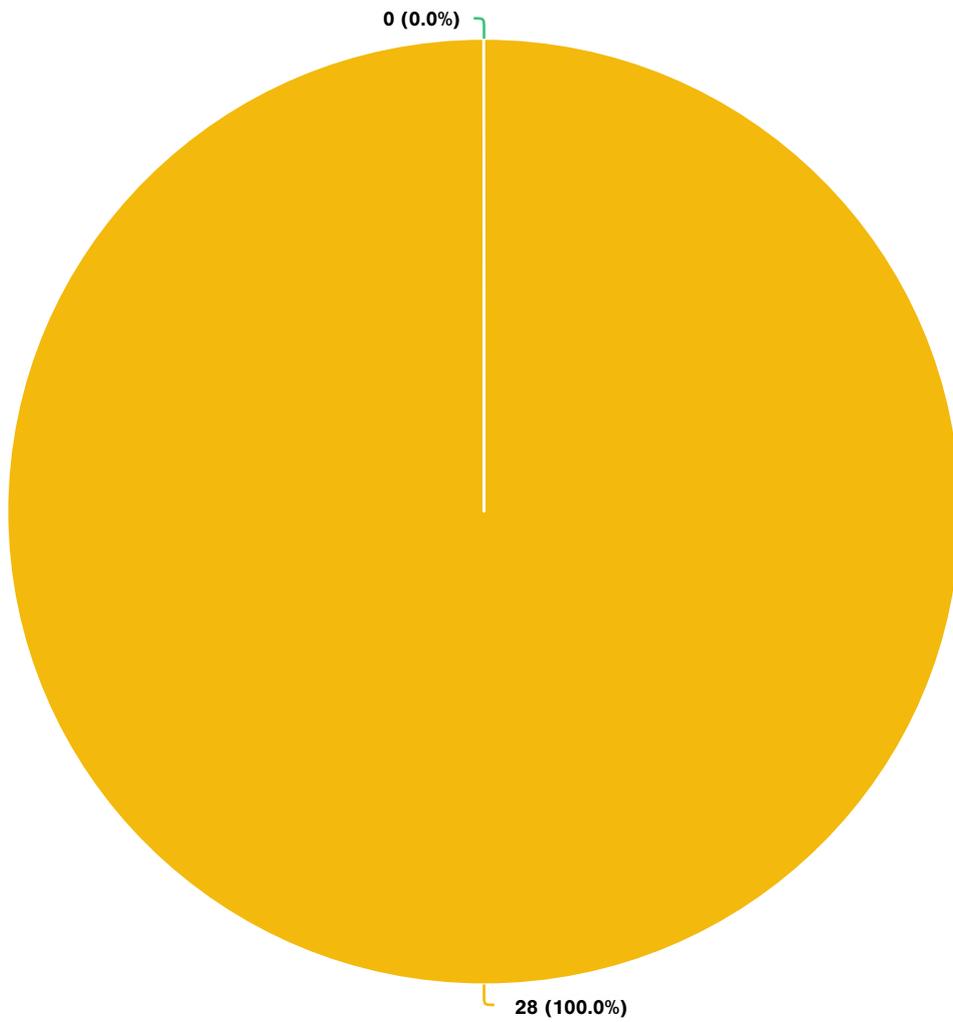
1/24/2025 03:23 PM

**Optional question** (1 response(s), 113 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q26** | Do you charge tenants a fee to use their own liability insurance providers?



**Question options**

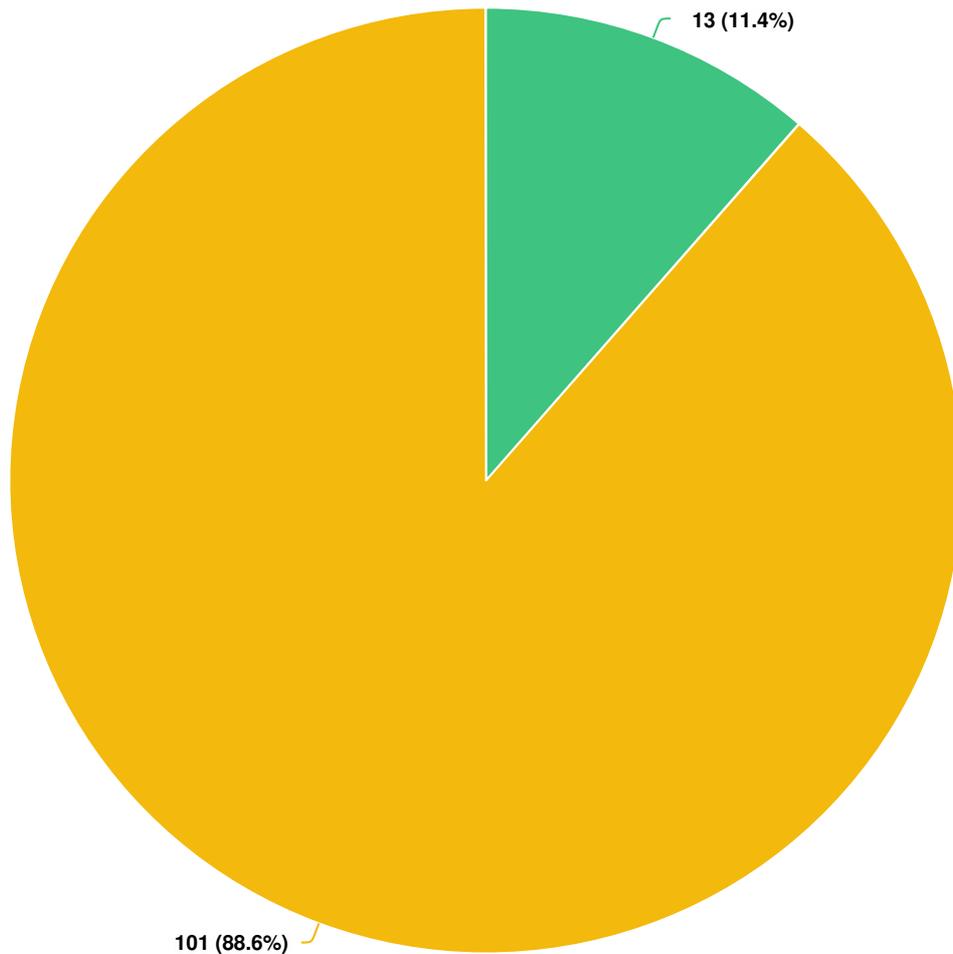
- Yes
- No

Optional question (28 response(s), 86 skipped)

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q29** | Do you charge fees to tenants who use certain methods to pay rent? Examples include checks, money orders, and credit cards.



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

units.

**Q30 | Please list which payment methods incur a fee, the amount of the fees, and the business costs those fees recover.**

Anonymous

1/24/2025 12:04 PM

Only accept online payment via ACH using our payment portal. No credit cards accepted.

Anonymous

1/24/2025 08:30 PM

I don't take credit cards because it's too expensive. If I did, the renter would pay that cost.

Anonymous

1/25/2025 10:39 AM

I require direct deposit. If I was forced to take fees that added a cost to me I would pass that on to tenant

Anonymous

1/25/2025 11:26 AM

Paying by check or money order means my property manager has to go to the bank and deposit the check. That takes time.

Anonymous

1/25/2025 09:37 PM

No fees, but Credit cards are not accepted

Anonymous

1/25/2025 10:11 PM

credit cards

Anonymous

1/25/2025 10:15 PM

Cc fees are actual rates

Anonymous

1/25/2025 11:51 PM

I bill them if they want to use PayPal which is the same fee I get charged-3.5%. There is no fee to do a bank transfer or check.

Anonymous

1/27/2025 04:17 PM

credit payments incur 3% processing fee

Anonymous

1/29/2025 10:13 PM

I can only accept checks.

Anonymous

2/12/2025 12:15 PM

If I incur the cost it's passed onto to them. The platforms we all use charge the fees.

Anonymous

2/12/2025 12:23 PM

My rent software charges tenants a \$9.99 fee for debit cards, and 3% for credit cards. My business does not receive any of these funds, as they are charged by the software provider.

Anonymous

2/12/2025 03:10 PM

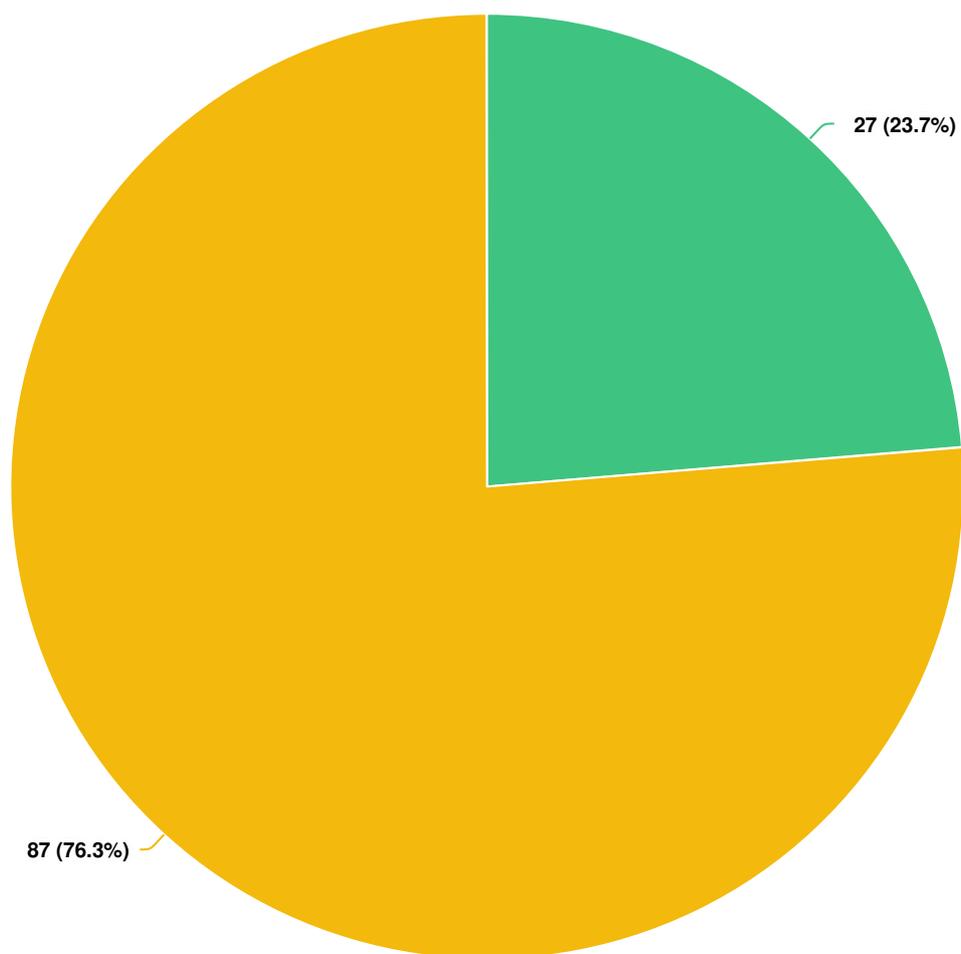
Whatever I am charged is passed on to them.

**Optional question** (13 response(s), 101 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q31 | Do you provide tenants with information about Economic Displacement Assistance?**



**Question options**

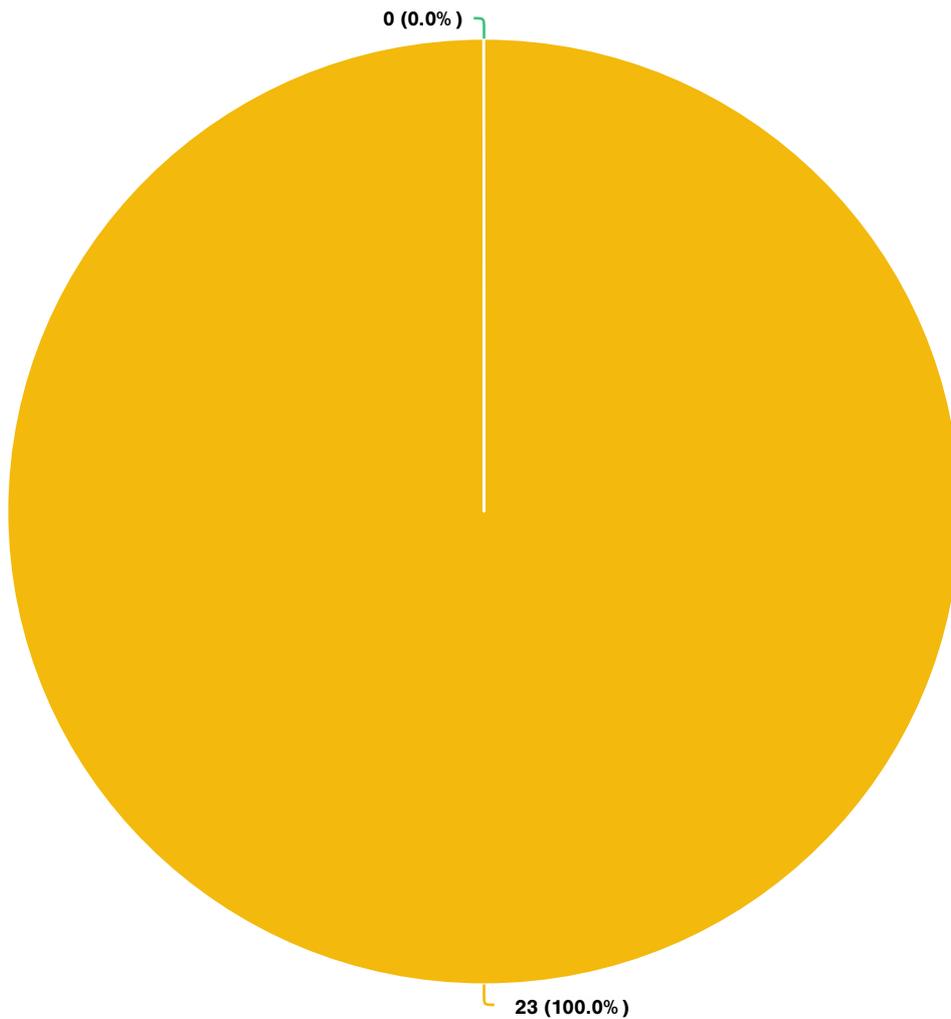
- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q32** | Do you charge any fees to tenants who apply for this assistance or receive this assistance?



**Question options**

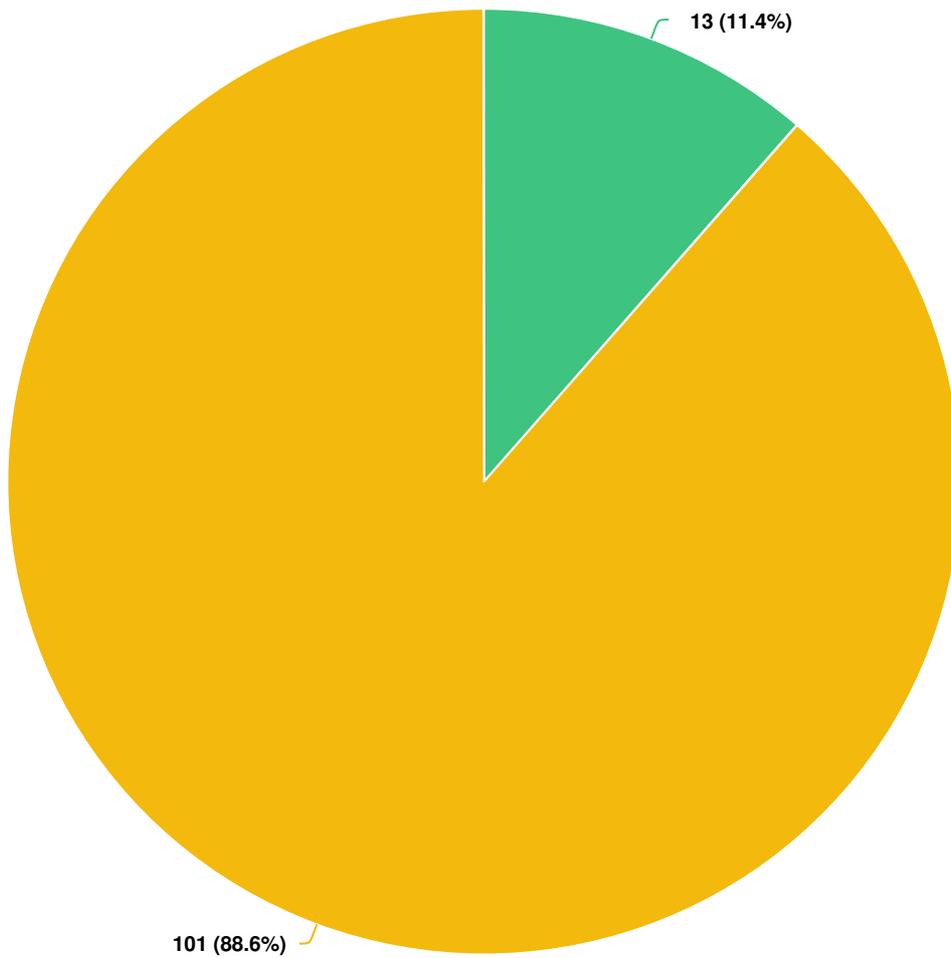
- Yes
- No

Optional question (23 response(s), 91 skipped)

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

**Q33 | Do you charge tenants move-out fees at the end of their rental agreements?**



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q34 | What is the amount of the move-out fee, and what associated business costs does it recover?**

Anonymous

1/24/2025 12:04 PM

\$250 is a nonrefundable turnover fee

Anonymous

1/24/2025 12:57 PM

\$300 for cleaning

Anonymous

1/24/2025 02:04 PM

\$250 for deep cleaning, trash removal, and time associated with check out process

Anonymous

1/24/2025 03:20 PM

I think they have to pay for cleaning.

Anonymous

1/24/2025 06:05 PM

not sure, it covers cleaning and repair

Anonymous

1/24/2025 11:37 PM

Cleaning and yard maintenance to bring the property back to a similar standard that they had when they started. And prorated utilities, and and damages.

Anonymous

1/25/2025 10:39 AM

require professional carpet cleaning done at their cost

Anonymous

1/25/2025 11:26 AM

We typically lose a month's worth of rent in a turn around. Carpets must be cleaned or replaced, rooms painted, yards and landscaping repaired, drains snaked and cleaned, and deep cleaning appliances, changing locks when appropriate, ect.

Anonymous

1/25/2025 12:59 PM

There is typically a \$150 non-refundable cleaning fee. I seldom get a tenant that actually cleans it to the point of how clean it was when they moved in, therefore I end up spending my time cleaning after them.

Anonymous

1/25/2025 03:57 PM

It would come out of the security deposit and depends on the condition the property is left in compared to where it started in the move in and move out checklist.

Anonymous

1/26/2025 10:53 PM

Varies - depends upon condition of the home. They pay for damage that is beyond additional wear and tear.

Anonymous

1/28/2025 11:54 AM

The move out fee is tied to the cost of repairs. We conduct maintenance and repairs and charge the tenant 25% of those costs. This helps pay for repairing paint, flooring, cabinets, etc... above and beyond regular wear and tear.

Anonymous

2/03/2025 11:15 AM

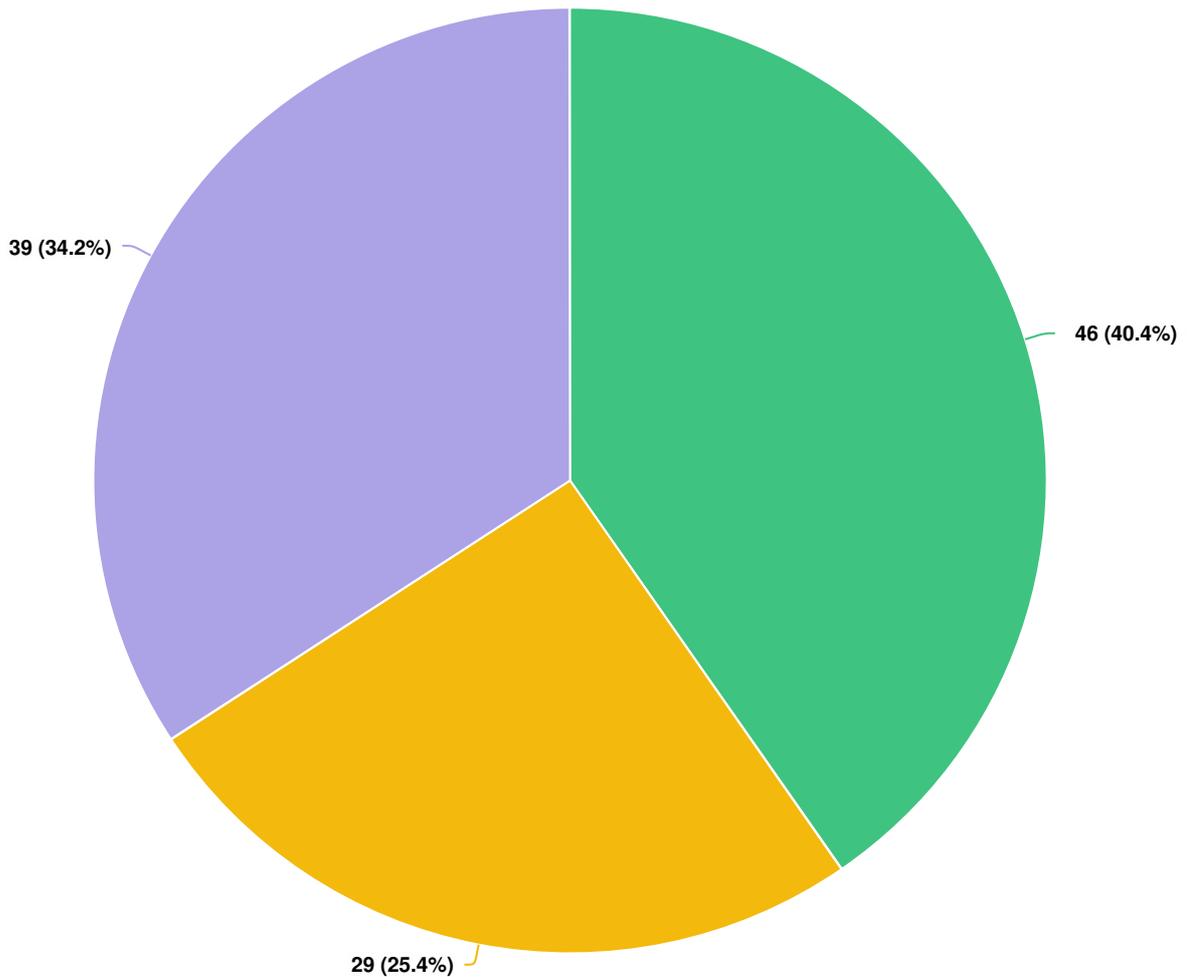
A \$250 cleaning fee

**Optional question** (13 response(s), 101 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q35** | Do you bill tenants separately for utility charges, or do you include utility charges in the rent?



**Question options**

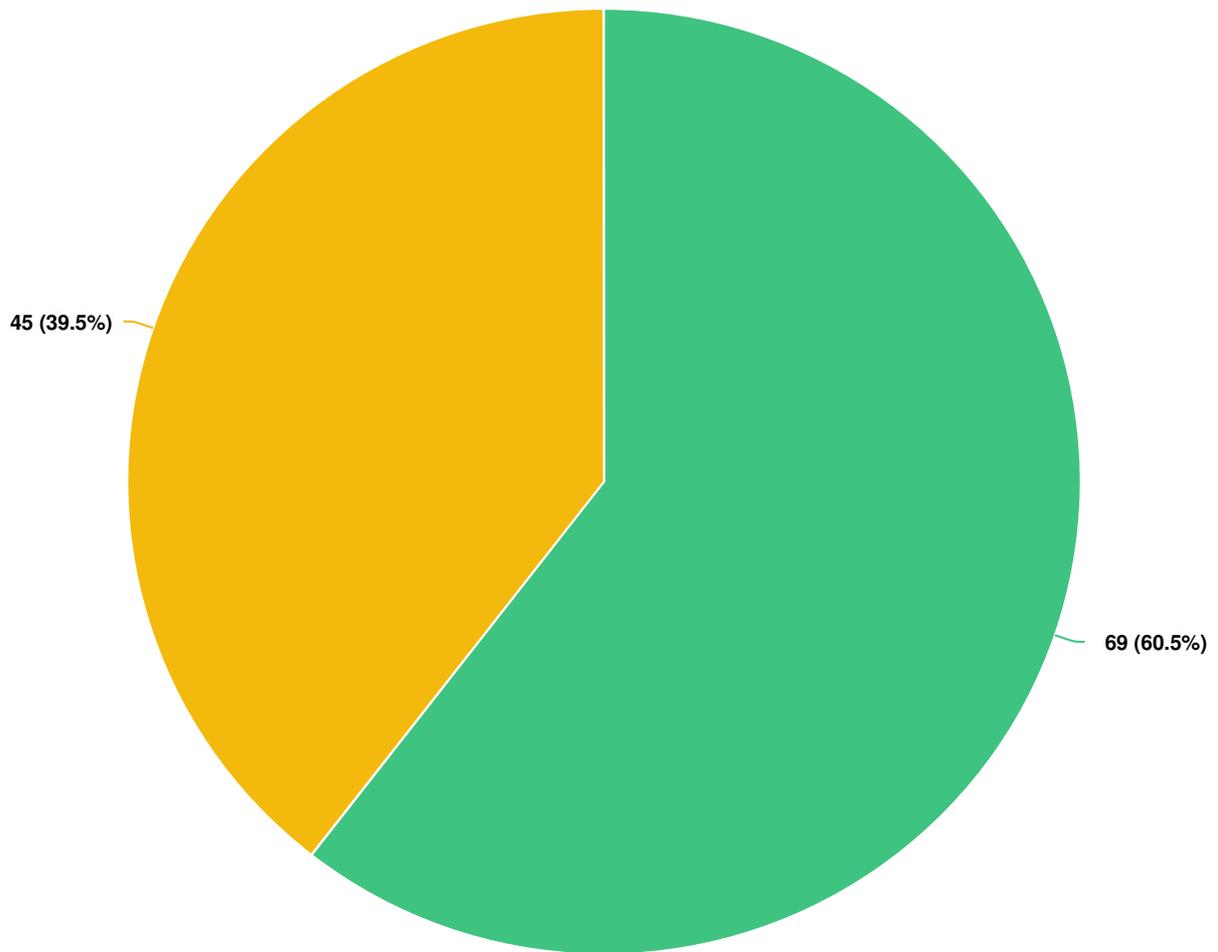
- Bill separately
- Include in rent
- Depends on the property

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

**Q36** | Do you charge tenants a fee to replace lost keys?



**Question options**

- Yes
- No

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q37 | What is the amount of the fee to replace a key, and what associated business costs does it recover?**

Anonymous  
1/24/2025 12:04 PM  
\$25. Covers the cost to get a new key cut and the time associated with resolving the issue (estimate 1 hr of time)

Anonymous  
1/24/2025 12:36 PM  
\$25 per key

Anonymous  
1/24/2025 12:51 PM  
\$50 which barely covers staff time and locksmith etc

Anonymous  
1/24/2025 02:03 PM  
\$20 per key to replace during there tenancy but nothing after move out because I have to change the locks anyways

Anonymous  
1/24/2025 03:23 PM  
n/a

Anonymous  
1/24/2025 03:59 PM  
5 bucks

Anonymous  
1/24/2025 04:00 PM  
100\$. This is to replace the locks on the unit. Even 100\$ doesn't cover half the cost to the owner.

Anonymous  
1/24/2025 04:12 PM  
I only charge what is costs me to replace it, never mind how much time it takes me to get it done.

Anonymous  
1/24/2025 06:05 PM  
not sure

Anonymous  
1/24/2025 07:01 PM  
Not sure. Property management takes care of that.

Anonymous  
1/24/2025 07:49 PM  
The cost of the key and the time it takes to get the key made. Renters can go make their own keys for much cheaper.

Anonymous  
1/24/2025 08:30 PM  
\$50

Anonymous  
1/24/2025 09:28 PM  
Depends on property, but simply covers cost to professionally replace locks on exterior keyed entries.

Anonymous  
1/24/2025 09:50 PM  
Cost of key and locks, if required

Anonymous  
1/24/2025 11:37 PM  
What ever the business charges me.

Anonymous  
1/25/2025 07:24 AM  
Cost of key, approximately \$10

Anonymous  
1/25/2025 10:39 AM  
has not happened would charge actual cost time and key replication

Anonymous  
1/25/2025 11:26 AM  
My property manager must travel to Bellingham Lock and Safe and pay to have a new key made and deliver it to the tenant at the property. This takes time, and money, and we've had tenants who have lost their keys multiple times.

Anonymous  
1/25/2025 12:59 PM  
Lock outs are a pain in the butt and can cost me a half a day to help them out. Most tenants even want all new locks in case a key is floating out there somewhere.

Anonymous  
1/25/2025 01:42 PM  
\$10 - cost of a replacement key

Anonymous  
1/25/2025 03:57 PM  
\$10/key

Anonymous  
1/25/2025 06:11 PM  
Bill for rekeying directly from company.

Anonymous  
1/25/2025 07:37 PM  
The exact cost of the key. Several dollars

Anonymous  
1/25/2025 09:04 PM  
The cost of replacement

Anonymous  
1/25/2025 09:37 PM  
whatever the locksmith charges. Covers the bill for the locksmith to make a key or replace the lock. No markup, this is straight costs passed along.

Anonymous  
1/25/2025 10:11 PM  
\$50. covers cost of key and time to get it made.

Anonymous  
1/25/2025 10:15 PM  
\$50 per key- roughly actual cost

Anonymous  
1/25/2025 10:34 PM  
\$20, enough to replace the key

Anonymous  
1/25/2025 10:34 PM  
\$100. Cost to replace lock

Anonymous  
1/25/2025 11:32 PM  
20. Just enough to cover the cost and time to deal with it.

Anonymous  
1/25/2025 11:51 PM  
\$50. Includes cost of the key, for us to create a new one, and delivery.

Anonymous  
1/26/2025 10:28 AM  
Cost of re-keying locks

Anonymous  
1/26/2025 10:34 AM  
Cost of key material + time.

Anonymous  
1/26/2025 10:48 AM  
Rekeying the locks. Actual charges only.

Anonymous  
1/26/2025 12:42 PM  
\$100 - covers cost and time to make and distribute key or replace lock.

Anonymous  
1/26/2025 04:51 PM  
\$25 (new key cost + labor rate for 30 mins for handyman to get key made and dropped off to tenant). No profit is made by me on this.

Anonymous  
1/26/2025 10:51 PM  
We charge a flat fee of \$35

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous 1/26/2025 10:53 PM	Not sure - property manager takes care of this.
Anonymous 1/27/2025 11:03 AM	\$25
Anonymous 1/27/2025 02:33 PM	actual replacement cost and time at a rate of \$30 per hour if I do not have extra keys on hand
Anonymous 1/27/2025 04:17 PM	\$25 key and admin costs
Anonymous 1/28/2025 10:23 AM	\$10, it's \$3 to have the key made plus gas and time to go to the hardware store.
Anonymous 1/28/2025 11:54 AM	Depending on where you go a key replacement can cost \$25-\$100. Keep in mind most buildings now have keyless/fob entry and these modern entry mechanisms are more expensive to replace.
Anonymous 1/28/2025 09:49 PM	would have to check. Never had to charge
Anonymous 1/28/2025 10:05 PM	Depends on the key. Locking mail box \$30 per key from the manufacturer. House key \$5 + \$25 for landlord time
Anonymous 1/29/2025 11:37 AM	\$200
Anonymous 1/29/2025 01:47 PM	\$30. cost of key(s) and the labor to get it replaced
Anonymous 1/29/2025 10:13 PM	This has never happened
Anonymous 1/30/2025 02:22 PM	\$10 per key and it should be more
Anonymous 2/01/2025 08:31 AM	Actual cost, usually I have to simply replace the door knob and deadbolt. it is easier and cheaper,

Anonymous

2/05/2025 11:51 AM

Whatever it costs to make a new key

Anonymous

2/05/2025 02:38 PM

\$10 per missing key when (tenant) moves out

Anonymous

2/11/2025 11:03 AM

40, includes my time to deal with replacement and dropping whatever I have going that day, drs apts for kiddo or otherwise and it covers key replacement

Anonymous

2/11/2025 11:54 AM

\$25 for time and materials cost.

Anonymous

2/11/2025 01:17 PM

This is that responsibility thing again.

Anonymous

2/11/2025 04:06 PM

\$250 - Both front door, Back door and storage unit locks would need to be replaces as well as spare keys made. This is the same thing you would do for your house.

Anonymous

2/11/2025 07:59 PM

\$10 per key

Anonymous

2/12/2025 12:12 PM

Depends on the situation. If at end of lease is one situation versus lost key during tenancy is another.

Anonymous

2/12/2025 12:15 PM

It costs what the locksmith charges. The tenant will contact a locksmith and pay it themselves. We don't offer lockout service because we own single family units

Anonymous

2/12/2025 12:23 PM

They are billed for a rekey, as billed by the service provider.

Anonymous

2/12/2025 03:10 PM

Whatever it costs to replace the lock.

Anonymous

2/13/2025 10:00 AM

\$20

Anonymous

Has not come up yet.

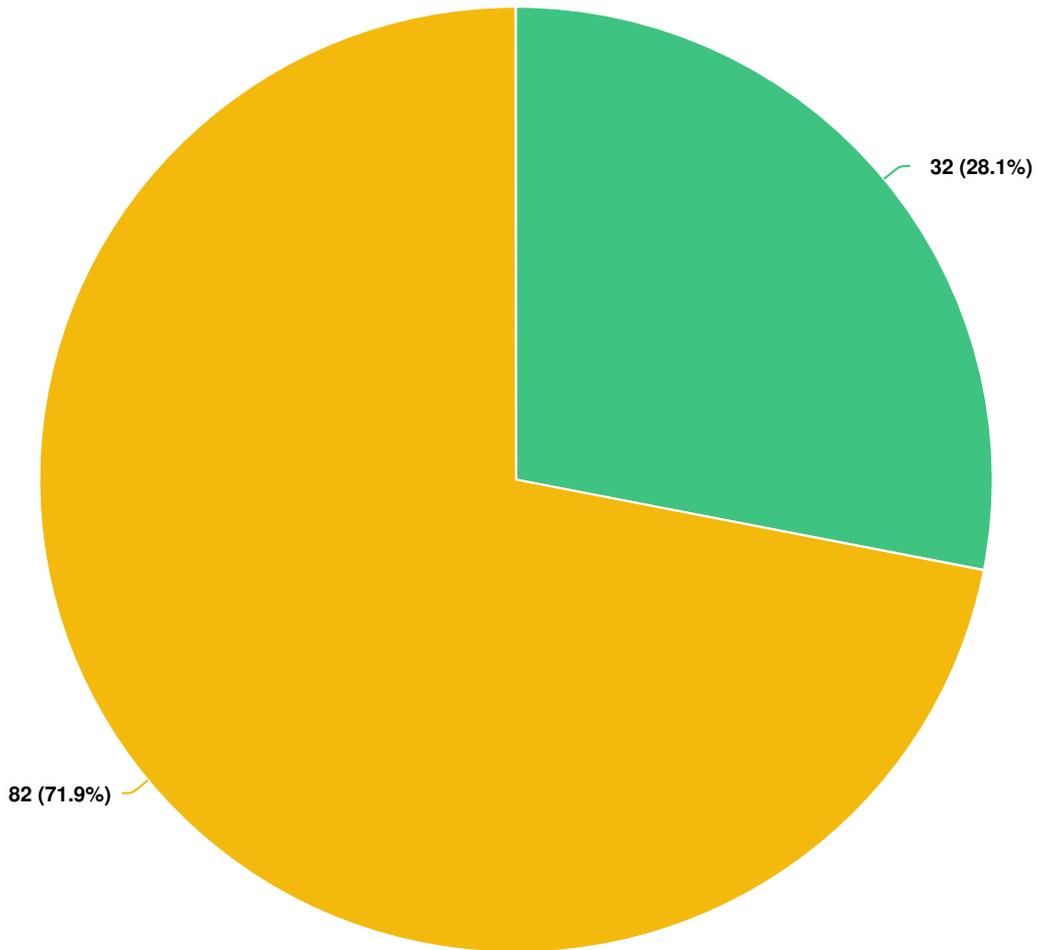
2/14/2025 08:00 AM

**Optional question** (63 response(s), 51 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q38** Are there fees in your lease agreements to add tenants or switch tenants on leases?



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q39 | How much are the fees to add or switch tenants, and what associated business costs do they recover?**

Anonymous  
1/24/2025 12:36 PM

\$50 per

Anonymous  
1/24/2025 03:23 PM

n/a

Anonymous  
1/24/2025 03:59 PM

Background check costs of \$45 that is the cost to me form the company that runs the background check

Anonymous  
1/24/2025 06:05 PM

not sure, additional paper work and background checks

Anonymous  
1/24/2025 07:49 PM

The actual cost of making the change such as advertising, office work, meeting and showing to new tenants, time to compose new documents.

Anonymous  
1/24/2025 08:06 PM

do not know

Anonymous  
1/24/2025 08:30 PM

\$500. The cost to hire someone to do the advertising, paperwork, showing the unit etc costs about \$500.

Anonymous  
1/24/2025 09:28 PM

Cost of a new lease application.

Anonymous  
1/24/2025 11:37 PM

I charge \$200 per couple, to pay for my time to verify references and to pay for the legal cost to draw up the documents.

Anonymous  
1/25/2025 10:23 AM

\$15.00 per day for added tenants. The CONTRACT that I made with tenant clearly states the amount of tenants that WE agree on. I have adjusted the rental amount to a lower amount due to the fact that the tenant is a single parent, and I have VOLUNTEERED to charge a lower amount to help this person and family stay housed. If additional tenants move in, then there would be additional income the tenants and therefore I should be able to charge market value if I choose.

Anonymous  
1/25/2025 11:26 AM  
It takes time to go through forms and check everything, folks. Imagine adding a new, and unknown person to your own driving insurance coverage for your car?

Anonymous  
1/25/2025 12:59 PM  
I don't actually have fees because I simply don't allow this. The lease needs to be signed by those living in my house.

Anonymous  
1/25/2025 09:04 PM  
\$150 to switch tenant

Anonymous  
1/25/2025 09:06 PM  
Credit check cost

Anonymous  
1/25/2025 10:11 PM  
1 month rent.

Anonymous  
1/25/2025 10:15 PM  
Actual processing time. Typically \$50 + cost of background check of proposed new tenant

Anonymous  
1/25/2025 11:51 PM  
Actually I am considering adding this since I have had a lot of this and it takes about 5 hours from scheduling, reviewing applicants, going over paperwork, adding and subtracting people from the lease, making sure everyone has signed, etc. I was considering \$250.

Anonymous  
1/26/2025 10:48 AM  
We charge for the credit check/background check. Actual costs.

Anonymous  
1/26/2025 04:51 PM  
Only the cost for running a credit check thru TenantCloud app. I believe it's \$30 or \$40. Again, no profit made by me on this.

Anonymous  
1/26/2025 10:53 PM  
Not sure - property manager takes care of this.

Anonymous  
1/27/2025 02:33 PM  
Depends on the situation, \$250 administrative fee if new lease/rental agreement is required with additional background checks and move in/move out damage checklist. If there is a primary tenant who assumes all financial liability, there is no charge to add or remove an individual

Anonymous  
\$50

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1/27/2025 06:28 PM

Anonymous

1/27/2025 09:22 PM

\$200 For the time to process applications and do all the necessary paperwork removing and adding tenants to make sure the exiting tenant, the tenants staying, and myself are all covered.

Anonymous

1/28/2025 10:23 AM

\$150. Normally takes at least 3 hours of time to handle move out paperwork with outgoing tenant, move in paperwork with incoming tenant, background and credit check are separate.

Anonymous

1/29/2025 10:13 PM

I have a single ADU I rent in my basement. It is really important I am able to determine who lives in my house. If the renter moves out, I need to find a new renter. I don't let them pick the replacement. I charge \$500 to break their lease.

Anonymous

2/01/2025 08:31 AM

\$250 + new tenant needs to be screened.

Anonymous

2/11/2025 11:03 AM

50 for changing roommate mid lease. This takes me a solid full working day to process a new tenant and I have to account for paperwork as well as having it resigned by everyone which is a hard 10 fee just for the signing that Im charged by our e sign software.

Anonymous

2/12/2025 12:15 PM

150\$ - admin fees. If you ran this business you'd understand

Anonymous

2/12/2025 03:10 PM

Depends on the situation.

Anonymous

2/13/2025 10:00 AM

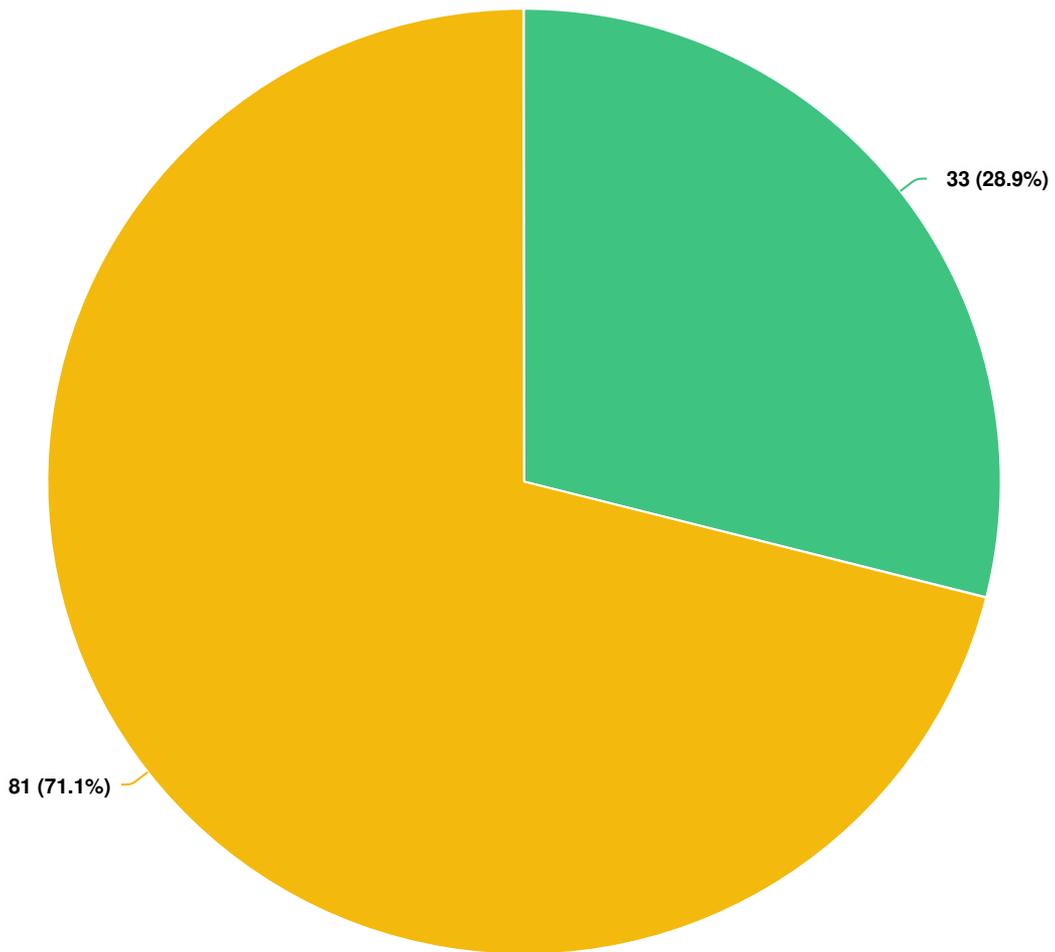
\$300

**Optional question** (30 response(s), 84 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q40** Do you use a property management service, or do you manage units yourself?



**Question options**

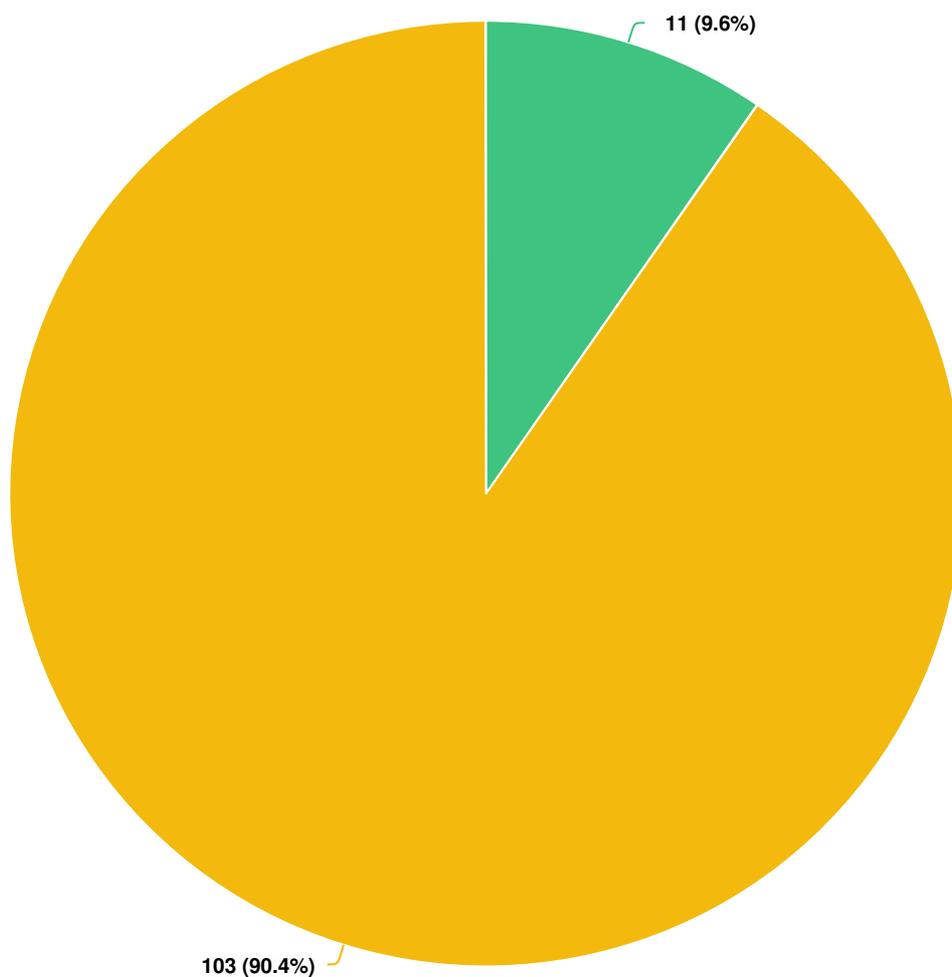
- I use a property management service.
- I manage units.

*Mandatory Question (114 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.*

**Q41 | Do you use an algorithm to help determine rental pricing?**



**Question options**

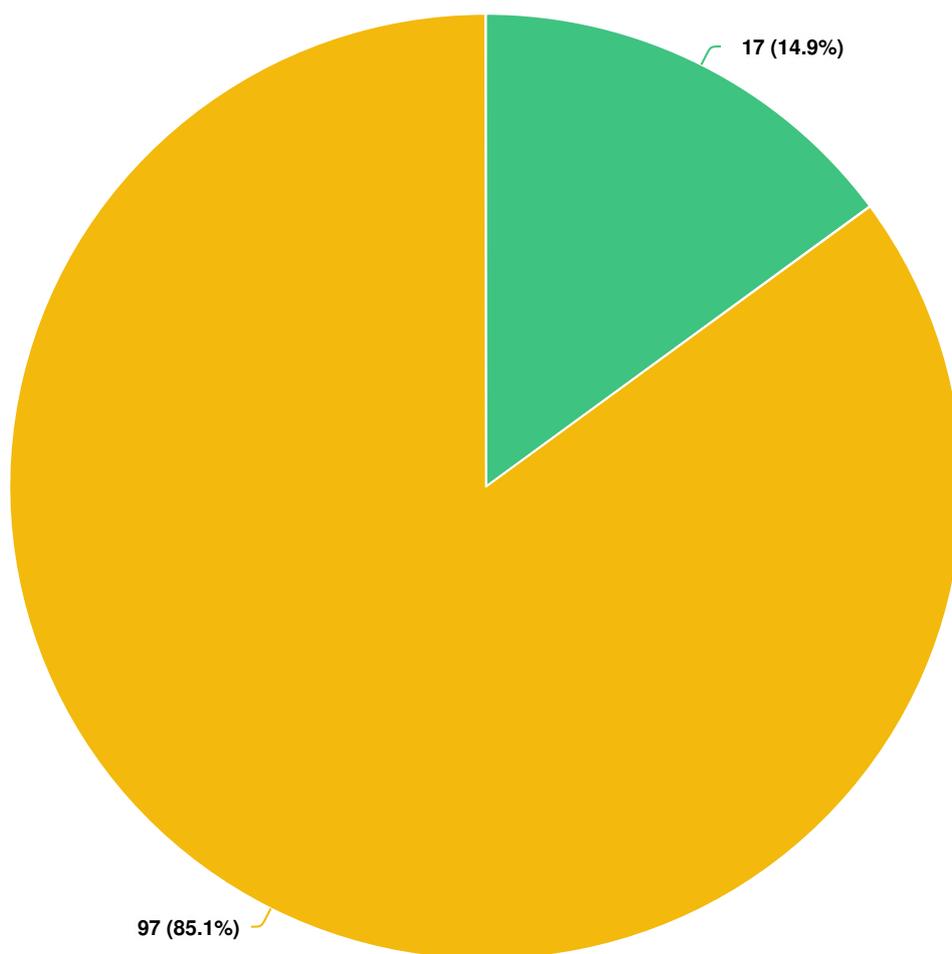
- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q42** Do you charge fees for administrative costs?



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q43 | How much is the fee for administrative costs, and what expenses does this cover?**

Anonymous

1/24/2025 02:03 PM

Ask the rental company - Roma Management

Anonymous

1/24/2025 03:23 PM

n/a

Anonymous

1/24/2025 07:49 PM

\$50 per hour. This covers the hours spent to remedy a renter breaking their contract.

Anonymous

1/25/2025 08:31 AM

\$200 admin fee to cover administrative costs.

Anonymous

1/25/2025 11:26 AM

It is what I pay. They answer phone calls for blocked drains on a Sunday. They handle any issues with the next door neighbors. They make sure the garbage is being collected and not piled up in the street. They make sure the lawns are mowed. There are countless things that come up that they administrate FOR me.

Anonymous

1/25/2025 10:15 PM

Any actual costs outside of typical

Anonymous

1/25/2025 10:34 PM

\$45 for application

Anonymous

1/26/2025 10:52 AM

Applicant screening costs. Capping background checks doesn't allow the landlord to charge for their time spent reviewing applicants. This is not a hobby, we expect to be compensated for our time.

Anonymous

1/26/2025 10:53 PM

Application fee

Anonymous

1/27/2025 02:33 PM

sometimes, when I have a tenant or potential tenant who has a lot of changes or accommodations they think they need on a lease, I may charge an additional rental agreement fee, I charge an early termination fee if tenants want to break a lease and I need to advertise and find new tenants. Basically, the costs cover my time and a portion of the expenses I have to insure I am following the law, which seems to change every year, thus I incur additional legal fees.

Anonymous

1/27/2025 06:28 PM

\$35 for background check

Anonymous

1/29/2025 01:47 PM

\$100. for time and and work to set up renter, get moved in

Anonymous

2/11/2025 11:54 AM

application fee- \$50 to make sure tenant is serious about renting property and cover fees for credit and rental history.

Anonymous

2/12/2025 12:15 PM

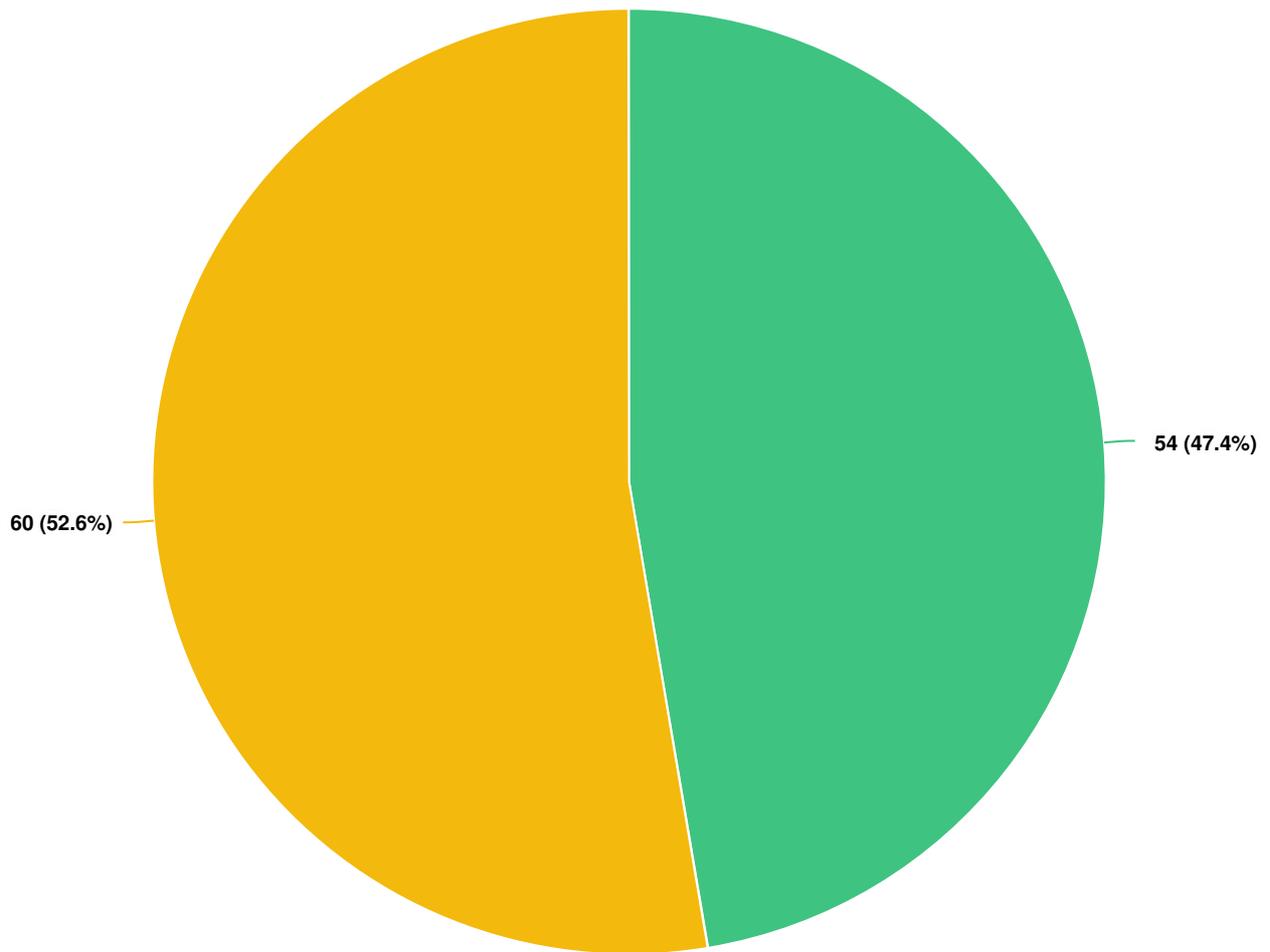
See above

**Optional question** (14 response(s), 100 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q44** Are there lease-breaking fees included in your lease agreements?



**Question options**

- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q45 | How much is the lease-breaking fee, and what associated business costs does it recover?**

Anonymous

1/24/2025 12:04 PM

Early termination fee of \$500. This covers the unplanned time and cost to manage the turn over: Check out, cleaning, repair, advertising, vetting applications, showing the unit, new lease, move in. Total average time to handle an unplanned turnover = 20hrs x \$25/yr = \$500. Early termination fee is an extremely important part of a lease, especially for small landlords. Without this fee there is no incentive for the renter to adhere to the contract/lease they signed and complete the full lease term. Additionally, small landlords, like us often plan lease turn overs at time in the year when we have the capacity to manage the turn over. Due to city laws we are require to give renters 4-6mo notice if we want to terminate a lease. The renter only needs to give us 30 days notice. That is not balanced. Without an early termination fee being a landlord become much riskier. To cover the risk, rent would need to increase.

Anonymous

1/24/2025 12:51 PM

If tenants are current on rent and they want to terminate the lease early, it will cost them an additional 2 months rent.

Anonymous

1/24/2025 12:57 PM

1/2 of one month's rent

Anonymous

1/24/2025 02:04 PM

\$500 cover cost associated with check out process, advertising the unit, showing, vetting new tenants (reference checks & employment verification), the check-in process (inspection/ documenting condition of unit to protect both parties, and new lease creation. This typical takes 25+ hours of total time.

Anonymous

1/24/2025 03:23 PM

n/a

Anonymous

1/24/2025 03:59 PM

1 months rent covers the cost of lost rent, advertising, showing the unit to new prospective tenants,

Anonymous

1/24/2025 04:05 PM

Lease breaking can be an economic hardship because it takes time to find a new tenant and that can mean going months without rent. I'm in a unique situation where I am immune compromised periodically throughout the year due to treatment for a medical condition. It can be challenging/dangerous to show my rental when I am immune

compromised. I rely heavily on planning my medical needs around my tenants full lease term. I know this is such a one-off circumstance but I want to share it because I manage my own rental and there are probably other private landlords who have similar complexities with life and business.

Anonymous

1/24/2025 06:05 PM

not sure, additional paperwork and loss of rent

Anonymous

1/24/2025 06:16 PM

It depends on the cost of the unit

Anonymous

1/24/2025 06:37 PM

forfeiture of last month move in rent deposit. Partially recovers cost of re marketing the property and maintenance which there always is. Shorted terms are usually based on in ability to pay and other things were neglected in the house before moving out.

Anonymous

1/24/2025 07:01 PM

I don't know. Property management takes care of that.

Anonymous

1/24/2025 07:49 PM

The fee is whatever the actual costs are to find a new renter to fulfill the lease terms that the renter agreed to.

Anonymous

1/24/2025 08:30 PM

The cost to find a new renter and complete documentation.

Anonymous

1/25/2025 10:39 AM

Tenant must pay duration of the lease unless new lease is put in place. Covers loss of income to me landlord.

Anonymous

1/25/2025 11:26 AM

When a tenant breaks our contract and leaves, it means the unit will not only will have to go through a major turn around cleaning it will also have to be re-marketed at an unexpected time. Our yearly rental schedule is based on the time of year that makes most sense to find new renters. Summer is the time for moving. So, when a tenant leaves in the middle of December, everything is harder...cleaning, repairs inside and out, painting, and marketing for a new renter who probably already has rental contract that they are locked into that doesn't expire until June.

Anonymous

1/25/2025 12:59 PM

I haven't had this happen, but I would charge at least \$200 for my time in finding a new tenant and going through all the motions again. I

would charge up to two months rent if the house sat vacant (which would never happen in Bellingham at the low rate I give).

Anonymous

1/25/2025 01:42 PM

One months rent - covers the time and effort to find a new tenant

Anonymous

1/25/2025 01:59 PM

I don't remember

Anonymous

1/25/2025 06:11 PM

\$500.00 from security deposit for early lease termination, and renter is required to cover rental costs until a new tenant is found(as quickly as possible to minimize this)

Anonymous

1/25/2025 09:04 PM

Loss of deposit

Anonymous

1/25/2025 09:37 PM

2 months rent. Cost to get new tenants in place

Anonymous

1/25/2025 10:11 PM

3 months rent. Cost to get it rented again and usually it requires extra cleaning when someone does ths

Anonymous

1/25/2025 10:15 PM

Remaining lease terms

Anonymous

1/25/2025 10:34 PM

1.5 times the monthly rent to bridge the cost of getting a new tenant unexpectedly

Anonymous

1/25/2025 10:34 PM

What's the point of a lease if there's no consequences when you break it? You do not get your deposit back

Anonymous

1/25/2025 11:32 PM

Depends solely on how the lease is broke. Typically I just want tenants to openly communicate. If I don't know that they're leaving and no longer going to pay rent, then I lose time and rent being unprepared for a turnover

Anonymous

1/26/2025 10:52 AM

1 month rent, covers leaving early. We require this because we rely on the rental income to make ends meet. This fee gives us a window where we can find a new Tennant without a break in our income.

Anonymous  
1/26/2025 12:42 PM  
Unsure of fee - cost covers employee's time to re-show and re-lease unit, as well as re-clean and prep unit for new tenant and loss revenue during this time.

Anonymous  
1/26/2025 04:51 PM  
1 month rent max which is prorated if we find tenants in less than 30 days

Anonymous  
1/26/2025 09:20 PM  
I'm not sure, but I think it's in the property manager's lease.

Anonymous  
1/26/2025 10:12 PM  
No answer

Anonymous  
1/26/2025 10:53 PM  
Up to maximum 60 days of rent if the unit can't be re-rented in that time.

Anonymous  
1/27/2025 02:33 PM  
\$250-\$500 cover my time to find new tenants and create new rental agreement

Anonymous  
1/28/2025 10:23 AM  
No fee. Tenant is legally required to pay the rent until I can get the unit re-rented.

Anonymous  
1/28/2025 11:54 AM  
A lease breaking fee is absolutely necessary to cover the cost of re-leasing the unit. The City requires a landlord to provide 4 months + notice for lease renewal, etc... but the current ordinance doesn't require a tenant to have any impacts/costs if they break a lease. This is totally unfair.

Anonymous  
1/29/2025 11:37 AM  
one month's rent

Anonymous  
1/29/2025 01:47 PM  
equal to one months rent. to cover the lost rent the unit is vacant when it should not be vacant. The lease is a contract - we as a property owner abide by that contract and have all the downside when a renter just decides they are leaving. We have made exceptions to this for military personnel and family emergency

Anonymous  
1/29/2025 10:13 PM  
It is \$500 if they break the lease. Finding a new renter takes me lots of time and advertising and screening costs.

Anonymous

1/30/2025 03:42 PM

Security deposit, which is one month's rent In general I have not had to charge this for over a decade. My tenants stay a long time, and move out at the end of their lease.

Anonymous

2/01/2025 08:31 AM

Cost of remainder of term on lease.

Anonymous

2/11/2025 11:54 AM

responsible for lease term in full without making previous arrangements

Anonymous

2/12/2025 12:15 PM

Equal to 1.5 months rent when I write the lease. Enables them to leave & break it instead of being responsible until we get a new tenant. That's a huge win to the tenant. Covers vacancy as well because we have to turn it now. Leases are contracts - I recommend studying contract law

Anonymous

2/12/2025 12:23 PM

Lease-break is typically just rent and utilities until new tenant is located or until lease ends, whichever is sooner.

Anonymous

2/12/2025 03:10 PM

One month of the rent or more. It depends on how quickly I can get another tenant in the property.

Anonymous

2/13/2025 10:00 AM

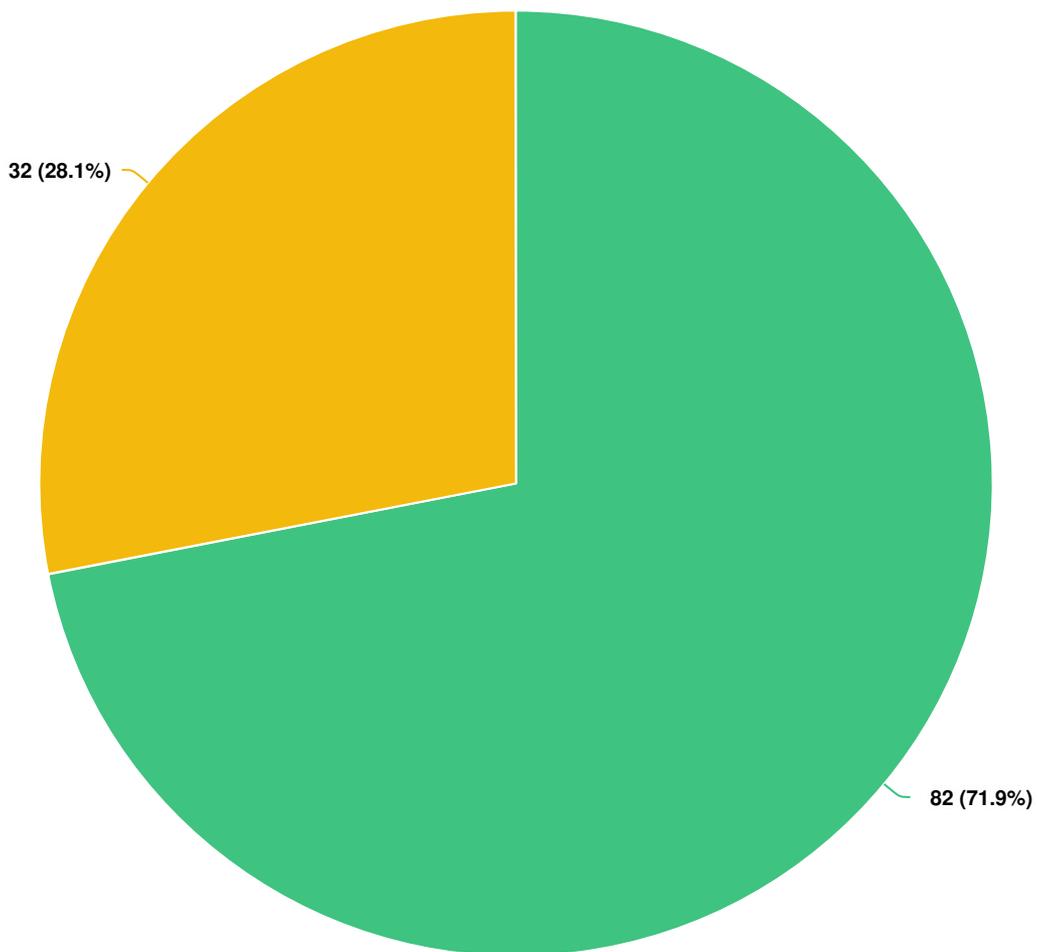
\$500

**Optional question** (45 response(s), 69 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q46** Did you know that if a tenant’s housing costs increase 8 percent or more in a 12-month time period, the tenant can request that the landlord provide rental relocation assistance, which is equal to three times the current fair market monthly rent fo...

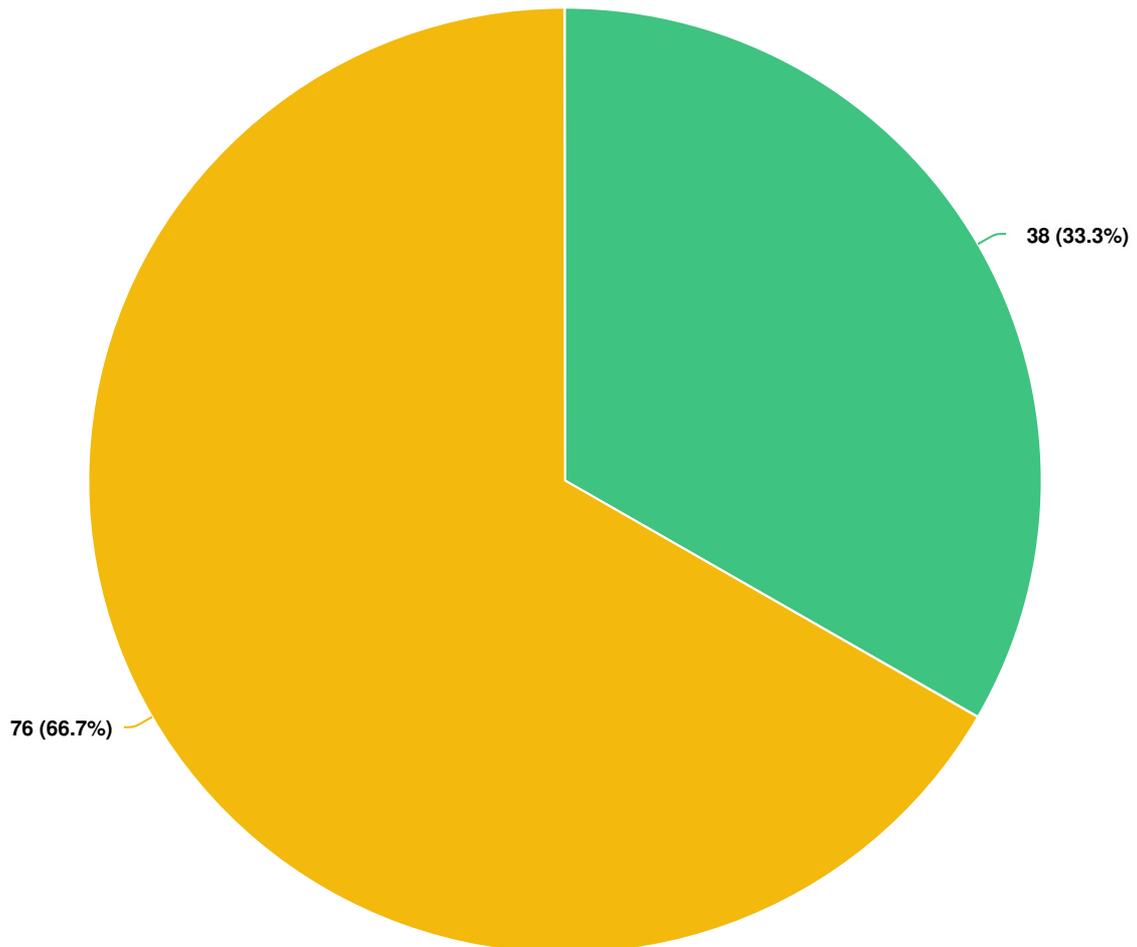


**Question options**

- Yes
- No

Mandatory Question (114 response(s))  
Question type: Radio Button Question

**Q47** | Did you know if a tenant requests relocation assistance or a landlord pays relocation assistance, landlords must notify the City within 30 days?



**Question options**

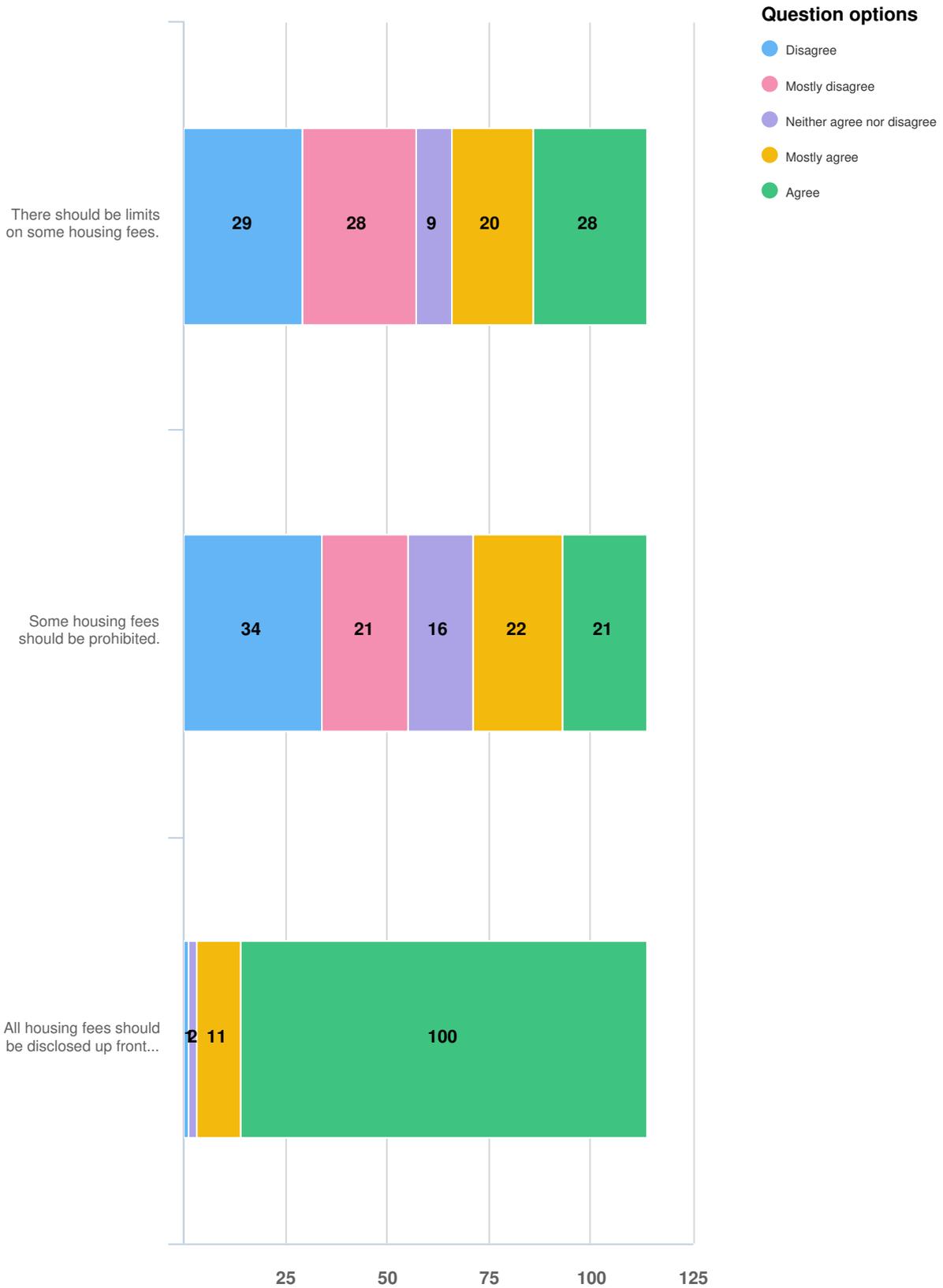
- Yes
- No

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental

**Q103** Please select your level of agreement/disagreement with the following statements.



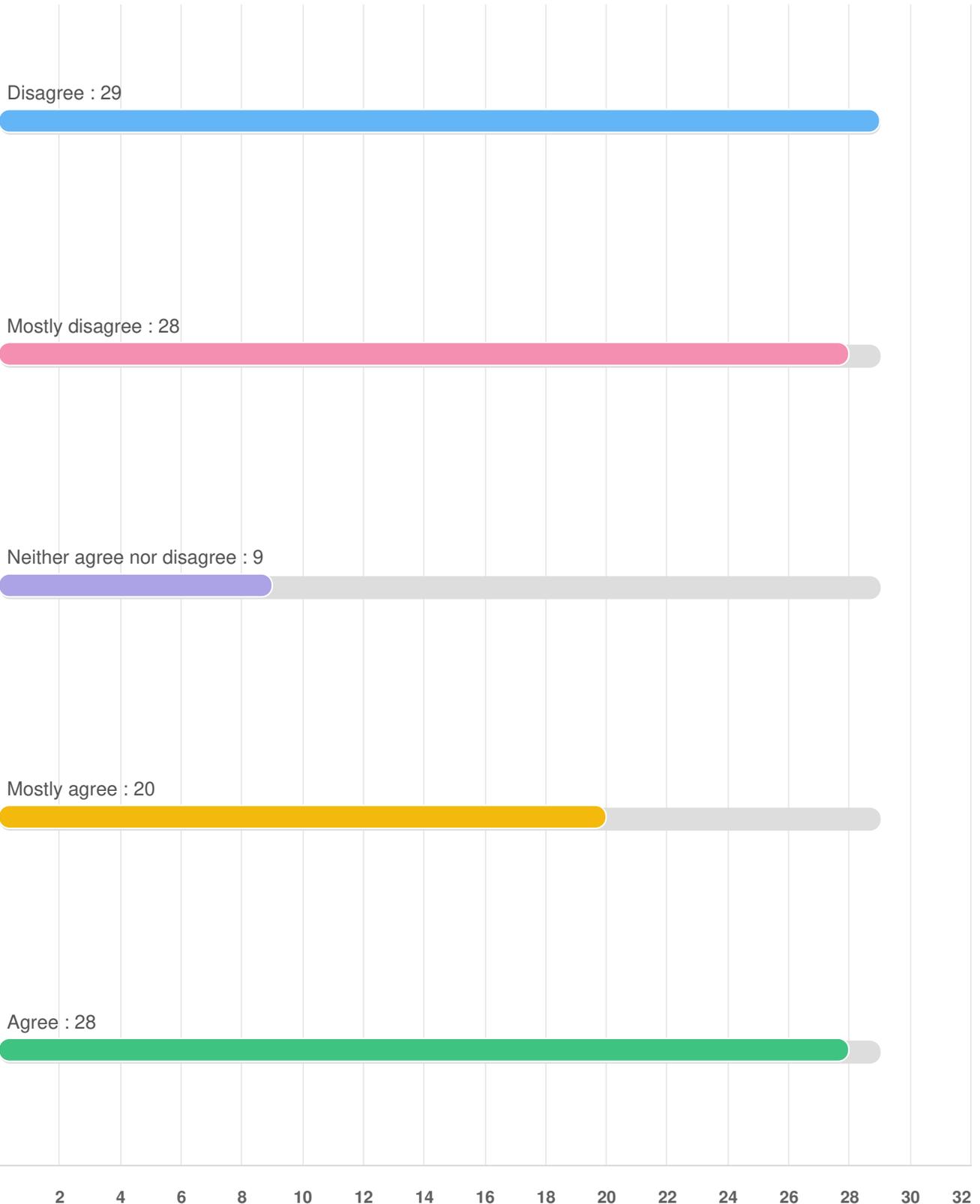
Mandatory Question (114 response(s))

Question type: Likert Question

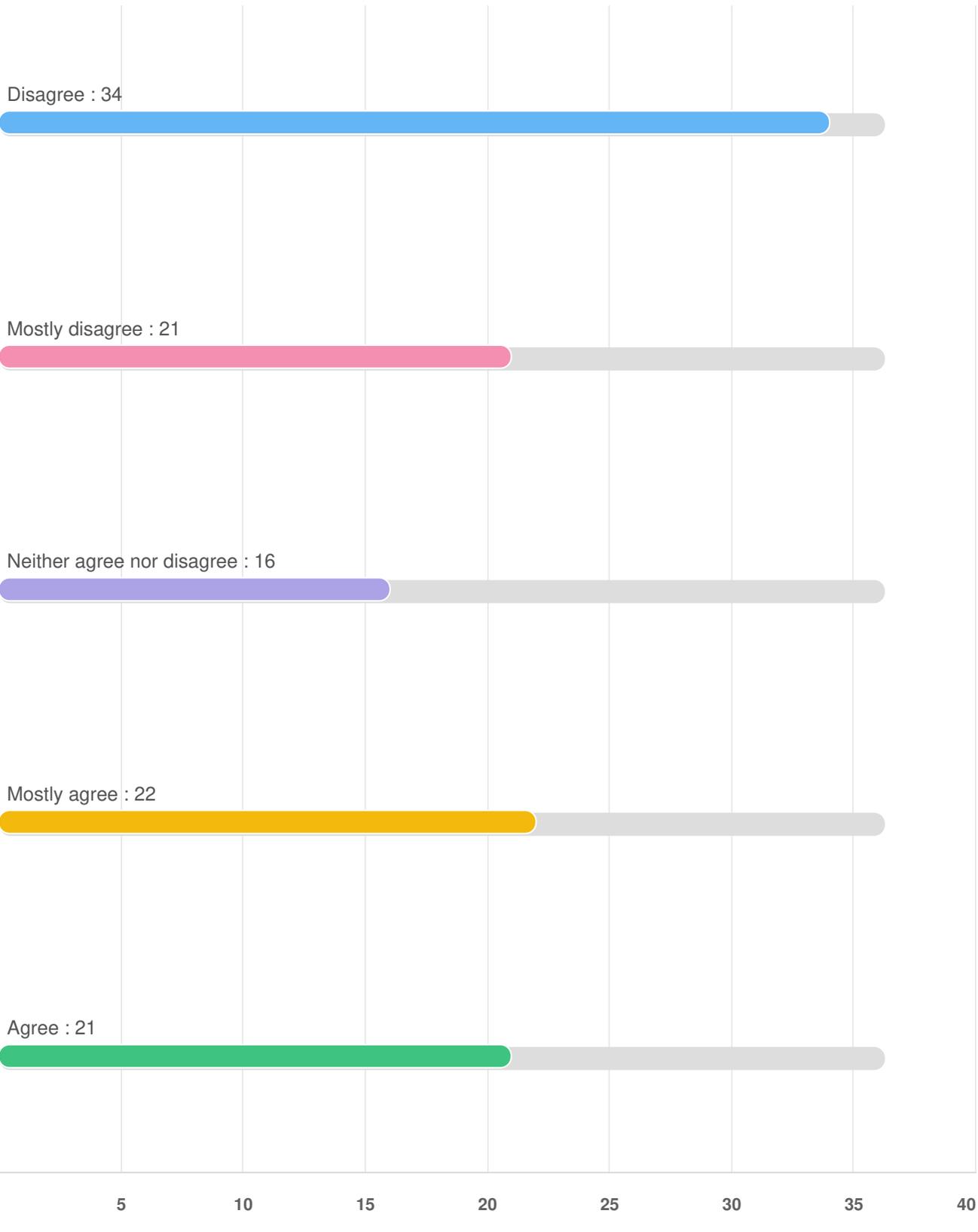
Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q103** | Please select your level of agreement/disagreement with the following statements.

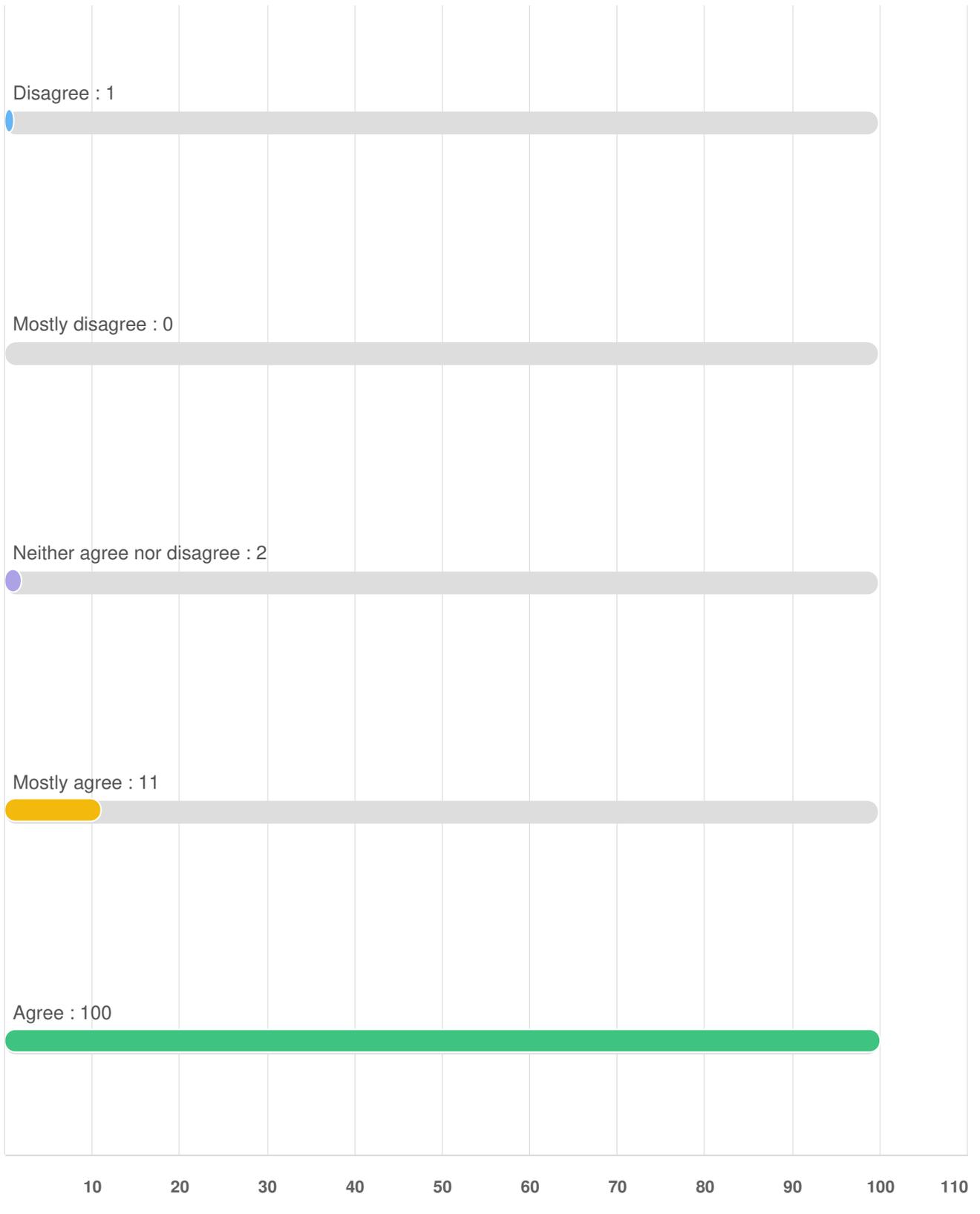
**There should be limits on some housing fees.**



### Some housing fees should be prohibited.



### All housing fees should be disclosed up front.



**Q104** Are there any specific examples of fees that you've seen that are not addressed by these ordinances?

Anonymous

1/24/2025 12:04 PM

-Early termination fee must be allowed, or rents will increase. -  
Damage deposits cannot be limited to just one month rent or  
landlords will face substantial losses due to damage, which will  
increase rents. -Late fees for payment must be similar to the late fees  
landlords incur if they are late on their mortgage payment.

Anonymous

1/24/2025 12:51 PM

No.

Anonymous

1/24/2025 02:04 PM

No. However, renters are grownups. They can choose to apply to  
someplace with exorbitant fees, or they can choose to apply to one of  
our rentals low fees. The market will decide where people want to  
apply.

Anonymous

1/24/2025 02:21 PM

No

Anonymous

1/24/2025 03:59 PM

damage to the property above and beyond the allowed deposit,  
background check fees are much higher and continue to go up

Anonymous

1/24/2025 04:00 PM

No

Anonymous

1/24/2025 04:12 PM

Landlords should be able to charge reasonable fees for pets,  
cleaning, late payments, etc. You have no idea how much an  
unreliable tenant can cost a landlord - most of which have a  
mortgage of their own to meet on the property. The fee caps and  
limits on security deposits and pet deposits are completely  
unreasonable.

Anonymous

1/24/2025 04:13 PM

no

Anonymous

1/24/2025 05:30 PM

The ordinance fails to provide fees that will pay for damage caused  
by tenant animals that destroy carpets, sheet rock, base board, sub  
floors. etc. And the ordinance's failure to cover and explain this  
seems to be about the Council having an ideological bias not about  
basic common sense property maintenance. Your assumptions  
seems to be that you will provide impunity to tenants for damage they  
cause whether economic or to property, simply in order to lower their  
cost exposure. This is grossly unfair to honest landlords trying to

maintain property at a livable level when damage occurs. This is fantasy arithmetic. Is your idea that when dogs urinate on subfloors, Bellingham tenants will move into property unrepaired because the ordinance has blocked effective ways to recover the cost of damage from tenants? Is the City going to pay for repairs? If not please explain how this is going to work, because I don't see it. This survey is not seriously trying to design a workable economic model - it is flawed - it is grossly biased against basic honest landlords who try to recover actual costs.

Anonymous

1/24/2025 06:37 PM

no

Anonymous

1/24/2025 07:01 PM

No

Anonymous

1/24/2025 07:02 PM

No

Anonymous

1/24/2025 07:49 PM

No

Anonymous

1/24/2025 11:37 PM

No

Anonymous

1/25/2025 09:26 AM

Yes, and they're important: Non-refundable application fees (usually around \$50) that property management companies charge. One huge problem is that they often charge these fees just for filing an application, even if the property in question is about to be rented to someone else -- and, since housing is so difficult in Bellingham, a lot of people tend to apply for some apartments. It reeks of scam.

Anonymous

1/25/2025 09:47 AM

Both parties know what they are getting into. Renters can walk away at anytime. Landlords can't. There are abuses on both sides but it's such a varied market that one set of rules just doesn't work for everyone. In my opinion, the less rules there are the better off the housing system works. I'm probably not the only landlord who doesn't follow half the rules but most renters don't follow any at all.

Anonymous

1/25/2025 10:23 AM

The COB FEES for RENTAL REGISTRATION. The COB and most government are the worst for additional FEES. Go to the COB website and search fees. I DO NOT think the COB has any right to limit what a landlord can charge when they themselves are setting the

example.

Anonymous

1/25/2025 10:25 AM

No

Anonymous

1/25/2025 10:39 AM

There should not be a cap on rent increase. My unit is way below market, if unforeseen damage or costs happened I would need to cover it and should be allowed to do so. To be limited in rent increase puts the landlord at risk of losing their property and is fair. Landlords are people and need protection too.

Anonymous

1/25/2025 11:26 AM

Everything favors tenants who break their contracts, cause damage to property, lose their keys, allow their pets to run amok, and refuse to pay their bills on time. This enables and rewards bad behavior, and will only make fewer people willing to rent their properties.

Anonymous

1/25/2025 11:36 AM

No

Anonymous

1/25/2025 12:59 PM

None that I charge.

Anonymous

1/25/2025 03:57 PM

PET damage or assistance animal damage

Anonymous

1/25/2025 09:37 PM

Lawn maintenance if they don't want to take care of the lawn. there are no markups here but lawn services don't mow for free. Pest control especially ants or rats coming in due to the tenant not keeping a clean house.

Anonymous

1/25/2025 10:34 PM

No

Anonymous

1/25/2025 11:51 PM

No. I firmly feel that if all fees are disclosed up front and everyone knows the business arrangement, there is no need for additional requirements. These requirements outlined in the ordinance are overreaching and very well may cause good landlords to leave.

Anonymous

1/26/2025 10:48 AM

Large landlords will accept multiple applicants per property and make money on every application fee. Charging fees for background checks are critical for the safety of neighbors and fellow tenants but

making a profit on application fees is immoral

Anonymous

1/26/2025 12:42 PM

No

Anonymous

1/26/2025 09:20 PM

No

Anonymous

1/27/2025 02:33 PM

I've had tenants that think they are entitled to me adding air conditioning when it's too hot in the summer, that think I should replace garage door opener remotes when they are lost or damaged, that ask me to replace all exterior locks after they've moved in, that ask that I remove carpet after they've moved in because they have pet allergies, that have asked for upgraded appliances because the colors don't match or they are more than 10 years old. Please don't assume all landlords are out to try to rip off tenants, I'm happy to work with anyone who is reasonable, but eliminating my ability to ask tenants to cover reasonable costs, just makes me increase rent to roll those costs in whether or not they are incurred. Yard/lawn care: when a tenant agrees to provide basic yard care and they do not, I should be allowed to charge them a one time and monthly fee until their either take care of it, or renew the lease with a new fee added.

Anonymous

1/27/2025 04:17 PM

Lawn care

Anonymous

1/27/2025 09:22 PM

I don't believe the city should be involved in this matter. There is a huge financial risk in letting someone live in a home you own. They can cause years worth of rent in damage in a matter of hour's. Owning a home is an expensive endeavor in any case. The city is capping rents and fees yet property taxes, insurance, utilities, and construction costs have no limits. The environment is such that it is becoming intolerable to be a landlord in Bellingham. As a result homes will be sold to people that can afford to buy them and there will be no homes for renters. Their only options will be apartments. A few bad landlords/property managers have given landlords a bad name. I have tenants who have been in my home's for decades and I'm the one that is feeling the pain not the bad actors. The market should drive this and renter's should not rent from bad landlords. That will solve the problem. This is just going to force the mom and pop landlords out of the business and all that will be left will be large companies that don't care about our community owning rentals. The reality is that it is so much more expensive to own a home now than it was 20 years ago that by comparison renting is a better deal now

than it has been in the past yet that doesn't seem to be understood. For example one months rent used to cover a year of property taxes. Now that same house it is 1.5 months and that's just one expense.

Anonymous

1/28/2025 11:54 AM

The limitations on fees are too strong. We should be allowed to charge fees for parking, pet monthly rent, unit turn costs above and beyond normal wear and tear, and a late fee of at least 6% of monthly rent (2% is an absolute joke and provides no incentive for compliance). The City charges a landlord a \$250.00 fee if they do not register a rental unit within 30 days pursuant to the rental registration ordinance. Seems inconsistent...

Anonymous

1/28/2025 09:49 PM

The rental ordinances and associated fees paid by the land owner have me considering selling the property where rent is about 60% of the going rate.

Anonymous

1/29/2025 01:47 PM

No

Anonymous

1/30/2025 03:42 PM

No

Anonymous

2/01/2025 08:31 AM

Yes, cost of eviction, legal fees. Usually a court will award legal fees.

Anonymous

2/05/2025 11:51 AM

no

Anonymous

2/11/2025 11:03 AM

no

Anonymous

2/11/2025 01:17 PM

Rental Registration and inspection fees charged by the city should be banned. These fees add to the cost of housing. Forced compost bins cost money and should be volunteer. I consider these another fee passed on to tenants. Nothing is free, including mailboxes. Locking mailboxes cost money to purchase and install.

Anonymous

2/11/2025 04:06 PM

Bounce Check. My bank charges me for a bounced check. If this happens its not my fault, I force the tenant to pay.

Anonymous

The city council should not be creating ordinances like this. All they

---

2/12/2025 12:12 PM

are doing is putting more pressure on rent prices by regulating. Each cost like rental registration, inspection fees, silly locking mailboxes, and others drives the price up. Let the rental market work and only focus on slumlords or derelict properties not every unit in the city. You're adding thousands and thousands of dollars of costs to the city's rental costs.

Anonymous

No.

2/12/2025 03:10 PM

Anonymous

I am not aware

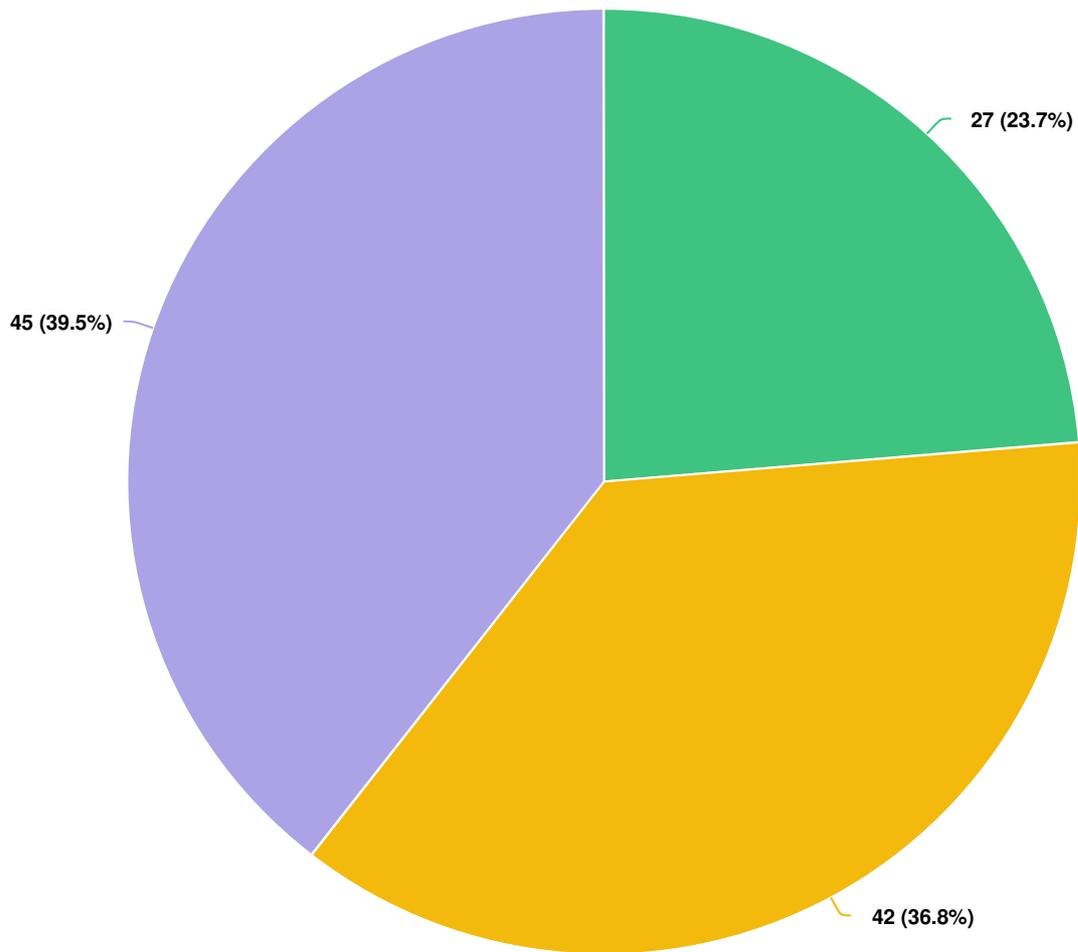
2/14/2025 01:14 PM

**Optional question** (44 response(s), 70 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q105** Are there any additional provisions you believe should be included in the ordinances?



**Question options**

- I don't know
- No
- Yes

Mandatory Question (114 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

**Q106** Please describe the additional provisions you would like to see.

Anonymous

1/24/2025 02:04 PM

Any fines for violations should be equal between landlords and tenants. There are no equal protections for landlords if tenants damage a unit, violate clauses, or choose not to pay.

Anonymous

1/24/2025 02:21 PM

I think a distinction should be made between large-scale Landlords who own several properties (e.g., more than 5 or 6 units), and those who just own a couple and rely on that income to supplement their retirement. Large-scale landlords generally have more resources to manage properties and assist tenants as opposed to small mom-and-pop landlords who don't have the same abilities.

Anonymous

1/24/2025 03:59 PM

the insurance companies & city, state & federal, and utilities should not be able to raise there costs they charge landlords more than 8% in any 12 month period

Anonymous

1/24/2025 04:00 PM

Landlords should be required to give tenant References if requested.

Anonymous

1/24/2025 04:12 PM

There are So Many protections for tenants state-wide but very few for landlords. Even the city charges fees to landlords - registrations, inspections, late fees. How about some protections for landlords from tenants who refuse to pay rent but also refuse to leave the property? Or protections for the landlord from tenants who completely take advantage of the EM pet certifications. There are so many areas where the landlord is powerless to act in a difficult situation.

Anonymous

1/24/2025 04:15 PM

Tenant must be responsible for actual damages if costs to repair exceed deposit

Anonymous

1/24/2025 05:30 PM

To promote housing all fee rate increases/decreases should be indexed to a standard inflation cost of maintenance index, never fixed. I have lived in several hyperinflationary urban areas - BsAs at 20% a month for example. Fixing rates in an inflationary cost environment will destroy the housing industry's investment base, and lead to mass disruption of basic services, bankruptcies of small property owners and managers. It is extremely provocative and will substitute goodwill for polarization in the community imho. Damage deposits held in escrow should be sufficient to cover damage caused by tenants and animals. This has been around \$1200 per room carpet

that animals have access to, so not one month per dwelling. Are you crazy - the basic arithmetic does not work.

Anonymous

1/24/2025 08:30 PM

It would be nice if you included a consequence for ESA fraud. Renters committing ESA fraud is a real problem that increases costs for everyone.

Anonymous

1/24/2025 11:37 PM

Price is related to supply and demand. Make it easier to have housing the more housing offered in a city will affect the cost. Allow as many people to rent a place. The permitting for building is making housing go up.

Anonymous

1/25/2025 09:26 AM

See above. Application fees should be much more closely examined and regulated to prevent them from becoming a little slush fund.

Anonymous

1/25/2025 09:47 AM

Don't add them

Anonymous

1/25/2025 10:23 AM

EIMINATE the RENTAL REGISTRATION program. It is part of the problem. Allow landlords to run their properties as a business, like THE COB COUNCIL has said. I don't see you regulating the price of eggs, shoes, cars or taxes or school bonds. If a potential tenant doesn't like what the landlord has to offer, they can shop a different landlord. Just like groceries, cars, bicycles or whatever.

Anonymous

1/25/2025 10:39 AM

No pets allowed except certified SERVICE ANIMALS. Especially for landlords with a single to 12 units.

Anonymous

1/25/2025 11:26 AM

Any costs to repair damage done by a tenant not paid within one month, shall be deducted from the property taxes paid by the landlord. Landlords who have their property taxes raised, shall be allowed to raise the rent the same percentage. For example, the total assessed value of property in Whatcom County increased by 15.9% from 2023 to 2024.

Anonymous

1/25/2025 11:36 AM

I looked at the mobile homes and did t see how much they can increase lot rent. It's pretty high! One year my friend's rent doubled!

Anonymous

1/25/2025 06:11 PM

The mis-use of service animals is out of control. There needs to be stricter parameters for this, as well as protection to landlords for this

loophole. Property taxes are also increasing at an unsustainable rate for homeowners, directly affecting rental costs. Our home property value increased from 450k to 670k in one year, with tax increases mirroring that. It does not make any sense...We can not continue to offer fair rental prices and absorb this huge cost. Private landlords really need protection from this.

Anonymous

1/25/2025 09:37 PM

Need to clarify is an emotional service dog considered a pet? This is way to easy for people to do and circumvent responsibilities of taking care of their PET. Need language about the tenants needing to be responsible for normal cleanliness and sanitary. Sometimes pest control is needed when people dont keep a clean house. maybe a cleaning service needed after an inspection because they dont clean it. Protect the landlords from Tenants that destroy the rental

Anonymous

1/25/2025 10:11 PM

I would like to see some notices to Tenants that they need to be responsible tenants. Extra cleaning fees could occur.

Anonymous

1/25/2025 10:34 PM

Tenets should not hold the power.. No matter the reason, if a tenant breaks the lease then the tenant is responsible. Landlord, OWNS the property and owes the tenant nothing if lease is broken.

Anonymous

1/26/2025 10:48 AM

Landlords with 5 (self managed) units or less are renting their past homes and should have fewer burdens and complexity. The closer the landlord is to knowing and interacting with the tenants, the better it is for both. Some large landlords are doing terrible things to tenants. The UC Davis model lease was a much better way than regulation to protect tenants AND landlords alike, with excessive regulation becoming necessary.

Anonymous

1/27/2025 02:59 PM

Rent is crease caps should be tied to real estate tax increases. There is a reason landlords have to raise rents. Also keep in mind home owners insurance is going through the roof.

Anonymous

1/28/2025 11:54 AM

See response to #36 above.

Anonymous

2/01/2025 08:31 AM

Exceptions for property owners with less than five (or Four or three) units. So many people like myself only have a couple units and I treat my tenants fairly. Also include ADUs and DADUs.

Anonymous

2/11/2025 11:03 AM

I would like to not have the ordinance feel like all landlords are evil. It currently reads like that.

Anonymous

2/11/2025 01:17 PM

This ordinance is set to be abused. There is no recourse for landlords for those that take advantage of this ordinance. I see more small time landlords selling out and leaving the city with less available affordable housing.

**Optional question** (25 response(s), 89 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

### Q107 | Do you have any comments or suggestions on how to improve the current drafts of the ordinances?

Anonymous

1/24/2025 12:04 PM

These ordinances will negatively impact housing in Bellingham: small landlords will take their units off the market due to increased risk and reduced financial return (reduction in housing), remaining landlords will increase base rent to account for increased risks, larger corporate landlords who don't reside in Bellingham will increase their market share of controlling housing units. This is not good for Bellingham! Small landlords represent a huge portion of the Small Business sector of Bellingham. These ordinances will eliminate many of these small businesses. This will cause negative economic impacts in our community. Due to the reduction of small landlords, larger corporate landlords will benefit. This does NOT benefit our community in any way.

Anonymous

1/24/2025 12:51 PM

I haven't read the latest drafts because the first version was so ridiculous I knew it would never pass. The types of predatory behavior you are trying to eliminate are things that we would never do, so I'm not that worried. We have never raised the rent 8% in one year. Most years if a tenant renews, we keep the rent the same. You should simply require transparency and let the market sort this out. If there are hidden fees that are not in the rental agreement, then people should not be required to pay them. If they are in the agreement, then the Tenant should learn how to read and negotiate them out. Social media is a great way for folks to share bad landlords and bad management companies.

Anonymous

I think you should leave well enough alone because every single

1/24/2025 02:03 PM

investor is pulling out and most people aren't gonna be putting their houses up for rent and you're making the rental situation much harder on anyone who can't afford housing here

Anonymous

1/24/2025 02:04 PM

Yes. There should be equal protection for landlords included in these ordinances. If the objective is affordable, safe housing in Bellingham, you have to protect both parties or small landlords will leave the market or be forced to increase rental rates at a steady rate of 8% a year even if they have never felt the need to do that previously. These ordinances will immediately lead to higher rental rates as landlords seek to protect themselves and their ability to pay their mortgage and maintain their properties in the inevitable event of excessive damage, late rent, etc.

Anonymous

1/24/2025 02:21 PM

I think a distinction should be made between large-scale Landlords who own several properties (e.g., more than 5 or 6 units), and those who just own a couple and rely on that income to supplement their retirement. Large-scale landlords generally have more resources to manage properties and assist tenants as opposed to small mom-and-pop landlords who don't have the same abilities.

Anonymous

1/24/2025 02:58 PM

The draft of implementing actions against the landlord are very broad and easily abused by a difficult tenant. In the past we had difficulty with tenants who were blatantly destructive and unlawful. Perhaps the draft could include legal actions that landlords can bring against such tenants.

Anonymous

1/24/2025 03:59 PM

start over

Anonymous

1/24/2025 04:05 PM

I think this ordinance creates a burden on the City to enforce it while we are facing a deficit. What staff will enforce this? Will we hire new staff? I don't think there are adequate resources for landlords to learn about local, state, and federal regulations and prepare leases that are compliant. I think this ordinance regulates the lowest common denominator of landlords and creates hardships for private landlords who are trying their best to be transparent and fair with their tenants but also reduce their risk and liability. I love the home I rent out. I spent my life savings on it. I want my tenants to enjoy living there and I want to be able to structure leases to ensure the home is treated well and reduce confusion between myself and my tenant if any issues flare up. Pet fees, late fees, lease breaking charges, and increased rent for month to month tenancies are all necessary to provide some buffer between mistakes and mortgage defaults. I

agree the other fees are absurd but I think it is a better use of City resources to lobby the state legislature for these laws. I don't think the City has resources to regulate this ordinance, it creates another clunky layer of local rules to parse through, and makes mom and pop landlords economically vulnerable.

Anonymous

1/24/2025 04:12 PM

Do not limit amounts for security deposits, late fees, pet deposits, application fees, etc. Instead go after bad actors in the property management area and no do penalize the rest of us. Try being a landlord; it can be very difficult.

Anonymous

1/24/2025 04:13 PM

Landlords should have rights as well, if you make it unfriendly to own a rental property property owners will sell and there is no guarantee the new owners will rent out the property. Define your goals for the area, I can tell you first hand, if an environment becomes unfriendly I sell off and move on.

Anonymous

1/24/2025 05:30 PM

Small property owners - 4-plex and smaller - should be excluded - this ordinance will bankrupt us - insurance rates have doubled - the cost of materials has doubled. We and everyone like us will sell to large corporations after failing to repay mortgages - is that really your intent? Any changes should be introduced gradually over 5 years to allow for mass disruptions caused by trade and border issues to be considered.

Anonymous

1/24/2025 06:05 PM

Other than having all housing fees disclosed up front, I think that this whole ordinance is a bad idea. Any time we reduce the cost of irresponsibility we will get more of it. And that is exactly what this is.

Anonymous

1/24/2025 06:29 PM

Your continued focus on rental regulations should carve out those of us with just one unit that are trying to make this work for everyone... Don't make us get out of the business

Anonymous

1/24/2025 06:37 PM

I am selling the rental property so i do not have to deal with attitudes of city counselors that think they are some how making the world a better place by short changing a for sited citizen. My preference is to sell to some one that will not rent this property thus contributing to the housing shortage ordinances like this create.

Anonymous

1/24/2025 07:01 PM

I would like to express my concern that landlords are being made to look like and feel like villains. We have experienced significant

inflation over the last few years in the form of increased mortgage costs because of variable rate bank loans, The costs of labor and materials have also increased significantly and property taxes have also gone up. I feel like over and over again including through COVID landlords have been expected to suck up all the inflationary costs with no consideration for the fact that it is very expensive to maintain their properties. The ordinance has merit on some level but continues to ignore the struggles of the landlord.

Anonymous

1/24/2025 07:02 PM

No

Anonymous

1/24/2025 07:49 PM

The state already has rules about fees. They are sufficient.

Anonymous

1/24/2025 08:30 PM

The cost to screen for new renters is more than \$50. It should be the same as the state law which is actual cost.

Anonymous

1/24/2025 09:28 PM

Landlord protection is missing. For example, the ability for prospective tenants to hold a property owner liable for large amounts of money for violating ambiguously written provisions is frankly terrifying. The ongoing financial risk means I need to increase margins even more or else get out of the rental market entirely. If there are caps on rent increases, there must be caps on property tax, sewer, gas, etc. increases which have definitely exceeded 10%. When cost of ownership increases, those costs must be passed along or else the business loses money. If the city makes it difficult to run the business at a profit by preventing the recouping of increasing costs, then the property will have to be sold and the money moved to a lower risk investment. Be careful the ordinances do not drive away private landlords who are generally more responsive and kinder than large property management companies who have the resources to abuse tenants while also navigating (or bribing) the city enforcement bureaucracy. The harder it is for private landlords, the more the city will be left only with large management corporations whose only goal is more money at any human cost.

Anonymous

1/24/2025 09:50 PM

Your survey is flawed from the beginning. In the initial questions, the answer to "best describes" you is either a landlord or a renter. Why is there not an option for a home owner, neither renter or landlord? If this is truly a community survey to seek community input, please be more neutral.

Anonymous

1/24/2025 11:37 PM

Let people rent out tiny homes or rv's on thier property, have mother in law suites. The more supply there is the lower the cost. Supply and demand economics. Give builders the incentive to build low cost housing by waiving permit fees to have restrictions on homes built to only be sold to 100% AMI buyers. Don't allow businesses or corporations to owne 1-4 family housing or foreign people to own 1-4 family housing. Only allow people to own 1-4 family housing. Give builders incentives for no permit fees and smaller lot requirements to build affordable housing. Give them a discount on thier other permit fees on other homes if they build say 1 affordable home for ever 10 they build. Affordable home meaning the home has to be sold to a 100% AMI borrower that will occupy it as thier primary residence.

Anonymous

1/25/2025 07:24 AM

Current cost to run a background check is about \$65. I'd prefer to charge for what it costs, quite a few tenants lie on their applications and the background check is what catches that. I'd prefer to charge tenants what is costs me to apply then refund the background check fee for a tenant that's been approved.

Anonymous

1/25/2025 08:31 AM

They are ok. Not unreasonable limitations on fees that some landlords abuse. But...what this survey does not ask about is how much landlords--especially those of us who have one or two units--will put up with in terms of regulation and price caps, before we get out of the business entirely. Look, I get it. Housing is scarce and expensive and some landlords are taking advantage. But being a landlord in this region has become a massive pain, and the reality is that at least for me, it isn't that profitable. First we had to register. Then have regular "inspections." Then forced "repair" work, often costly and unneeded, based on the whim of the inspector. That has cost me tens of thousands of dollars over the last several years without benefiting my tenants. And all the while the taxes on my properties are zooming upwards. I plan to sell my properties in Bellingham within the next couple of years because the hassle is not worth remaining in this business. So think carefully as you continue to ratchet up the regulatory and compliance requirements for remaining in the housing market. Your moves, cumulatively, have become destructive and these regulations will add to the burden. You need to reframe your thinking to see landlords as partners, not enemies or exploiters. The public or nonprofit sectors simply do not have the financial or administrative capacity to build the massive numbers of units we need in Puget Sound, so you'd better hope that companies and individuals keep investing in housing. But your approach is not helping.

Anonymous

Yes. Make it much easier for anyone to rent out space. There are

1/25/2025 09:47 AM

plenty of spaces that could accommodate people but the folks that own them don't want to deal with renters that can easily abuse them.

Anonymous

1/25/2025 10:23 AM

Please accept that the more you (government) try to fix, the more broken it becomes. I have noticed that this housing problem is getting worse every time the COB council and Mayor gets involved. Tenants and landlords need to be responsible. The COB council continues to demonize landlords, when the reality is that they are the problem. Every time you create an ordinance that costs landlords more money, we generally just pass those costs to the tenant resulting in HIGHER rents. I really don't know why you folks can't figure that out. Just like any business, when costs go up so do prices. My rental property is there to benefit my life and when that doesn't happen I will sell. Maybe one of you COB council members or Mayor would like to buy my rental at \$500000.00 (assessed value) today and rent it for \$1200.00 per month like I do. You need to treat small landlords much, much better. The COB can't afford to lose the small time landlords, but it seems that you don't care about anything but votes.

Anonymous

1/25/2025 10:25 AM

One application fee per household. No pet rent.

Anonymous

1/25/2025 10:39 AM

Rent should not be regulated. Landlords should not be forced to pay relocation fees for tenants. What do you think landlords are? Landlords should not be forced to absorb all the costs and problems from the housing issues. The city should pay for that and provide if they want all these conditions that are abusive to landlords. Landlords should not be forced to take any pets except certified SERVICE ANIMALS

Anonymous

1/25/2025 11:26 AM

If your retired, widowed mother was relying on her rental house for income, would your ordinances help or hurt her?

Anonymous

1/25/2025 11:36 AM

No

Anonymous

1/25/2025 12:43 PM

STOP making it so HARD for us to REMOVE TENANTS THAT DONT PAY and it will be a HELL of a lot easier for US to ALLOW people to rent OUR PROPERTIES!

Anonymous

1/25/2025 12:59 PM

Fees should be clear but not prohibited. I will most likely be selling my rental in 2025 as I am unable to keep up on all the laws to protect my

investment and property managers aren't fun for the landlords or tenants.

Anonymous

1/25/2025 01:59 PM

I think the utility language is unenforceable. As a tenant, I'd rather pay a flat fee for utilities that is consistent month to month. As a landlord, I want to make sure that the fee is enough to cover my costs. In setting a monthly fee, the rules require me to underestimate so I don't go over. But I could charge whatever rent I want. Also, not having to put the utilities in my name is an advantage as a tenant. I don't think the proposed language serves the purpose of the ordinance.

Anonymous

1/25/2025 06:11 PM

There is very little language in the draft protecting landlords from tenant abuse. Most landlords are truly trying to help the rental market in an honest and fair way, as is much needed in Bellingham. But we have repeatedly seen an upward trend in tenants trying to manipulate their way out of contracts. We are a working class family and trying to survive as well, and it is exhausting trying to continue renting in this market. We need a voice as well.

Anonymous

1/25/2025 07:02 PM

I feel like mom and pop rental units are being unfairly targeted because of big property companies only caring about their bottom line

Anonymous

1/25/2025 09:04 PM

You should reduce the red tape to build and construct more rental units. That will naturally lower and make landlords compete for renters.

Anonymous

1/25/2025 09:06 PM

Please stop causing landlords who are fair to have to exit the rental market because tenants have more rights than landlords. You will end up with only a few large companies owning the majority of the rental properties and that won't benefit renters in any way.

Anonymous

1/25/2025 09:37 PM

Need to clarify Fees vs legitimate expenses that can be charged to the tenant due to their negligence. As noted above.

Anonymous

1/25/2025 10:11 PM

There is a movement now where all pets seem to get a label of "emotional support animal" Unfortunately this is abused and at the same time it costs the landlord as these same people are not responsible with their "pets" I would like to see some verbiage in the ordinance that tells the tenant they are still responsible damage caused by their pet or "assistance animal"

Anonymous

1/25/2025 10:15 PM

Free country. If fees are disclosed someone may or may not choose to rent from me. No reason I cannot pass on my costs. Bellingham has made it so burdensome to remain a landlord fees are very necessary. If my price and associated fees are not acceptable, find another place to rent. If no one is renting my homes, I'll need to lower my price- basic supply and demand.

Anonymous

1/25/2025 10:34 PM

As a landlord I believe this is fair and necessary. Having been a renter in the early 90's I know what it was like to have just the deposit, pet damage deposit and first month rent to move in, and no utilities to pay! I try to model my leases after this as I believe it is the most reasonable and serves all in agreement.

Anonymous

1/25/2025 10:34 PM

It is not a landlord responsibility to provide affordable housing. A property OWNER should have every right to charge what they'd like, as long as it's disclosed on the lease.

Anonymous

1/25/2025 11:32 PM

Leniency towards small time landlords. There's nearly no good reason for people to invest in a single or couple rental units now. It's very much a gamble and undesirable if you don't have alot of money to invest. People that own 100 units can easily cover the costs of 1 bad tenant causing serious damage. For landlords with just 1 or 2 units, 1 bad tenants can bankrupt them.

Anonymous

1/25/2025 11:51 PM

Require disclosure of all fees up front on a standardized form, require 180 notice to change any fee and get rid of the rest of the ordinance.

Anonymous

1/26/2025 10:34 AM

I fear this could cause rents to go up to absorb the fees, and will make it even harder for those with low credit scores and rental history to find a decent rental.

Anonymous

1/26/2025 10:48 AM

Understand that small landlords are at risk of losing their homes if tenants don't pay rent and that larger landlords are de facto worse than small landlords who do their own maintenance and leasing. They should be encouraged. Regulations are scary when you don't have lawyers and lead us small "accidental" landlords to sell out to larger ones, bad for all concerned.

Anonymous

1/26/2025 10:52 AM

Landlords need to be allowed flexibility to match changing economic conditions. If expenses go up 11% but rent increases are capped at 8% leasing property becomes a losing investment. Being a landlord is

not a hobby, there is work that is put in and it is reasonable to expect to gains from this work.

Anonymous

1/26/2025 12:42 PM

I believe that the proposed ordinances have several items of quality merit and usefulness. However, there are a few items that I highly disagree with. All "junk fee" such as fees to use an appliance that is already located in a unit should be banned. All "excessive fees" that do not have a practical basis should be banned. However, fees that have merit should be allowed to exist. Two prominent examples of this are: "late rent fee" and "pet deposit" and "pet move-in" fee. As for the pet fees: EVERY pet unit must incur extra cleaning once the pet has vacated. I have owned rental units for more that 35 years and I have never ever seen a unit with a pet not need additional cleaning after the pet has vacated, it is just a natural consequence of an animal living in a residential space. Also, a large, but fair pet deposit should always be "standard practice" as when a pet does cause a problem, the landlord should have some remedy to help offset the damage. Over the 35 years of rental units ownership I have had several (20+) instances of damage to woodwork and or carpet that I have had to use the full pet deposit to cover (Pet deposit that I charge is typically one month rent). This amount is usually not enough to fully cover the damage, but it goes a long way in helping to cover some of the damage. I have encountered two (2) times during my ownership where a pet has damage the wood flooring so badly that the floor had to be replaced and refinished completely. This cost exceeded ALL RENT that the tenant paid and any profit incurred from that unit for LONGER that the tenant resided at the unit. In essence, the ability to have a pet in a unit is a luxury and it must be handled by a responsible person. The best way to insure this responsibility is to charge a "fair amount" to insure this responsible ownership. In my opinion, one month rent is fair, in any case nothing lower that \$500 should be considered. The second item that I feel is a "fair fee" for rental units is the "late rent fee". This amount should be a fair amount and not an onerous amount, but it should "practically incentivize" the tenant to pay the rent in a timely manner. The landlord has NO leeway in paying his mortgage late or his property taxes or insurance late. If a Landlord pays any of these items late he incurs plenty of late fees and in some cases may be dropped from coverage as in the case of insurance. The late rent fee must accrue in a manner that is appropriate, but also fair to the party not receiving the agreed upon sum in the rental contract. If the fee is so small that the person has no incentive to pay in a timely manner, then this will be abused by a certain percentage of people at their own discretion, not just solely in times of "legitimate need". You can not go to the grocery store and get food and then decide not to pay. You can not buy a car and then decide not to pay. Housing is a commodity like all other commodities that must be purchased in a fair and equitable exchange. When that

exchange can not be culminated because of a lack of funds, then the commodity must be released by the tenant and back to the landlord so that they may rent it to someone else who is able to pay. Otherwise, the system is thrown off and the other "regularly paying" tenants have to cover the losses incurred by the landlord for the tenant that does not pay. Applying a "late fee" structure that is in line with other industries seems like the appropriate method to use. What's does a bank charge for late mortgage or car payments, what does an insurance company charge, what does the County taxing authority charge? Looking to these institutions for guidance would be my suggestion. Otherwise, some people will abuse the system which will ultimately cost the other tenants that do not abuse the system. It will be reflected in higher and more consistent rental rate increases to offset the losses of Landlord at the hand of the few people that abuse the system.

Anonymous

1/26/2025 04:51 PM

Month to month should allow for a rent increase in situations where a long term lease is also proposed by landlord and tenant declines. This provides opportunity for mutual planning.

Anonymous

1/26/2025 09:20 PM

The city keeps adding rules and restrictions. Due to the complexity and difficulty processing an eviction if needed, we now have a property manager. Please consider that complexity adds costs and reduces the ability of mom-pop landlords to function. In other words, added rules often hurt tenants more than protecting tenants. Property Managers and landlords are and should be evaluated on-line. The system of on-line reputations can work well enough to keep landlords from behaving badly with excess fees. Additional regulation will not promote availability of affordable housing.

Anonymous

1/26/2025 10:51 PM

The more restrictions the government puts on me as a landlord the more I will increase the application requirements so I lower my risk of getting a bad tenant. I agree fees should be transparent and reasonable but I've been a landlord for 20+ years and some people really don't understand the damage people/pets can do to a property. With the cost of contractors and supplies it can be very costly to bring a rental back to original standards - easy to quickly exceed damage deposit.

Anonymous

1/26/2025 10:53 PM

A late payment penalty of max 2% is not fair to landlords. As a small landlord (my family owns 2 rental properties, these are our retirement nest egg), I have a mortgage payment to make on each rental property. If I am late paying that mortgage, I'm charged roughly 5% late payment penalty which amounts to a lot more than what the

tenant pays in a late payment penalty. Why should I be paying a higher % than the tenant when they are the ones to blame for the late rent? If they pay their rent late I have to pay my mortgage late. Landlords should 100% be allowed to charge a pet deposit and pet rent. To allow tenants to "at will" have pets with zero consequences for their pets behaviours/activities is ludicrous. We are a busy working family with kids (and happen to be landlords too). We purposely do not own any pets because of the expense/time of owning a pet and because our home/yard is not conducive to having a pet. We know that pets require love and attention and we also know they add wear and tear on a house. To suggest that a tenant is not responsible for any damage caused by their pet is blatant disregard for the landlord. Why does Bellingham continue to punish landlords and yet give so many graces to tenants? I agree, many rents and fees are out of control in Bellingham and there should be some limits in place, but remember that there are many many landlords in Bellingham who are also living next door. We are local landlords, living and working and paying taxes in the same town. We didn't inherit our rentals, we aren't trust fund babies, we are normal, working class citizens that worked incredibly hard to purchase an investment property to create security for our future. We went 3 years (Covid) without increasing rents by even 1 cent in our 2 properties. Stop assuming we are all greedy, land barons, we aren't. Please remember that normal everyday people own rental properties here in Bellingham and City Council sometimes makes it incredibly frustrating and hard to be a landlord here.

Anonymous

1/27/2025 10:17 AM

If the city is going to lower fees for renters they should consider lowering fees for landlords too. I pass on 100% of the cost of city fees on landlords and if the city lowers those fees, I will pass on the savings to the renter. It's too difficult to be a small renter in Bellingham and if it becomes worse, small renters like me will sell to private equity. That is bad for Bellingham.

Anonymous

1/27/2025 02:33 PM

Pet deposits/fees should be extended to service animals

Anonymous

1/27/2025 04:10 PM

I did not see a reference to Rental registration and inspections

Anonymous

1/27/2025 06:28 PM

I actually raised rents more (the maximum amount allowed) than I would have if we didn't have all these stupid rules. COB is what is driving up the costs!

Anonymous

1/27/2025 06:29 PM

When my current rental is vacant, I will sell the property instead of being a landlord. The renter has more rights than I do and getting someone out for nonpayment is lengthy. I should be able to set my own fees and don't need to be worried about the city ordinance. The renter has a choice of either renting the property or not. I have never increased rent while the renter was renting the house.

Anonymous

1/27/2025 08:29 PM

What about the landlord? You are driving all landlords to sell and there will be no housing left for rentals. If there are it will be costly due to demand

Anonymous

1/27/2025 09:22 PM

Don't move forward with this and roll back the other controls the city has done. It has not made housing more affordable in fact the opposite has been happening.

Anonymous

1/28/2025 10:23 AM

We do not allow pets. Have had issues with pets in the past. We do allow service animals, but have noticed that almost every animal is an emotional support or aid animal, and sometimes a service animal. Not all tenants are honest about the designation of their pets. Had one person provide a letter from their mental health provider stating that their cat was a service animal, which was obviously not true as cats cannot be service animals. Please allow for distinction between service animals and all other animals that are self reported as being something other than a pet. It would be nice to have a no animal policy that we can hold to.

Anonymous

1/28/2025 11:54 AM

The fee limitations are too restrictive. The ordinance is skewed way in favor of tenants and is legislating to a limited number of bad actors. We can only charge a 2% late fee but if we violate the terms of the ordinance a tenant can recoup 300% (3x) one months rent. Everyone agrees requiring transparency and full disclosure of all fees should be required but the ordinance does not consider the real costs of managing and maintaining a rental unit(s). This ordinance will drive small local landlords out of the marketplace, consolidating rentals in large corporate entities, which is the exact opposite result we want. I care about my tenants and want them to live in my building for a long time. I treat them with respect. I feel like this ordinance is creating division between landlords and tenants and is vilifying landlords unfairly.

Anonymous

1/28/2025 09:49 PM

Those renting 2 units or less should be excluded from the onerous regulations that drive up costs of those trying to provide a service to the community in the form of below market charges for good

accommodations.

Anonymous

1/28/2025 10:05 PM

\$50 is low for an application fee, credit report, police background check for prior and current state, time to do all these + call personal references, previous landlords, work etc. This can take up to 4 hours depending on how many tenants. \$100 should be sufficient but \$50 is low. And to have to return the fee if someone is rejected seems onerous. If a prospective tenant didn't disclose that they have bad references, no income. Felony charges, that shouldn't be on the landlord or the management company.

Anonymous

1/29/2025 01:47 PM

Please remember - for GOOD and FAIR housing providers to exist, you need to maintain parity between the renters and the property owners. Everyone seems to dwell on capping rents and limiting renters fees, but there is no or very little consideration or understanding of how much the expenses and cost have increased for the housing providers over the past 5 years. Our RE Taxes have DOUBLED, our Insurance premiums increased 2-3 times two years ago and then doubled again last year, Maintenance and repair materials have increase 30-40%, our employee wages & costs have increase 50%, Utilities have increased every year (PSE just announced electric rates will increase 18.3% over next 2 years). Most Owners are not greedy, and yes, we would like to make a little profit for the risks we are taking, but mostly were just trying to survive...!

Anonymous

1/29/2025 10:13 PM

I am really scared by these ordinances. I am an elderly single woman. I rent my basement to nice renters so I can afford my mortgage. My friend told me that I could be sued for thousands of dollars and have fines from the city. I read the ordinance but it is confusing. If this passes I will probably stop renting my basement and I will probably need to sell my house. Please don't pass this law. I like my renters and they like me. Why does this have to change.

Anonymous

1/30/2025 02:22 PM

We have been participants in rental inspections ever since the city initiated them. When I inquired with a representative from the rental office if they were also making any effort to find and require "illegal" rentals throughout the city and enforce compliance requirements for those units, I was told that they are not. I think that needs to change.

Anonymous

1/30/2025 03:42 PM

I have had the (possibly mistaken given today's inflation) policy of not raising the rent on a tenant. I have typically raised the rent between tenants. My current tenants have been in the house for 4 years - ie Covid times. Because my apartment is part of my house utilities

(including wifi) are included in their rent and I have kept rent comparatively low - \$1500 for a two bedroom, nice apartment. In the past 5 years my utilities have gone up 34%, and my house insurance has doubled. I am going to put the rent up for the first time on a current tenant. I'd like to put it up 10% - ie \$150/month (shared by two people). After filling out this survey I am now concerned that I could suffer should my tenants seek rent allocation support. At the same time, they have benefitted from me shielding them from inflation all this time. If you have any advice or suggestions, I'd appreciate an email - please - sarah@sarahclarkecoach.com. Thank you.

Anonymous

2/01/2025 08:31 AM

Raise the applicant screening fee to something more reasonably cover the cost of the background check(s). This is a real check that costs money. At least have it state something like "actual costs" If you put in a \$ amount and costs go up we lose \$\$.

Anonymous

2/03/2025 08:53 AM

The proposed fee limits for pet deposits, cleaning fees, late payments, and the security deposit limit are unreasonable and do not align with the real world issues experienced by landlords. The housing/rental shortage, housing insecurity, and homelessness are complex, intractable social issues that need community-wide participation, but these ordinances single out landlords to bear the weight of these issues. With more reasonable ordinances (ie. raising the limit on late payment fees), landlords can/should assume their fair share of the burden.

Anonymous

2/03/2025 11:15 AM

I am just really concerned that I won't be able to hold onto my one investment property (that I'd like to downsize in and retire in later) if the rental laws get out of hand. It feels like tenants have so much power and will continue to get more and more power, and it's scary being at the whim of tenant laws. I don't know if I should keep this property.

Anonymous

2/05/2025 11:51 AM

These ordinances have too small amount for pet deposits and way way way too low for late fees. My mortgage on my rentals has larger late fees that this ordinance says is possible.

Anonymous

2/05/2025 02:38 PM

Stay out of it. Tenants are protected by Washington state tenant laws.

Anonymous

2/11/2025 11:03 AM

BMC 6.16.020 #2 remove the part about the utilities being on the first page of the lease. To do this we would have to spend lots of money to have an attorney redo our lease which is provided thru the Rental

Housing Association of Washington. #3 remove part about first page. BMC 6.16.030 #1 change \$50 to "not exceed cost of service" No other jurisdiction regulates this in this way. #2 sentence structure makes no sense and I don't understand what is occurring or what not to do, or what to avoid. #3 change does not exceed 30 % to what city of Auburn uses which is "reasonable". #5 optional - what does that mean? A fee is not optional if utilities are paid by tenants direct to utilities that is not optional. If a application fee costs 42 dollars thru smartmove with transunion that is not an optional fee. Pet rent is not an optional fee if you have a pet, these are all fees that we transparently describe to tenants and need to be in leases. They are not optional. We let people know about them in our advertisements but they are not optional. This is incredibly confusing and will cause housing providers to raise rents and also require hostile papers before showing the place to any tenants that will state tenants - do you agree to all fees and that would need to happen before an open house which is forcing a relationship change that is not helpful to tenants or housing provider. #5b) how the tenant may later opt out of fee or service? they agreed to pay up front and I was transparent about fees so no they may no later opt out cause they agreed to fee at lease signing and I was transparent from beginning advertisement. #6 Our mortgage company charges us 6 % late fee but you want us to only charge our tenants 2 percent? that leads to tenants getting behind because there is no "stick" in place and then you have eventual evictions which no one wants. There needs to be an incentive of a late fee that means something and is a stick so that tenants stay on time on rent for their own financial health, and rental history. BMC. 06.16.060 1a) it makes it sound like I have to accept or approve a rental application 2) rebuttal presumption - meaning that a housing provider does not get due process under the law? BMC 06.16.070 1) "other person claiming injury" so anyone walking by on the street can sue me? 2a) You are asking that housing providers only charge costs that they can prove with receipts discounting many costs of staff time and all the costs that go into running a business. But then for tenants you state that if damages are difficult to ascertain then tenant automatically gets the money even when they can't prove actual damages suffered. Hypocritical and one sided! BMC 06.16.080 Other jurisdictions allow city to enforce and regulate and dont really put more emphasis on private parties suing each other. If City is regulating and enforcing private parties suing should not be in this ordinance. BMC 06.16.100 2. City of Bellingham gives 30 days after the date of issue for infractions (non parking) but housing providers only get 15 days? Hypocritical.

Anonymous

2/11/2025 11:54 AM

I just purchased a 2 unit rental building and the city of Bellingham regulations are incredibly biased towards renters. instead of putting onerous regulations on all property owners big and small please use

some common sense and go after those property owners and managers that are actually the problem. As a family owned rental property of 2 units the city of Bellingham is making it extremely difficult for honest hardworking families to try and help solve the housing issues in Bellingham. Most new regulations from the city end up costing me money that inevitably is passed to the renter.

Anonymous

2/11/2025 01:12 PM

I think this is well intentioned but my experience is that the city doesn't differentiate between huge apartment complex and owners of dozens or hundreds of units versus people that have a couple units. This is really strange - most people I know that have 1-5 units don't charge many if any fees, they work with tenants on late rent, they respond to needs for repairs, etc. We know all our tenants by name because there are not many of them. And for small owners like us it is counterproductive to get heavy handed, over regulate, impose costs on us that will mean we leave the market but huge operations can easily handle. And when tenants can leave our apts with little notice but we can't adjust rent without many months of notice you start to tilt the playing field against small owners. If you want to fund an investigations/enforcement team to go after bad landlords I would support that 100% - and it would penalize bad players rather than across the board regulations that will eventually mean we have to sell out to the mega-owners. This is the trend in the US - to make policy that allows the extremely wealthy get even wealthier and to gut the middle class. Bellingham should be smarter and adopt regs that address the problem landlords, that place the mega landlords in a major disadvantage to tenants (they have managements teams and dozens or hundreds of units and they can handle it).

Anonymous

2/11/2025 01:17 PM

Toss this ordinance in the garbage. I have noticed that since the rental registration program started in 2015, the housing problem has gotten worse. This ordinance will not solve anything.

Anonymous

2/11/2025 01:49 PM

More damage has been done to properties through "assistance" animals than almost any other cause, and no way for owners to reclaim costs if the tenent is unable to pay! Refundable damage deposits are needed, deposit said funds in an interest bearing account and give to tenent upon moveout if no damage.

Anonymous

2/11/2025 04:06 PM

The more ordinances and rules you create, the more private landlords will not want to operate in Bellingham. I will hire Hammer or some other super strict management company to manage my houses or I will sell and go buy in Ferndale or Lynden. Do NOT push the little private owners out of your town just because the BIG management

companies are charging fees for damage or late payments.

Anonymous

2/11/2025 04:10 PM

As a Landlord in Bellingham for 40 years I find the actions the city is taking against Landlords concerning. I would love to not have to increase rents or charge additional fees but as costs such as utilities, insurance, and property taxes continue to rise I have to in turn pass those costs onto the tenant. I take the risk and have invested my hard-earned money so that someone else can have a place to live. I used to be able to charge tenants who live in my rental for carpet cleaning but now I have to absorb that cost. This simple example makes absolutely no sense to me...the tenant lived in the apartment so they should be responsible for the cleaning once they vacate. I feel as if the city does not take into account the sacrifices many Landlords make so that others may have a home. It has become increasingly difficult to make a decent profit in the State of WA. Considering the risk, I take, I am not sure it is worth it anymore.

Anonymous

2/12/2025 12:12 PM

Stop pursuing regulation over the rental real estate market. Focus your efforts on slumlords or properties in very poor conditions and NOT on the majority of landlord tenant relationships that work quite well. WA State has regulations already. City level regulation drives up the costs of an already hot rental market. You are making things worse with this active one-size fits all approach.

Anonymous

2/12/2025 12:15 PM

Additional regulations will continue to push mom & pop landlords out. We have no problem doing a 1031 and moving our business to another state. I recommend the city council shadow property managers and landlords for a month. It's a tough job. You're trying to regulate business that doesn't need to be regulated

Anonymous

2/12/2025 03:10 PM

No

Anonymous

2/13/2025 10:00 AM

Putting limits on Fees that Landlords charge is just going to make it more expensive for renters. Landlords will raise the rent 8% EVERY year, to make sure they don't get caught in a money losing situation. Landlords will move all of the 'fees' into the Monthly Rent. It's just different words for the same effect. Supply and Demand is what determines the cost to rent a home in Bellingham. This is not NYC, don't pretend it is.

Anonymous

2/14/2025 01:14 PM

I think this fee ordinance is important but a minor issue, the housing issue needs to be addressed on several fronts and some of the most

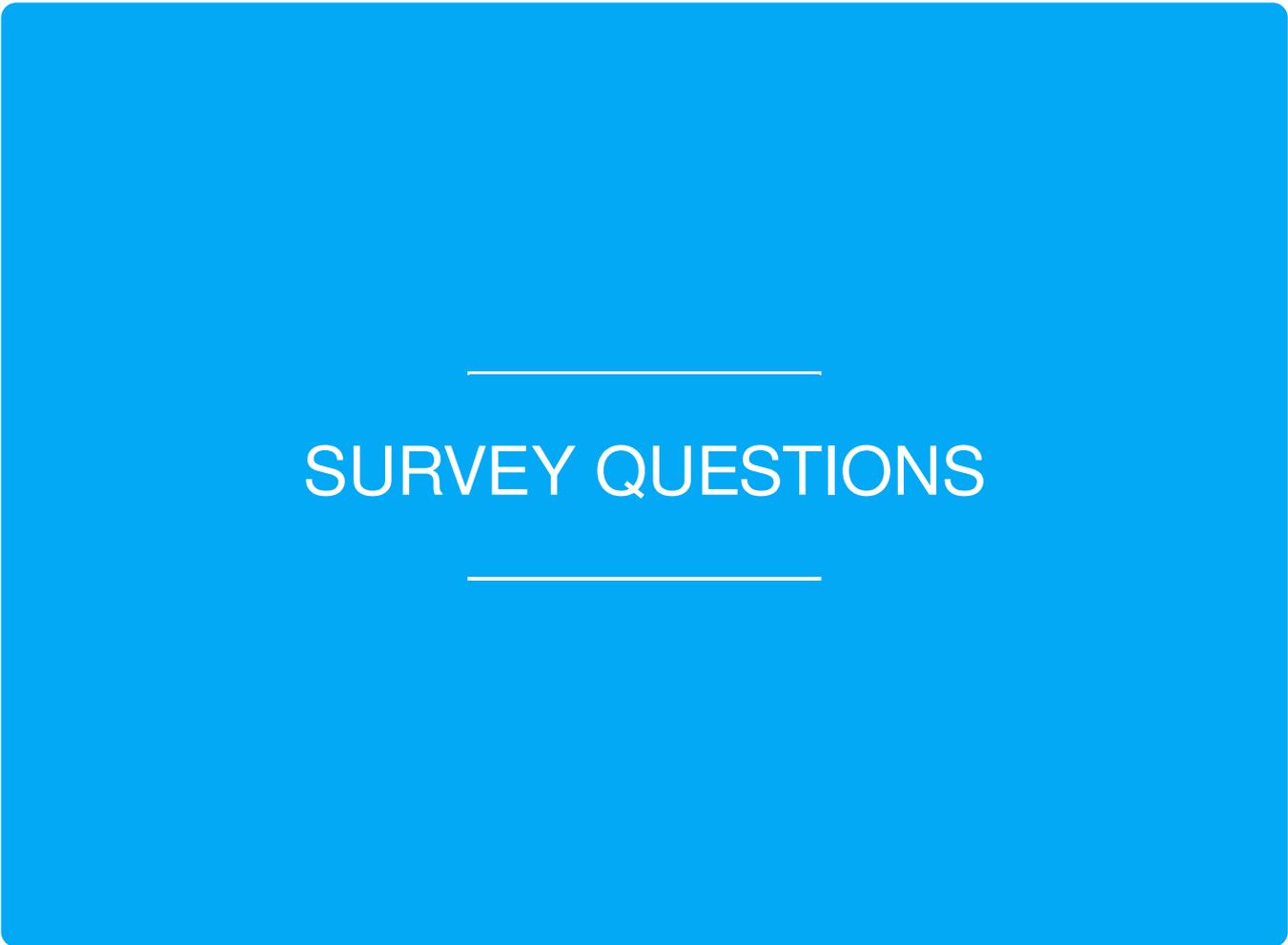
important are (1) speculation in housing, (2) VRBO's owned by off site owners, (3) no requirements on affordable housing being included in all developments. I would like to see the Council look at these much bigger and more fundamental issues. Other communities and countries around the US and around the world have done this, Bellingham could be a leader in more long term solutions to housing. I would like get some feedback from someone from the Council regarding these ideas or perhaps others that are more comprehensive. There is probably much going on that I don't know about. Marcia Harter, marciaharter@gmail.com

**Optional question** (83 response(s), 31 skipped)

**Question type:** Essay Question

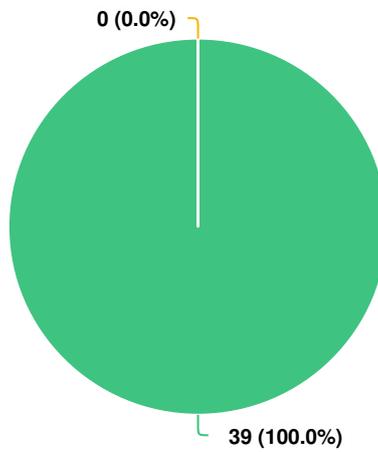
**Filtering by:** Please select the statement that most accurately describes you. I am a landlord or property manager with fewer than 12 rental units.

# Large landlord survey responses



SURVEY QUESTIONS

**Q1** Have you read the current drafts of the proposed rental fees ordinances? [Click to read the rental fee ordinance](#) [Click to read...](#)



**Question options**

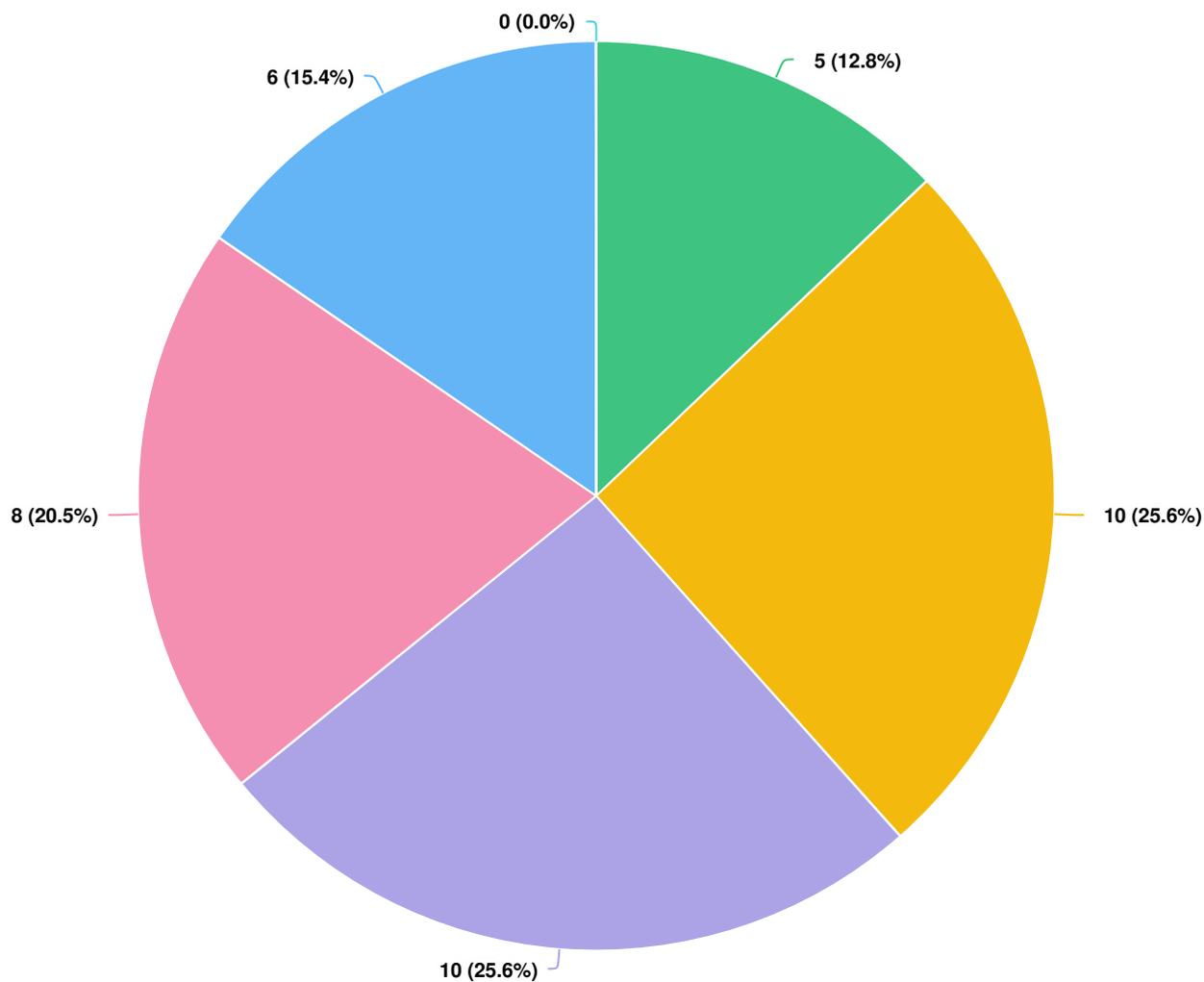
- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q2** Please select your age range.



**Question options**

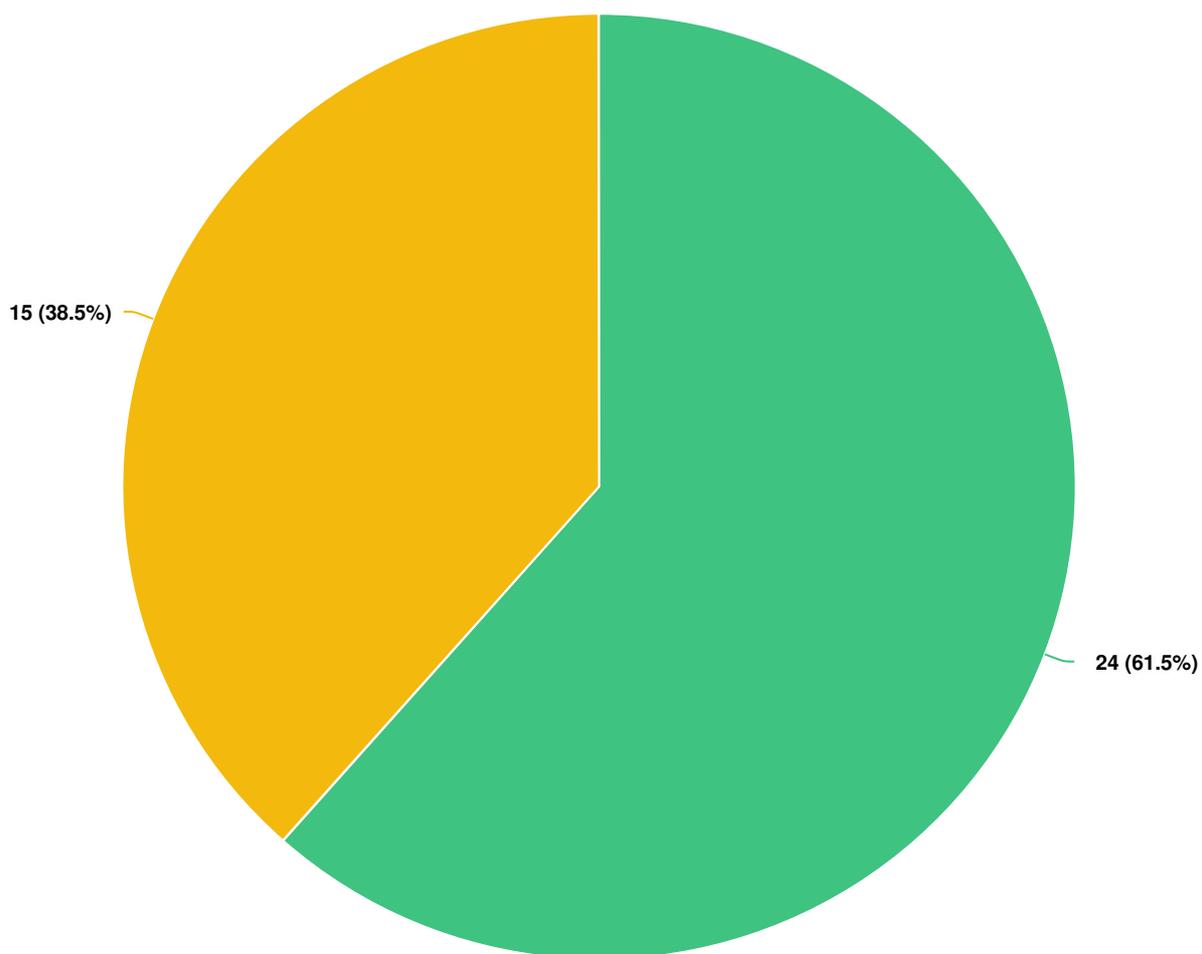
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- 18-24

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q3** | Where do you live?



**Question options**

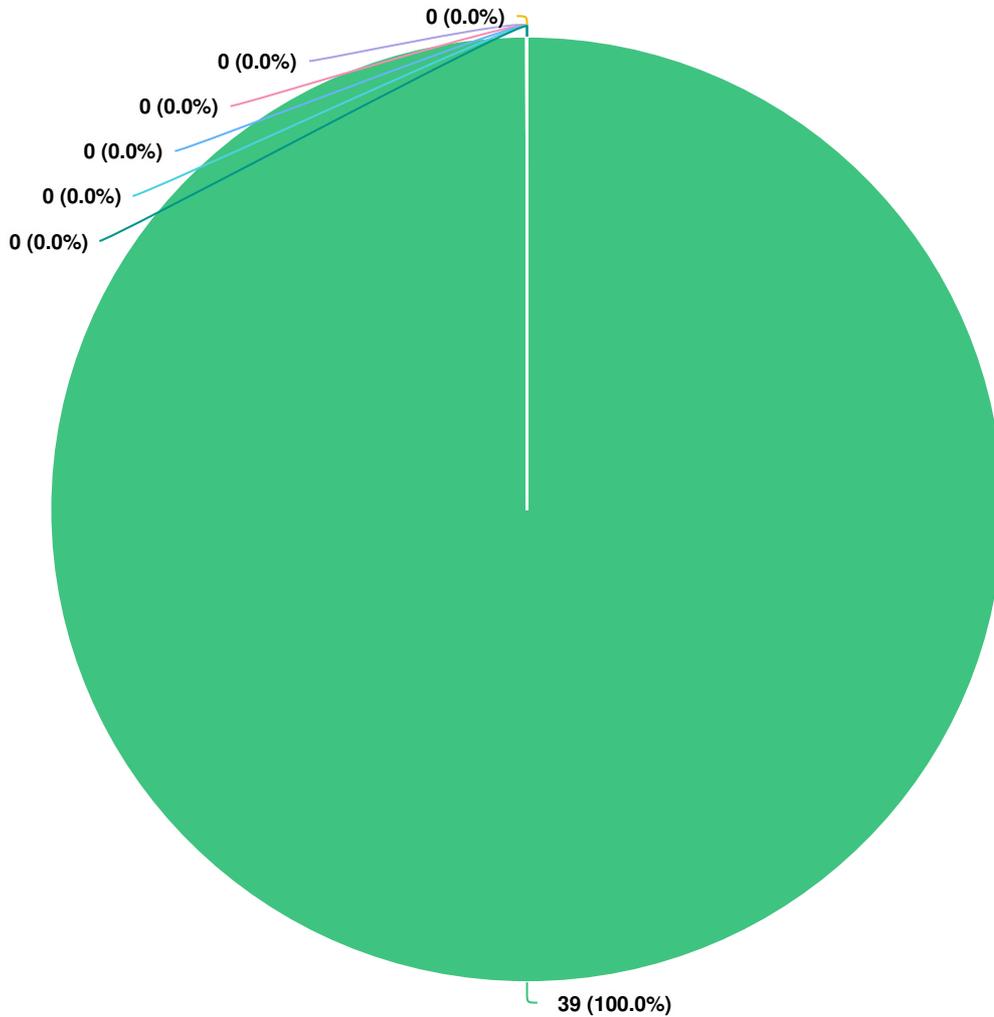
- Bellingham
- Outside of Bellingham city limits.

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q4** Please select the statement that most accurately describes you.



**Question options**

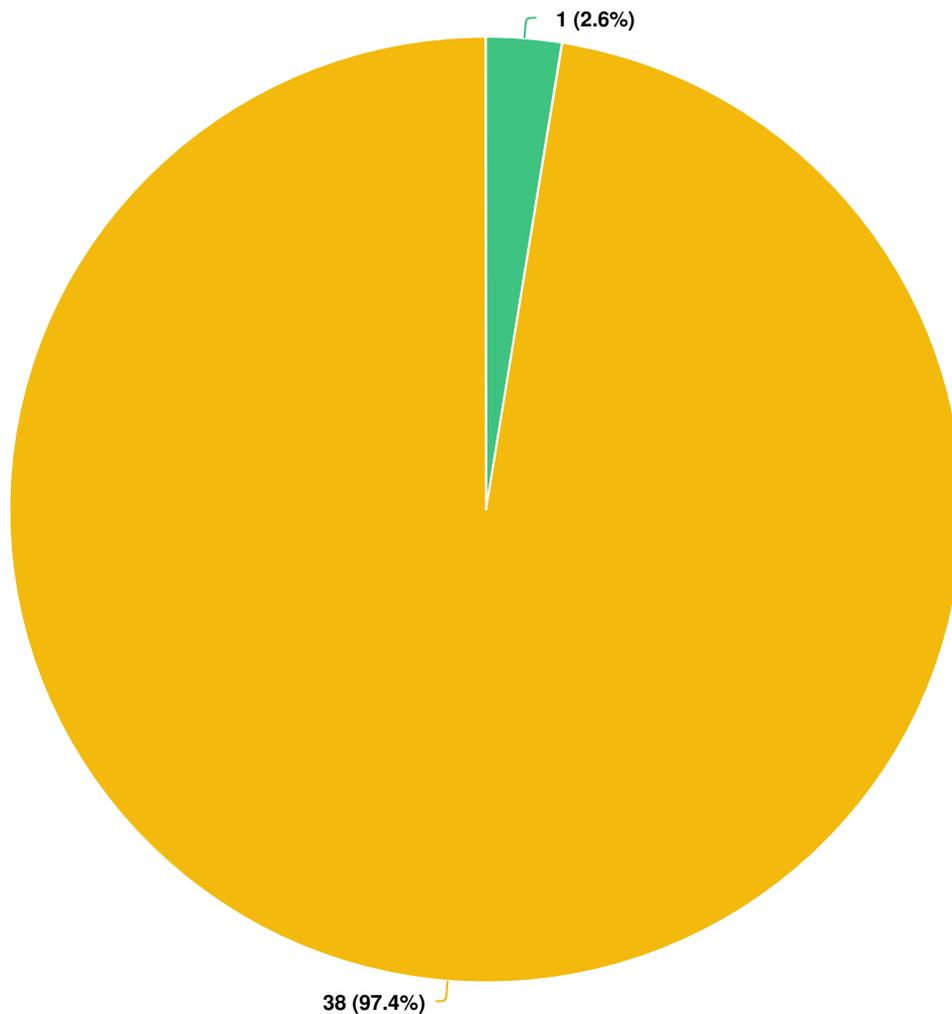
- I am landlord or property manager with more than 12 units or am involved in managing multiple properties.
- I live in a rented apartment or house.
- I own a manufactured or mobile home.
- I rent a manufactured or mobile home.
- I am a landlord or property manager with fewer than 12 rental units.
- I am a manufactured/mobile home park owner.
- I am a concerned community member.

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q5** Do you charge fees to renters for using appliances? Examples include dishwashers, in-unit laundry machines, and air conditioners.



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

*involved in managing multiple properties.*

**Q6** Please list these fees and what associated business costs they recover.

Anonymous

1/29/2025 01:18 PM

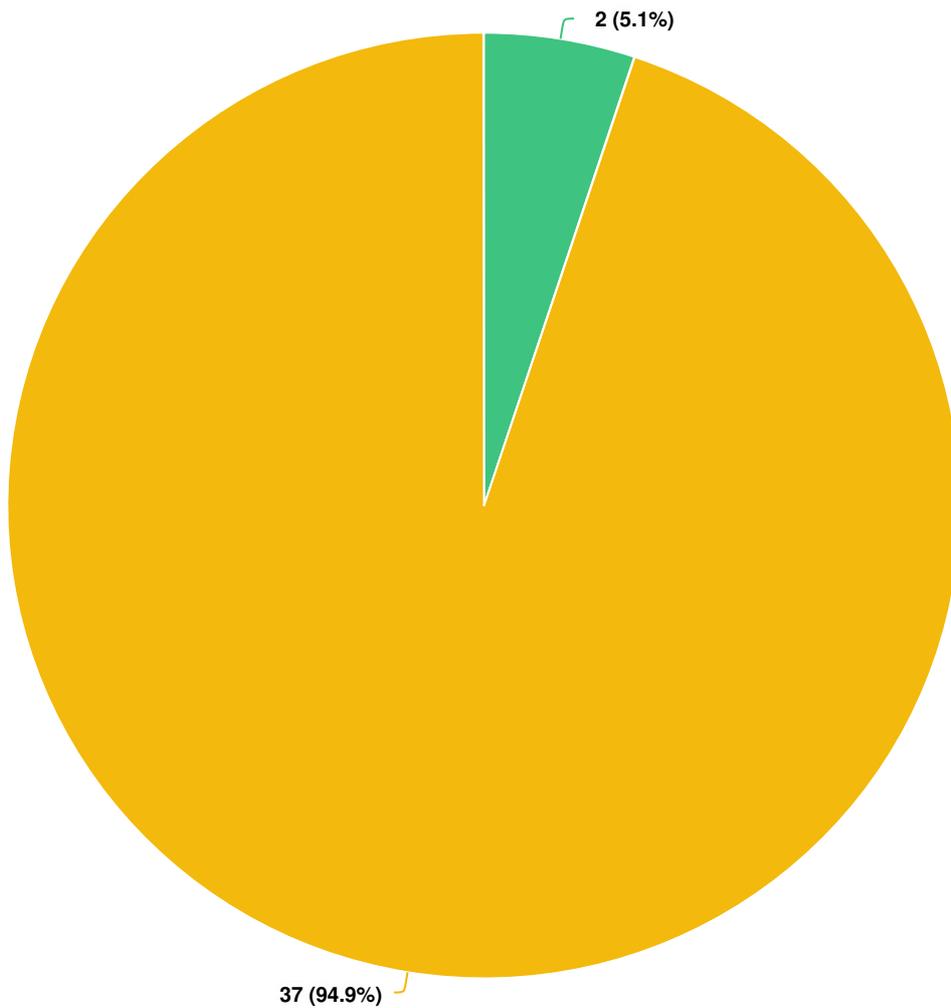
Any unit that has a hookup that the resident chooses to use with their own W/D is subject to an additional \$25 monthly water fee, to recover the additional costs for water/ utilities the unit uses.

**Optional question** (1 response(s), 38 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q7** | Do you charge fees for accessing common areas? Examples include recreation rooms, laundry facilities, and general access to swimming pools.



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q8** Please list these fees and what associated business costs these recover.

Anonymous

1/25/2025 01:10 PM

It depends. However, they are charged because they usually are part of a home and renters fail to help pay for damage done to these areas. They can pay to help recover the costs they incur while using them. I do not think it is fair you are telling landlords how to manage this. This will only create higher rents in genera. The costs to rent a room will now be distributed to everyone instead of those wanting to use it at a fee.

Anonymous

2/13/2025 07:58 AM

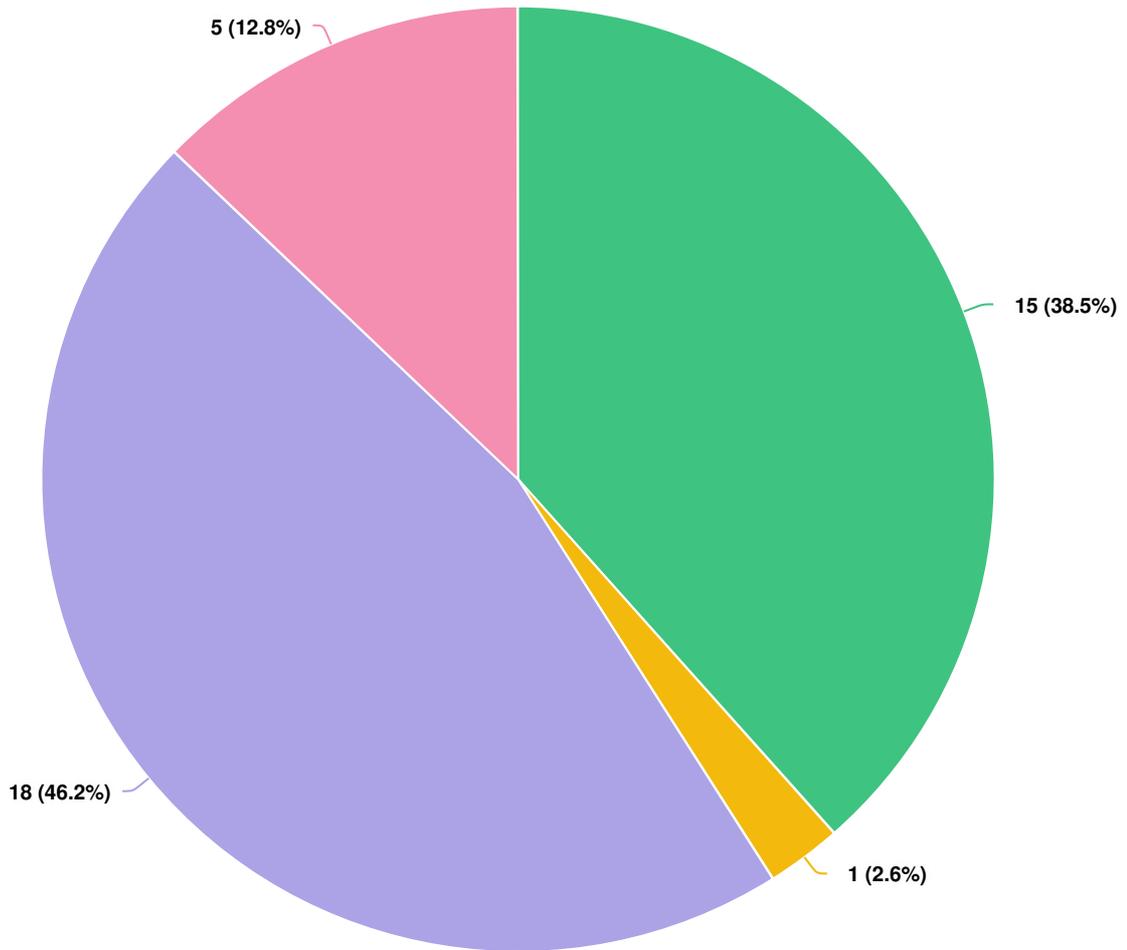
Common area propane for fire pit on rooftop terrace. \$20/month  
Common area cleaning for rooftop terrace kitchen and lounge.  
\$300/month

**Optional question** (2 response(s), 37 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q9** Do you require pet deposits and/or charge one-time pet fees?



**Question options**

- Pet deposits only
- One-time pet fees only
- Pet deposits and one-time pet fees
- Neither pet deposits nor one-time pet fees

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q10 | How much do you charge for pet deposits and/or one-time pet fees?**

Anonymous 1/24/2025 12:54 PM	\$300 refundable, \$300 nonrefundable
Anonymous 1/24/2025 01:09 PM	Depends on size and number of animals. Typically \$500 deposit
Anonymous 1/24/2025 01:14 PM	\$500 Refundable deposit, \$250 one time non-refundable fee. Can have up to two pet cats with this fee.
Anonymous 1/24/2025 01:31 PM	\$300
Anonymous 1/24/2025 01:35 PM	Pet deposit is \$250/pet, this is refundable at the lease end (damages may be taken out depending on condition of home)
Anonymous 1/24/2025 01:37 PM	Depends on the type of pet and property owner's personal preference. Typically it is \$300 per pet for a pet deposit. If a tenant is requesting a higher risk pet though like a puppy, the property owner may want a higher pet deposit to cover the extra risk of an untrained not house broken pet. One time pet fee is also \$300 per pet. This fee does not change.
Anonymous 1/24/2025 01:45 PM	It's established by owner and dependant on the rental unit because of potential damage. I can range from \$250/pet to \$500/pet.
Anonymous 1/24/2025 01:45 PM	\$300 deposit \$200 one time fee
Anonymous 1/24/2025 01:47 PM	\$250 pet deposit and \$250 fee
Anonymous 1/24/2025 01:51 PM	\$300/\$300
Anonymous 1/24/2025 03:31 PM	\$300-\$500 refundable pet deposit \$300-\$500 non-refundable pet deposit

Anonymous

1/24/2025 04:06 PM

400

Anonymous

1/24/2025 04:57 PM

I am not sure. Landmark is my property manager.

Anonymous

1/24/2025 09:11 PM

Landmark manages. One building does not allow pets. I hope. Animals do not belong in homes.

Anonymous

1/25/2025 09:04 AM

Property mgr decides

Anonymous

1/25/2025 09:49 AM

\$300 deposit \$300 1 time fee

Anonymous

1/25/2025 10:31 AM

\$500 This amount doesn't even come close to the repairs/replacements that I have to do for the majority of the tenant's pets that I have had. These animals destroy carpets, walls, baseboards, and blinds.

Anonymous

1/25/2025 12:17 PM

Depends on type of animal & size. Usually in the vicinity of \$250-300.

Anonymous

1/25/2025 01:10 PM

1 months rent. Most animals ruin carpet, wood, etc. the about you are proposing will NOT cover the costs to repairs. Therefore the costs of the monthly rents will just go up to help cover these costs. Or not allow animals at all!

Anonymous

1/25/2025 04:08 PM

\$500 deposit, \$50 monthly pet rent

Anonymous

1/25/2025 05:59 PM

\$500 deposit

Anonymous

1/27/2025 01:43 PM

\$500.00

Anonymous

1/28/2025 10:13 AM

\$500

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

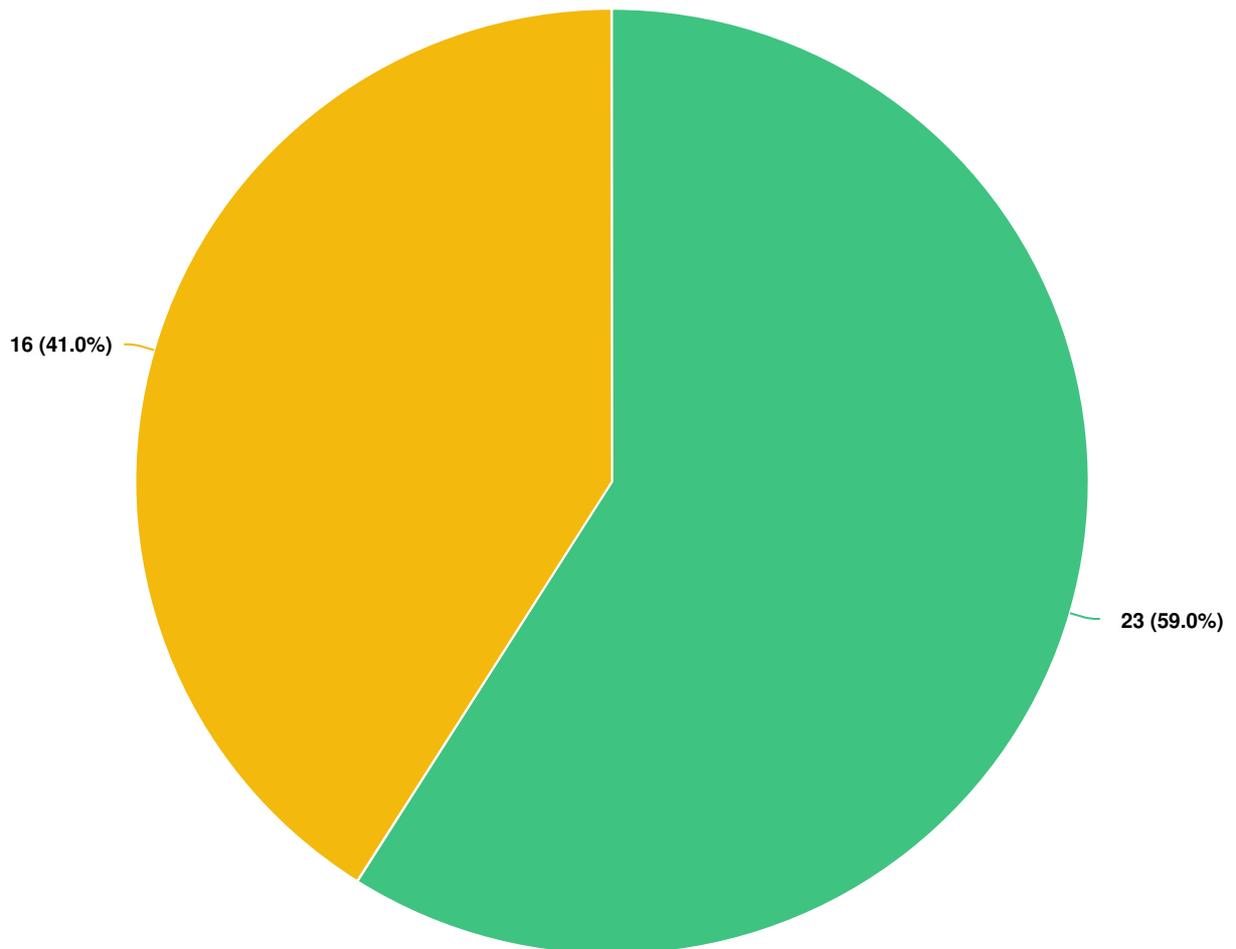
Anonymous 1/28/2025 02:03 PM	\$500 per pet for the deposit and \$300 for a pet fee on time
Anonymous 1/28/2025 02:34 PM	\$1000 pet deposit
Anonymous 1/28/2025 02:54 PM	\$400 pet deposit \$400 pet fee This is per pet
Anonymous 1/29/2025 09:31 AM	Refundable Pet Deposit = \$250 per pet Non-Refundable Pet Fee = \$250 per pet
Anonymous 1/29/2025 09:34 AM	Our typical fee is a \$200 refundable pet deposit, but we have considered raising it. Negligent pet owners tend to allow their pets to cause a lot of damage. However, there is also a limit on how much we can charge. If we choose a fee that is too high, the tenant's will simply get an ESA letter and we will not be able to charge them anything.
Anonymous 1/29/2025 01:18 PM	\$1000 deposit for dogs, \$500 for cats. Deposit covers 2 animals.
Anonymous 1/30/2025 07:52 AM	\$250 refundable deposit and \$250 non-refundable fee per pet.
Anonymous 1/30/2025 01:44 PM	250
Anonymous 2/05/2025 04:35 PM	Dependent on rental owner since all units are individually owned - the standard is a \$250 nonrefundable pet fee and an additional deposit of \$500 which would be refundable if no damage is caused.
Anonymous 2/12/2025 12:41 PM	\$400
Anonymous 2/12/2025 02:35 PM	\$150

**Optional question** (34 response(s), 5 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more

**Q11 | Do you charge monthly pet fees, also known as pet rent?**



**Question options**

- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q12 | How much are the monthly pet fees?**

Anonymous  
1/24/2025 12:54 PM

25-40

Anonymous  
1/24/2025 01:09 PM

\$25-35 per month

Anonymous  
1/24/2025 01:35 PM

\$45/pet/month

Anonymous  
1/24/2025 01:45 PM

Ranges from \$50/mo - \$100/mo

Anonymous  
1/24/2025 01:45 PM

\$35 no carpet units \$50 carpeted units

Anonymous  
1/24/2025 01:47 PM

\$25

Anonymous  
1/24/2025 03:31 PM

\$25-\$30/mo

Anonymous  
1/24/2025 04:06 PM

45

Anonymous  
1/24/2025 04:57 PM

I am not sure if Landmark charges monthly or how much.

Anonymous  
1/24/2025 09:11 PM

1: We strongly discourage pets. 2: one healthy wealthy tenant abused this by getting an emotional support crew for their dog, then complaining while they searched for a house >\$2MM in Edgemoor. Lost credibility. 3: Charged thru our agent landmark at \$50 for dog.

Anonymous  
1/25/2025 09:04 AM

Property mgr decides, we experience damage to units based on number and size of pets

Anonymous  
1/25/2025 09:49 AM

\$35

Anonymous 1/25/2025 12:17 PM	Depends on type of animal and size, relating to potential to do damage.
Anonymous 1/25/2025 04:08 PM	\$50
Anonymous 1/25/2025 05:59 PM	\$25/month
Anonymous 1/28/2025 02:03 PM	\$25 cat and \$50 dog
Anonymous 1/28/2025 02:34 PM	\$30 per cat and \$60 per dog
Anonymous 1/28/2025 02:54 PM	\$25 for a cat, \$50 for a dog
Anonymous 1/29/2025 06:29 PM	\$50.00/MO if there is a pet.
Anonymous 2/05/2025 04:35 PM	Not typically however some owner's will ask to charge pet rent of \$40-\$50/month. This is a very rare occurrence.
Anonymous 2/12/2025 12:41 PM	\$40
Anonymous 2/13/2025 07:58 AM	\$100/month

**Optional question** (22 response(s), 17 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q13 | Why is it necessary to charge monthly pet fees?**

Anonymous 1/24/2025 12:54 PM	the additional wear on property
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Anonymous

1/24/2025 01:09 PM

Animals cause excessive wear and tear on the units. The cost to restore the property is higher than non pet owners (cleaning, deodorizing, carpet wears faster, damages).

Anonymous

1/24/2025 01:35 PM

Pets are add-ons to the lease, which are not covered by base rent. Add-ons can be included on the lease for additional fees (same as parking stalls, storage units, etc).

Anonymous

1/24/2025 01:45 PM

Pets create extra wear and tear on a home.

Anonymous

1/24/2025 01:45 PM

Wear and tear and damage - additional cleaning in common areas and surrounding property for renters not picking up their pets poop. I have probably 100 photos where tenants allow their pets to pee and poop in hallways, elevators, etc.

Anonymous

1/24/2025 01:47 PM

Why Are Monthly Pet Fees Necessary? Monthly pet fees serve several important purposes in maintaining a harmonious living environment for all residents. These fees help ensure lessees adhere to the terms of their lease agreement, particularly regarding pet-related responsibilities. Examples of pet violations that the fees help address include: Off-leash pets: Ensuring pets are kept under control for the safety and comfort of other residents. Failure to pick up waste: Maintaining cleanliness and hygiene in shared spaces. Excessive barking: Minimizing noise disturbances to maintain a peaceful community. By charging a monthly pet fee, property management can more effectively address these concerns, encourage compliance with the lease agreement, and offset potential wear and tear caused by pets.

Anonymous

1/24/2025 03:31 PM

Damages that pets cause

Anonymous

1/24/2025 04:06 PM

Pets cause significantly more wear and tear on a unit leading to damage that must be fixed before the unit can be rented again. Even with this fee we lose money, but we like people to be able to have pets just like I do.

Anonymous

1/24/2025 04:57 PM

Damage to the unit

Anonymous

We own elegant old homes with yards. Pets damage the garden and

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1/24/2025 09:11 PM

woodwork.

Anonymous

1/25/2025 09:04 AM

Damage to units often include scratching floors and urine / poop damage causing us to replace floors.

Anonymous

1/25/2025 09:49 AM

PETS DESTROY STUFF! There are VERY few good pet owners. Pets ruin carpet, trim, blinds, doors. The cost to replace those items is far more than the lousy \$300 deposit we collect. Even with the \$35 a month the landlord still pays out of pocket. What makes it worse is ESA animals because we get nothing! Landlord eating the costs again.

Anonymous

1/25/2025 12:17 PM

To recoup the cost of damages to the interior of the units and the exterior of the building and the grounds.

Anonymous

1/25/2025 04:08 PM

Unit damage

Anonymous

1/25/2025 05:59 PM

Disruption of other tenants, and damages to the property.

Anonymous

1/28/2025 02:03 PM

This cost covers pet waster stations, bags, the cost of weekly groundskeeper to clean up waster not collected by pet owners, the cost of extra cleaning to remove dander from units

Anonymous

1/28/2025 02:34 PM

Extra wear and tear on the unit

Anonymous

1/28/2025 02:54 PM

To cover potential pet damage

Anonymous

1/29/2025 06:29 PM

Increased damage to property/unit and cleaning costs on unit. Future tenants may be allergic.

Anonymous

2/05/2025 04:35 PM

Typically pets cause additional wear and tear so those few owner's who decide to charge pet rent believe this will help cover the wear and tear of pets in a home.

Anonymous

Because they cause additional wear and tear on the apartment.

---

2/12/2025 12:41 PM

Anonymous

2/13/2025 07:58 AM

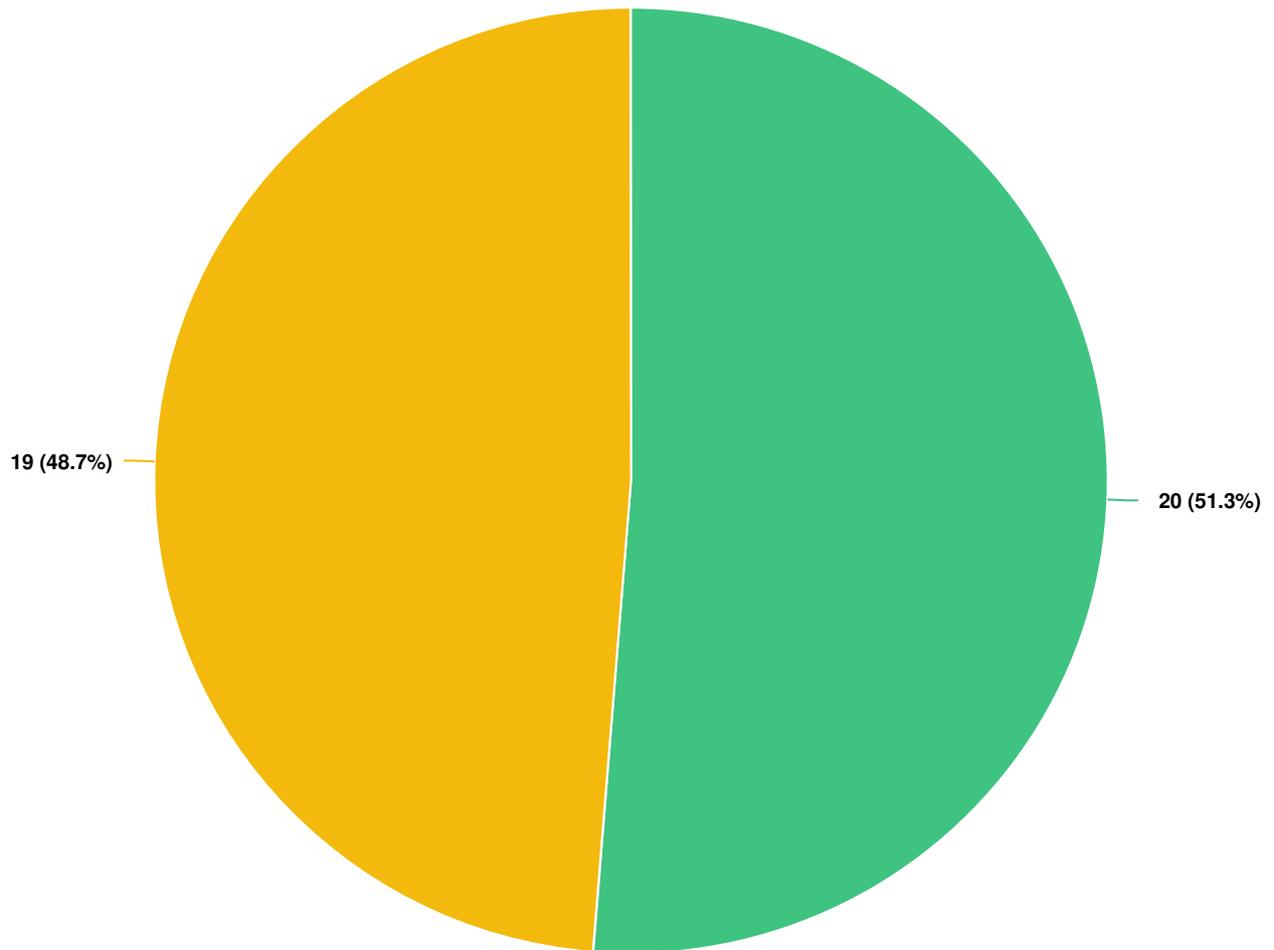
Cost to replace flooring is \$8,500 in a 1-bed unit. It would take several years for a tenant to pay enough pet rent to even begin helping pay for the replacement of the flooring along with potential door & trim damage.

**Optional question** (22 response(s), 17 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q14 | Do you charge different fees based on the number of pets or the kinds of pets that tenants have?**



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q15 | Please explain.**

Anonymous

1/24/2025 12:54 PM

Cost is per pet

Anonymous

1/24/2025 01:09 PM

Additional pets we charge more. No type of pet (cat or dog) usually is the same. Depends on property owners preference.

Anonymous

1/24/2025 01:31 PM

Pet fees and deposits are on a per pet basis.

Anonymous

1/24/2025 01:45 PM

It's per pet and size/nature of pet.

Anonymous

1/24/2025 01:45 PM

Fee is per pet

Anonymous

1/24/2025 01:47 PM

\$25 per

Anonymous

1/24/2025 04:06 PM

more pets equals more wear and tear and damage.

Anonymous

1/24/2025 04:57 PM

More pets and bigger pets mean more damage.

Anonymous

1/24/2025 09:11 PM

Landmark manages that

Anonymous

1/25/2025 09:04 AM

Property mgr decides

Anonymous

1/25/2025 12:17 PM

More animals equals more damage. Puppies are known to chew. Cats can do damage by spraying, or urinating on carpets. A small fish tank presents less risk of damage. The potential for damage is different depending on each different case. We do not wish to allow pets at all, but the ESA issue has forced our hand.

Anonymous

1/25/2025 01:10 PM

If someone wants to have 2 dogs, the amount of damage can and usually goes up. Therefore the deposit goes up.

Anonymous

1/27/2025 01:43 PM

if its a lap dog and one only, the deposit reflects that. If its a St Bernard then the fee is higher. If its two St Bernards then its double the fee. If you have ever had to clean an apt after a dog or cat has been there, you would be flabbergasted at the damage done by even good pet owners. Pets pee. Everyones pets pees and does other stuff.

Anonymous

1/28/2025 02:03 PM

\$25 cat and \$50 dog

Anonymous

1/28/2025 02:34 PM

\$30 per cat and \$60 per dog

Anonymous

1/29/2025 09:31 AM

Non-Refundable Pet Fee = \$250 per pet. Pet fees are the same regardless of type of pet.

Anonymous

1/29/2025 01:18 PM

Dog deposit is \$1000 Cat deposit is \$500

Anonymous

2/12/2025 12:41 PM

\$40 per pet.

Anonymous

2/13/2025 07:58 AM

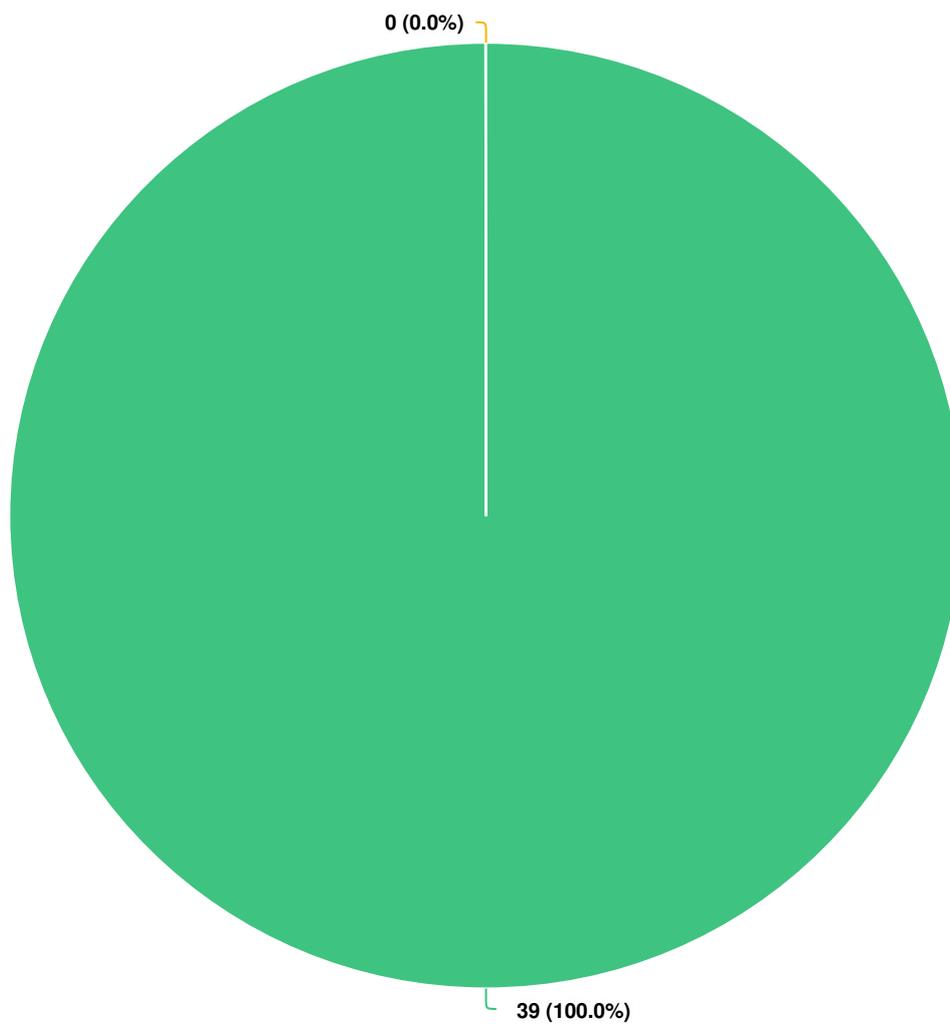
Each pet is \$100/month which does not cover 50% of the cost in damage.

**Optional question** (19 response(s), 20 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q16 | Do your rental agreements include fees for late rent payments?**



**Question options**

- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q17 | What is the amount of the fee you charge for a late rent payment?**

Anonymous 1/24/2025 12:53 PM	Exactly as the law states: \$10.00 per day starting the 2nd of the month if rent is not received by the end of the business day on the 6th of the month.
Anonymous 1/24/2025 12:54 PM	10% of rent
Anonymous 1/24/2025 01:09 PM	10% of outstanding rent
Anonymous 1/24/2025 01:14 PM	\$75 per month, after the grace period, only for balances exceeding \$100.
Anonymous 1/24/2025 01:31 PM	\$25 once a month, plus \$5 per day until paid
Anonymous 1/24/2025 01:35 PM	\$25 will be charged on the 7th of the month, with an additional \$5 a day added for each day rent is late after that. This accrual stops on the first of the following month.
Anonymous 1/24/2025 01:37 PM	\$25 for the first day and \$5 per day each day after.
Anonymous 1/24/2025 01:45 PM	5%
Anonymous 1/24/2025 01:45 PM	\$25 on the 6th \$5 per day thereafter
Anonymous 1/24/2025 01:47 PM	\$50 base late fee, \$10 per each additional day.
Anonymous 1/24/2025 01:51 PM	10%
Anonymous 1/24/2025 03:31 PM	10% one month's rent

Anonymous 1/24/2025 04:06 PM	10%
Anonymous 1/24/2025 04:29 PM	Nominal as we have to pay a late fee if we're late in paying our mortgage(s).
Anonymous 1/24/2025 04:57 PM	I think it depends on various factors.
Anonymous 1/24/2025 09:11 PM	Landmark manages that
Anonymous 1/25/2025 09:04 AM	Property mgr decides. Note when I don't get rent I can't pay increased mortgage costs...and need to find money elsewhere
Anonymous 1/25/2025 09:49 AM	\$50 on day 7 and \$5.00 a day after. It's capped at \$130.
Anonymous 1/25/2025 10:31 AM	\$50
Anonymous 1/25/2025 12:17 PM	\$10
Anonymous 1/25/2025 01:10 PM	\$25 / day
Anonymous 1/25/2025 04:08 PM	\$160
Anonymous 1/25/2025 05:59 PM	\$50
Anonymous 1/27/2025 01:43 PM	Same as my bank charges for late mortgage payment on the rentals. Same as my credit card company charges for late payment.
Anonymous 1/28/2025 10:13 AM	\$10 per day for days 2-10 late and \$20 after the 11th day of the month - after the rent is five days late.

Anonymous  
1/28/2025 02:03 PM  
We charge \$75 on the 7th of the month and \$10 a day until paid or until the 24th.

Anonymous  
1/28/2025 02:34 PM  
\$75 one time fee and \$10 each additional day

Anonymous  
1/28/2025 02:54 PM  
\$75 the first day and \$10 a day after

Anonymous  
1/29/2025 09:31 AM  
\$25 is charged on the 6th day, and \$5 is charged each day thereafter until rent is paid in full. We cap late fees at \$75 per month. NOTE ON QUESTION 15 BELOW: We only charge parking fees at one apartment complex. At this particular complex, each unit gets one assigned parking space for free. If a tenant wants an additional assigned parking space, then that cost is \$25/month.

Anonymous  
1/29/2025 09:34 AM  
Typically, our late fee charge is \$25 on day 6 and \$5/day after.

Anonymous  
1/29/2025 01:18 PM  
\$50 fee if rent is not paid by the 6th of the month

Anonymous  
1/29/2025 06:29 PM  
No charge until 5th day past due. \$20.00/day after 5th day past due.

Anonymous  
1/30/2025 07:52 AM  
\$25 on the 6th of each month and \$5 each day after that up to \$75  
Note on #14 - For one of our properties, each unit receives one free spot with their lease, but we do offer additional spots for \$25 a month. They are not required to rent these as we have a lot of free overflow and guest parking. We do not charge for parking at any of our other properties.

Anonymous  
2/05/2025 04:35 PM  
\$25 charged on the 6th of the month and \$5 per day following until rent is paid in full.

Anonymous  
2/12/2025 12:41 PM  
\$50

Anonymous  
2/12/2025 02:14 PM  
\$30 or one months rent, whichever is highest

Anonymous

\$25 after 5 days late, increases by \$5/day after

2/12/2025 02:35 PM

Anonymous

\$50 for late payments or 10% of remaining balance.

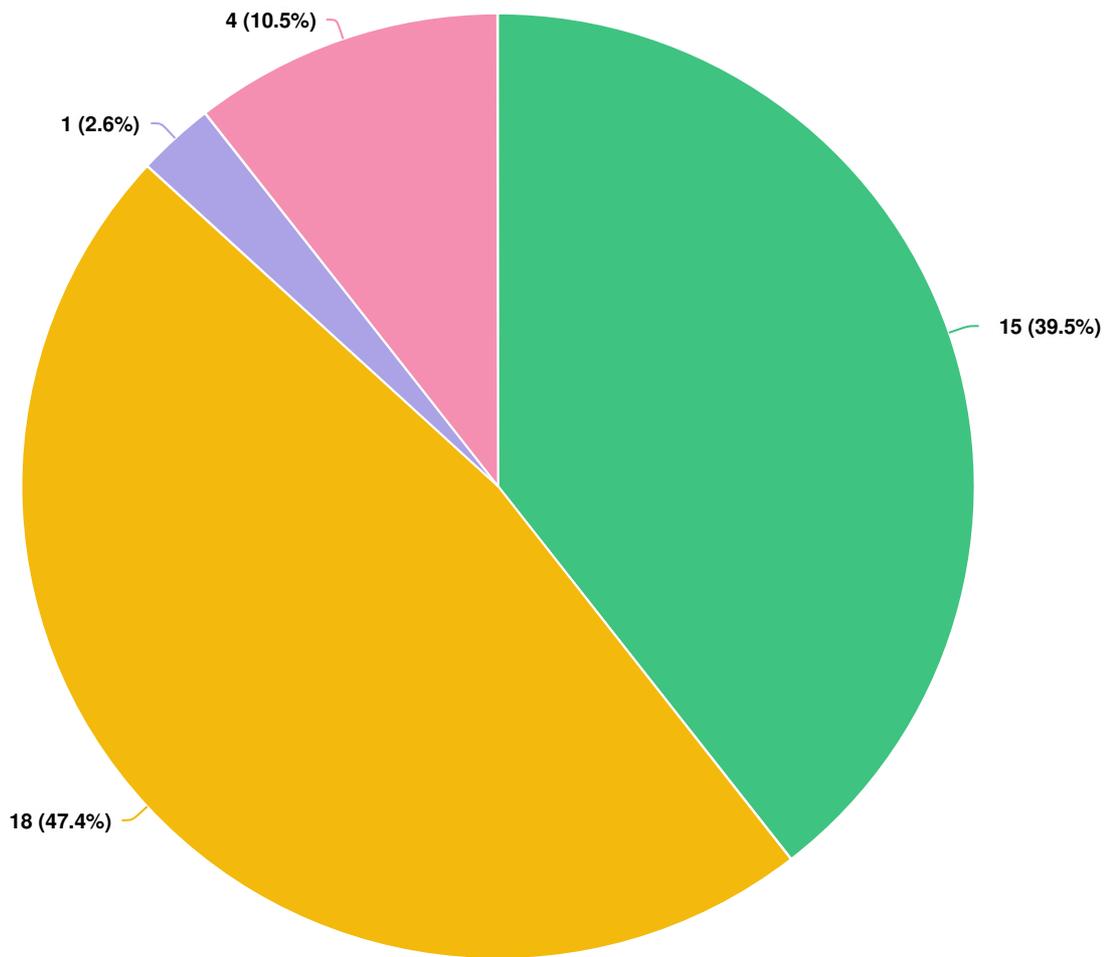
2/13/2025 07:58 AM

**Optional question** (38 response(s), 1 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q18 | How do late fees accrue?**



**Question options**

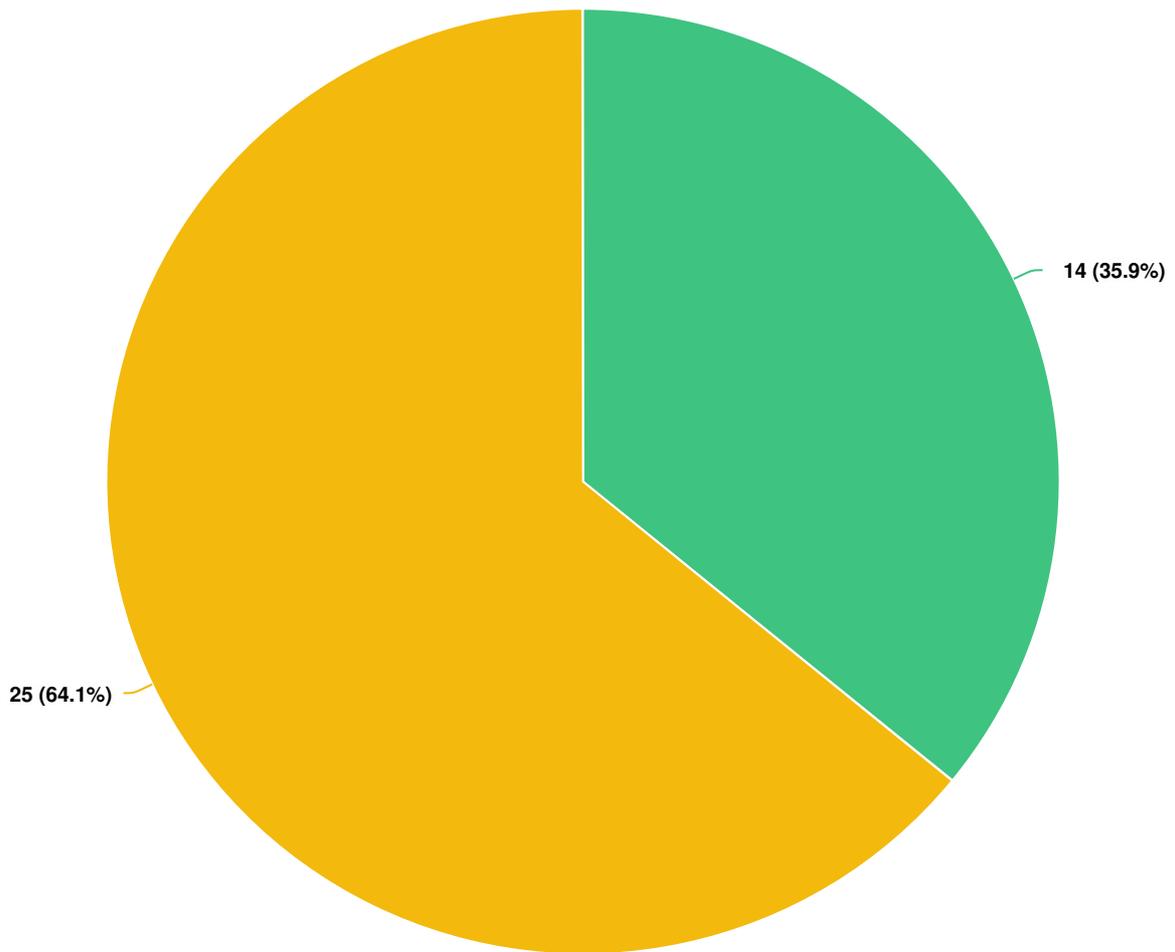
- Late fee is charged once per late rent payment
- Late fees are charged daily
- Late fees are charged on a weekly rate
- Late fees are charged on a monthly rate

*Optional question (38 response(s), 1 skipped)*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q19 | Do you charge parking fees?**



**Question options**

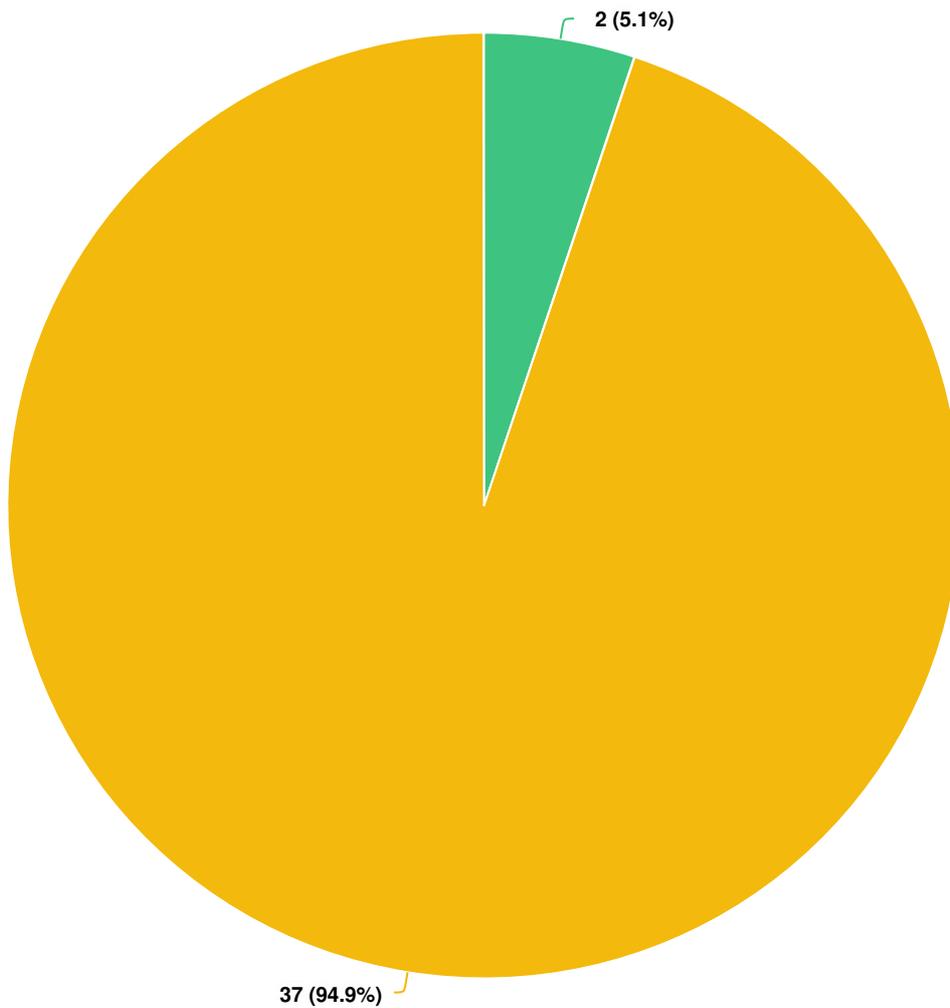
- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q20** | Do you charge fees for any additional services? Examples include mail/package collection, bike storage, benefit packages, or access to tenant portals.



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q21 | Please list these services and their corresponding fees.**

Anonymous

1/24/2025 01:14 PM

There is a 3% convenience fee to pay with a credit card, based on what the card company charges us for the service.

Anonymous

1/24/2025 01:45 PM

None of the examples apply but if fees are charged for additional items, they are fully disclosed in the lease. The portal that we use Appfolio, charges a fee for online payments but tenants can pay at our office for free. We charge lease violations fees as well. When some has an unauthorized pet, or they smoke in their unit or they go on the roof (very dangerous), we issue lease violation fees.

**Optional question** (2 response(s), 37 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q22 | Please explain why it is necessary to charge fees for these additional services.**

Anonymous

1/24/2025 01:14 PM

The credit card companies charge a fee for their service, which we pass on to the person using the service based on use. The tenant also has the option to pay by check, cashiers check or money order.

Anonymous

1/24/2025 01:45 PM

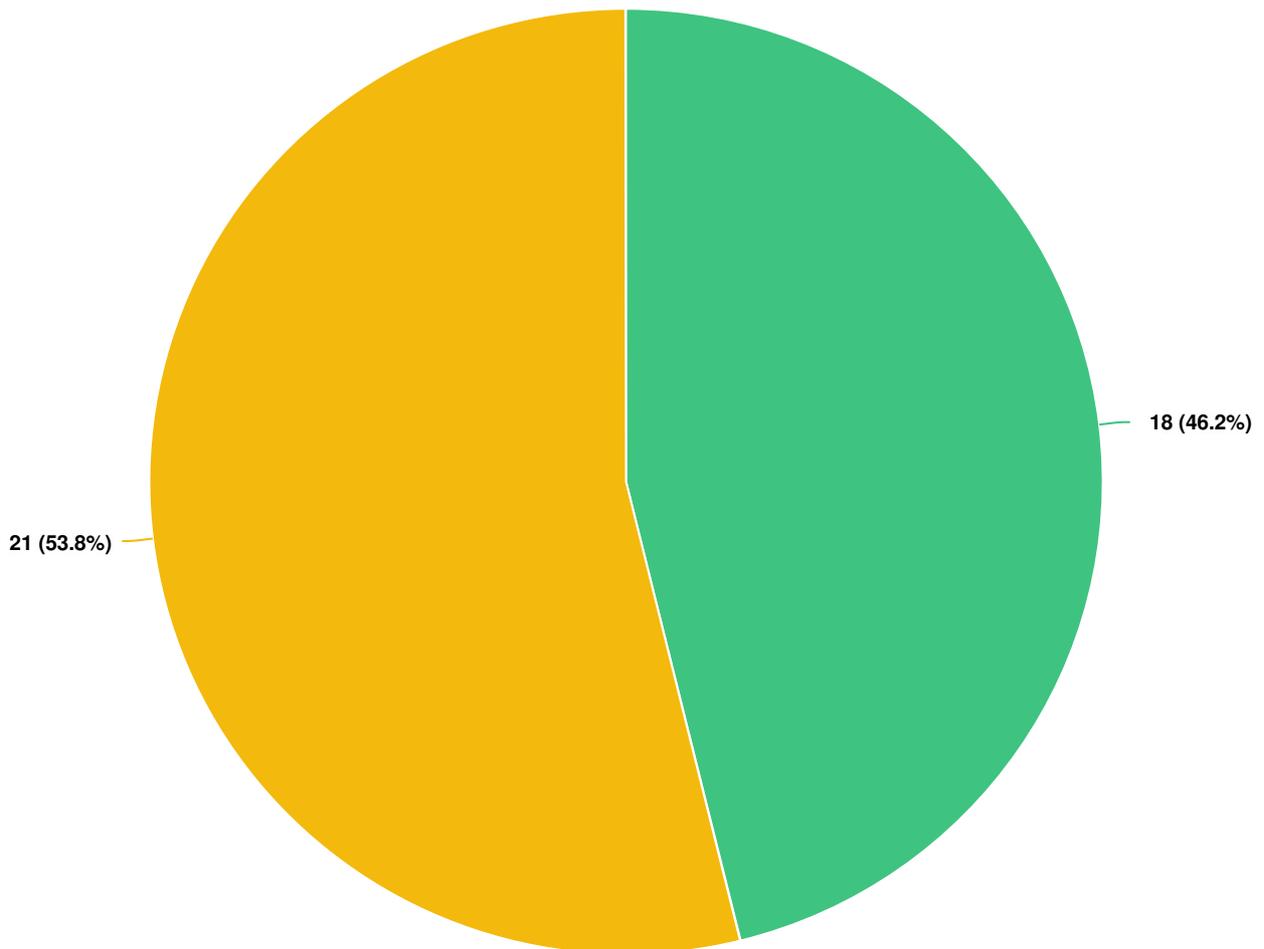
Any fees are for additional charges that are incurred because of a tenant. We also use fees as an enforcement mechanism. When tenants violate their lease terms, a financial consequence is the best way to discourage future violations.

**Optional question** (2 response(s), 37 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q23** | Do you require tenants to carry liability insurance (separate from renters insurance)?



**Question options**

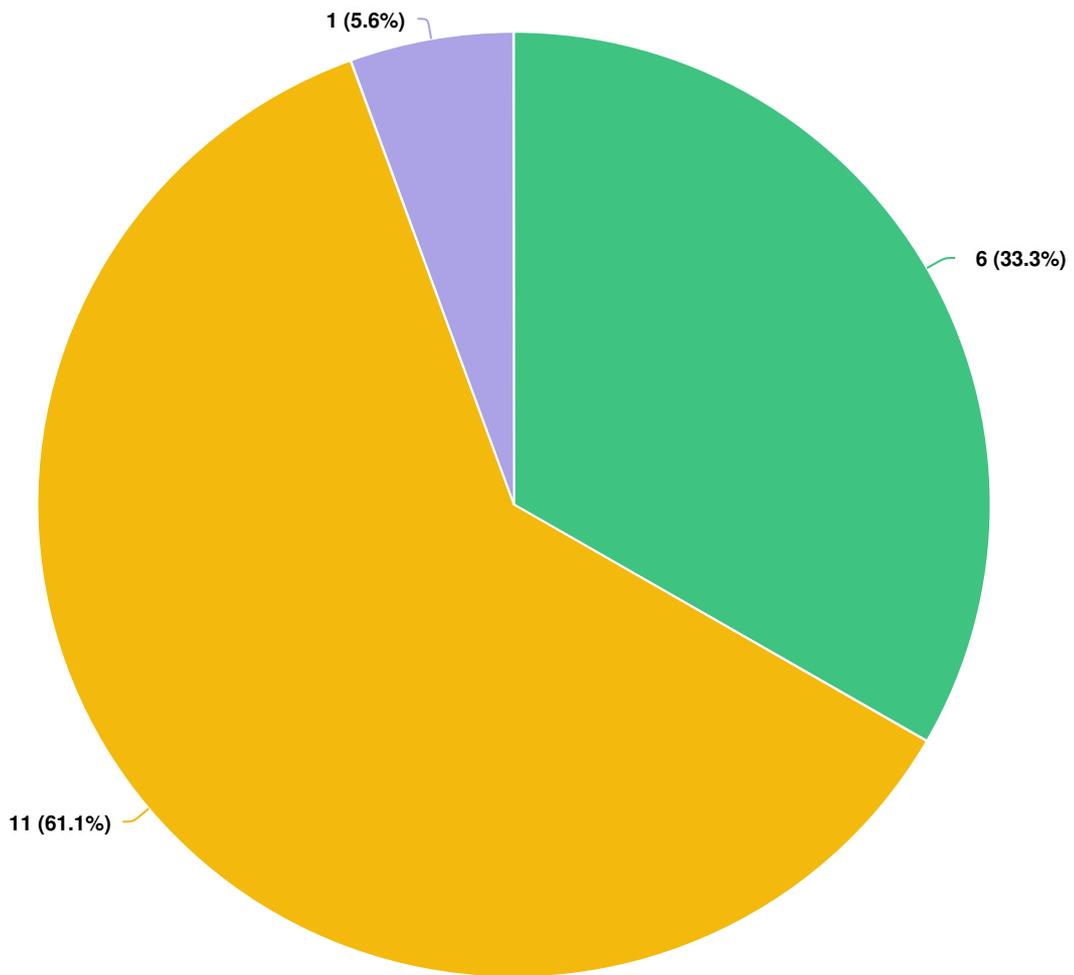
- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q24** | Do you charge tenants a fee if they choose a liability insurance plan you offer?



**Question options**

- Yes
- No
- I don't know

Optional question (18 response(s), 21 skipped)

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q25** Please describe how tenants opt out of your liability insurance plan.

Anonymous

1/24/2025 12:54 PM

They can provide us with proof of a rental policy

Anonymous

1/24/2025 01:09 PM

They can provide their own insurance at no cost or additional fee. As long as they have coverage they can opt out. If they do not have coverage or their coverage expires without providing us a renewal, they will be auto enrolled.

Anonymous

1/24/2025 01:35 PM

We require tenants to carry a liability policy of \$200,000. If they do not have their own plan, they are forced only our "Master Policy." If tenants do not want to be on our policy, they need to acquire their own liability insurance and upload it to their portal.

Anonymous

1/24/2025 03:31 PM

Through their tenant portal

Anonymous

1/28/2025 02:03 PM

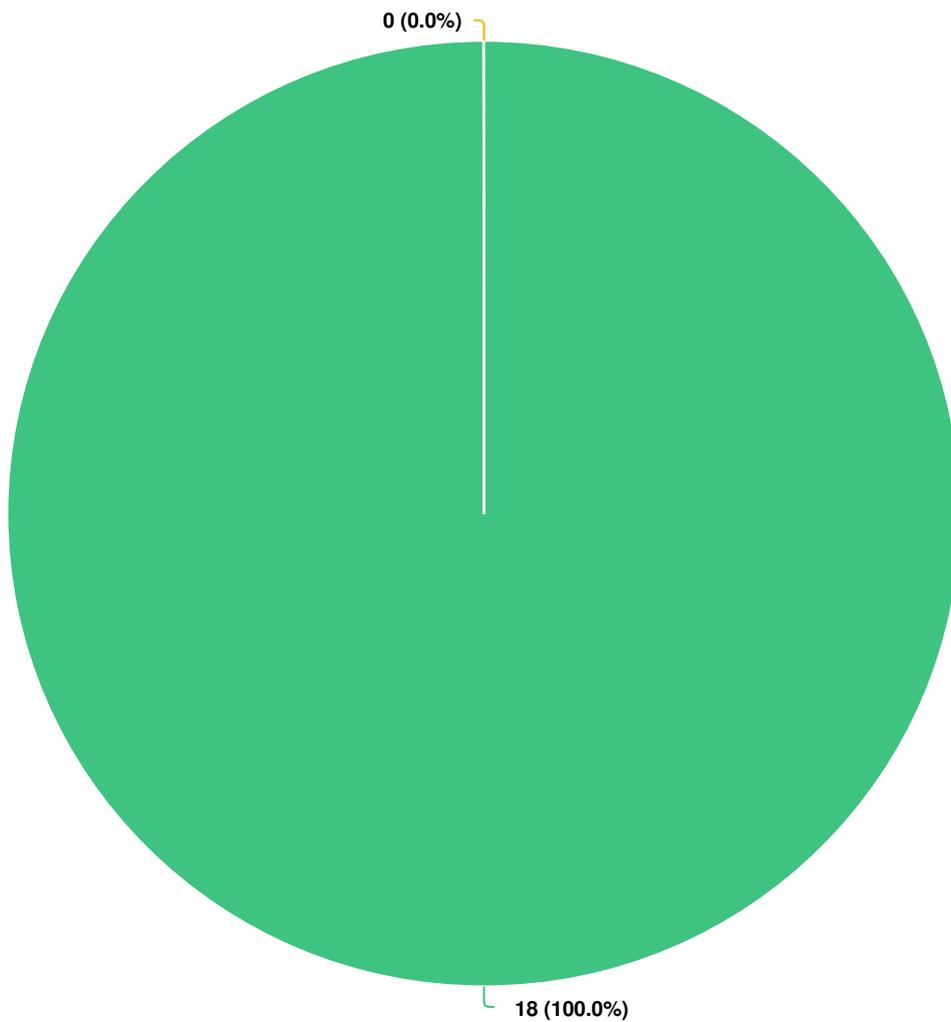
If a tenant does not provide liability insurance, we will place them on our master plan for \$25 per month.

**Optional question** (5 response(s), 34 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q26** | Do you charge tenants a fee to use their own liability insurance providers?



**Question options**

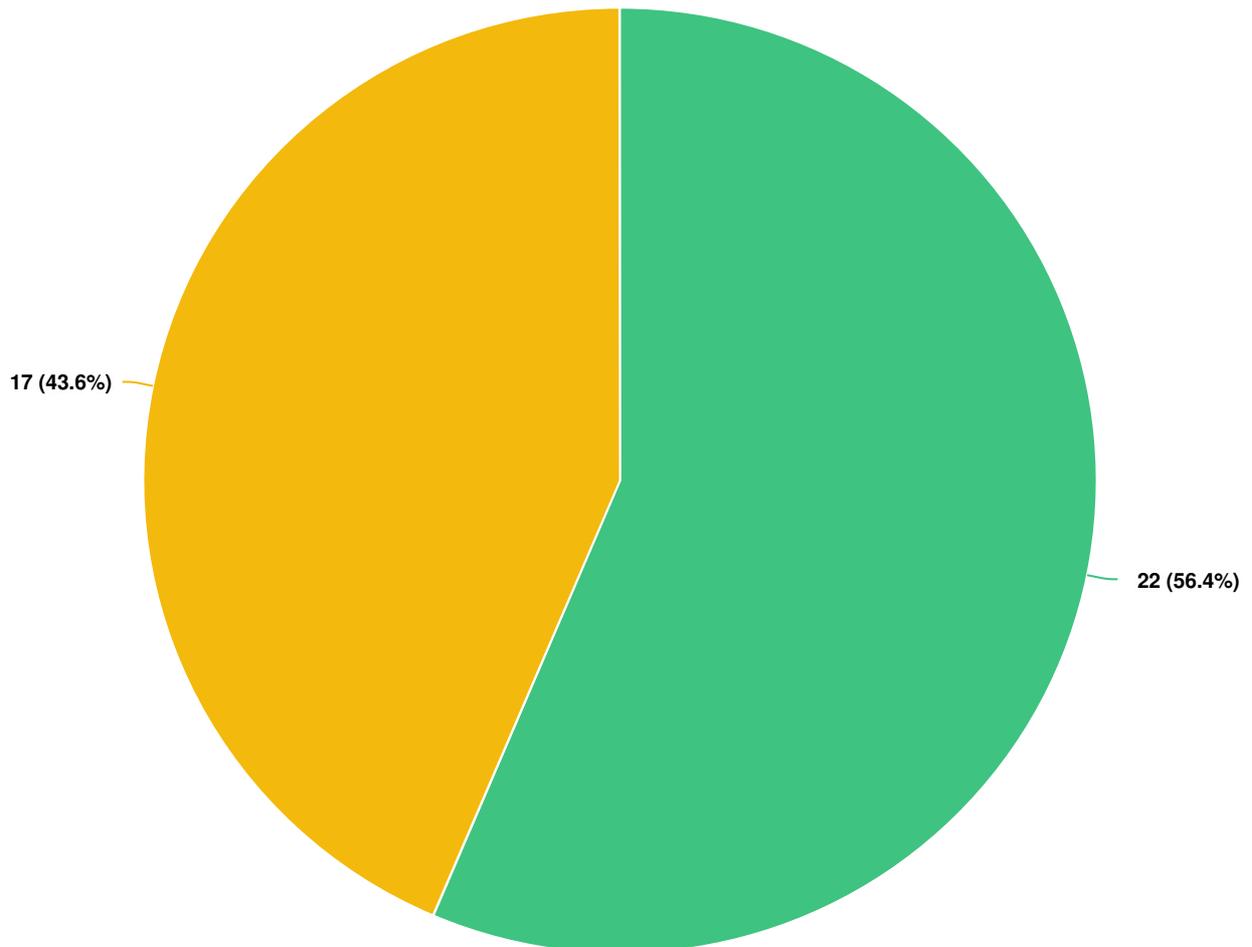
- No
- Yes

*Optional question (18 response(s), 21 skipped)*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q29** | Do you charge fees to tenants who use certain methods to pay rent? Examples include checks, money orders, and credit cards.



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q30 | Please list which payment methods incur a fee, the amount of the fees, and the business costs those fees recover.**

Anonymous

1/24/2025 12:54 PM

fee for cc

Anonymous

1/24/2025 01:09 PM

\$3 check fee (excludes money order or cashier checks, as well as payments made by subsidy programs). We have to manually enter the check, drive to bank daily to deposit checks and licensing law requires us to deposit within 24 business hours.

Anonymous

1/24/2025 01:14 PM

Only 3% for credit card transactions, per charges from the credit card company.

Anonymous

1/24/2025 01:31 PM

Our property management company doesn't charge a fee, but our third party software, Appfolio, does charge a fee to use Credit Cards, Debit Cards, and EFT payments. The amount of the fee is out of our control.

Anonymous

1/24/2025 01:35 PM

Our software autocharges fees for credit card or e-check payments. This is NOT income for the property management and we do not have the ability to adjust those processing fees.

Anonymous

1/24/2025 01:37 PM

Payment by check, cashiers check or money order is free. Paying online through the tenant portal does have fees that are charged by Appfolio (the payment processor) and not us.

Anonymous

1/24/2025 01:45 PM

Our rental platform Appfolio charges different processing fees: credit card rent payment 2.99%, debit card \$9.99. None of that goes to us. Tenants can pay in our office via mail or in person for free.

Anonymous

1/24/2025 01:45 PM

I am charged \$2 per EFT and pass along same with 2% credit card fee.

Anonymous

1/24/2025 01:51 PM

Credit Card, But that is charged to us from the credit cards companies. So they are only paying the fee that the CC company

charges us.

Anonymous

1/24/2025 09:11 PM

Landmark manages that.

Anonymous

1/25/2025 04:08 PM

Debit card \$4.95

Anonymous

1/27/2025 01:43 PM

our property management software is Appfolio. Depending on what kind of payment structure the tenant wants, there could be a fee.

Anonymous

1/28/2025 02:03 PM

if tenants pay through the on line portal an ACH is \$1.5 and a debit is \$6.95

Anonymous

1/28/2025 02:34 PM

Credit card fees of \$7.95 and \$1.50 for echeck

Anonymous

1/28/2025 02:54 PM

Tenants have to pay a fee to the software company and we don't collect any of that

Anonymous

1/29/2025 09:31 AM

We charge 2.99% on all credit or debit card payments. Our credit card servicer charges us 2.99% on each of these transactions, so that cost is passed along to the tenants. We DO NOT make a profit on credit card fees. Additionally, all EFT transactions (online payments using a routing number and checking/savings account number) are completely free. We always recommend the free option to our tenants and ensure complete transparency.

Anonymous

1/29/2025 09:34 AM

The credit card processing company charges a fee for debit and credit card charges, but our company does not collect a fee. I would like to charge a fee for cash as it is a large burden for our company, but do not at this time.

Anonymous

1/29/2025 01:18 PM

Rent paid using a credit card incurs a 3% fee. This covers the cost of using a credit card payment service we are charged for

Anonymous

1/30/2025 07:52 AM

If a tenant chooses to pay with a debit or credit card through our online portal, the system charges a 2.99% fee. We do not receive that fee and offer many other ways for tenants to pay which incur no fees.

Anonymous

2/05/2025 04:35 PM

Appfolio charges a fee to tenants when paying online, this is not controlled by our property management office and these fees do not go to our company. If a tenant is paying with a credit card in office, they are charged a service fee which is charged from the credit card machine carrier. These funds do not go to our company.

Anonymous

2/13/2025 07:58 AM

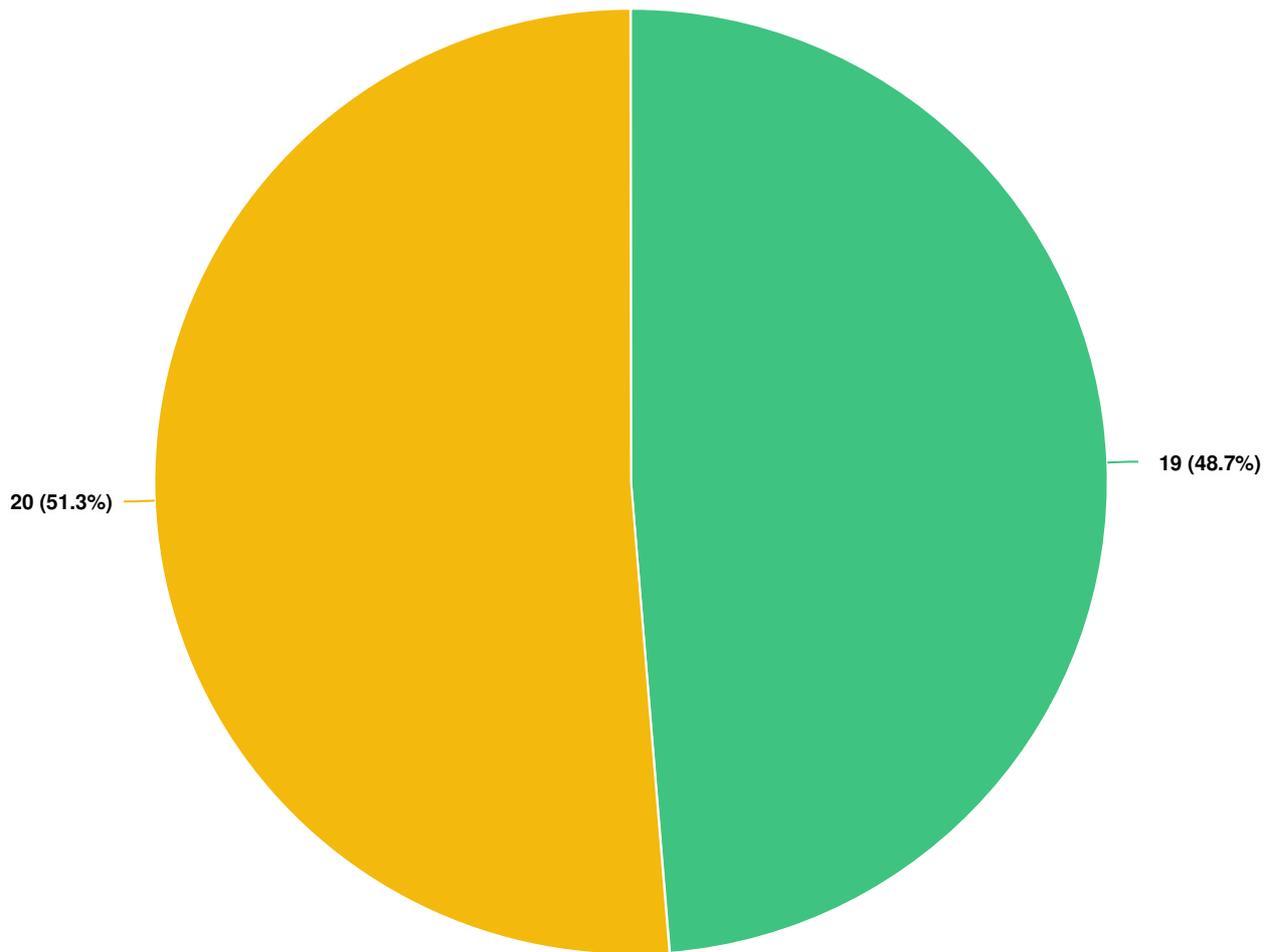
We only charge the tenant for the cost they incur to the business. For example we charge less for an E-Check than a Credit Card, since every business in the state of Washington charges a fee for credit card use. All fees listed below are "actual" cost to the business.  
eCheck = \$2.49 per transaction Credit Card = 3.49% of transaction amount Debit Card = \$9.99 flat rate per transaction Paper Check Mailed Or Delivered = \$0.00 (FREE)

**Optional question** (21 response(s), 18 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q31 | Do you provide tenants with information about Economic Displacement Assistance?**



**Question options**

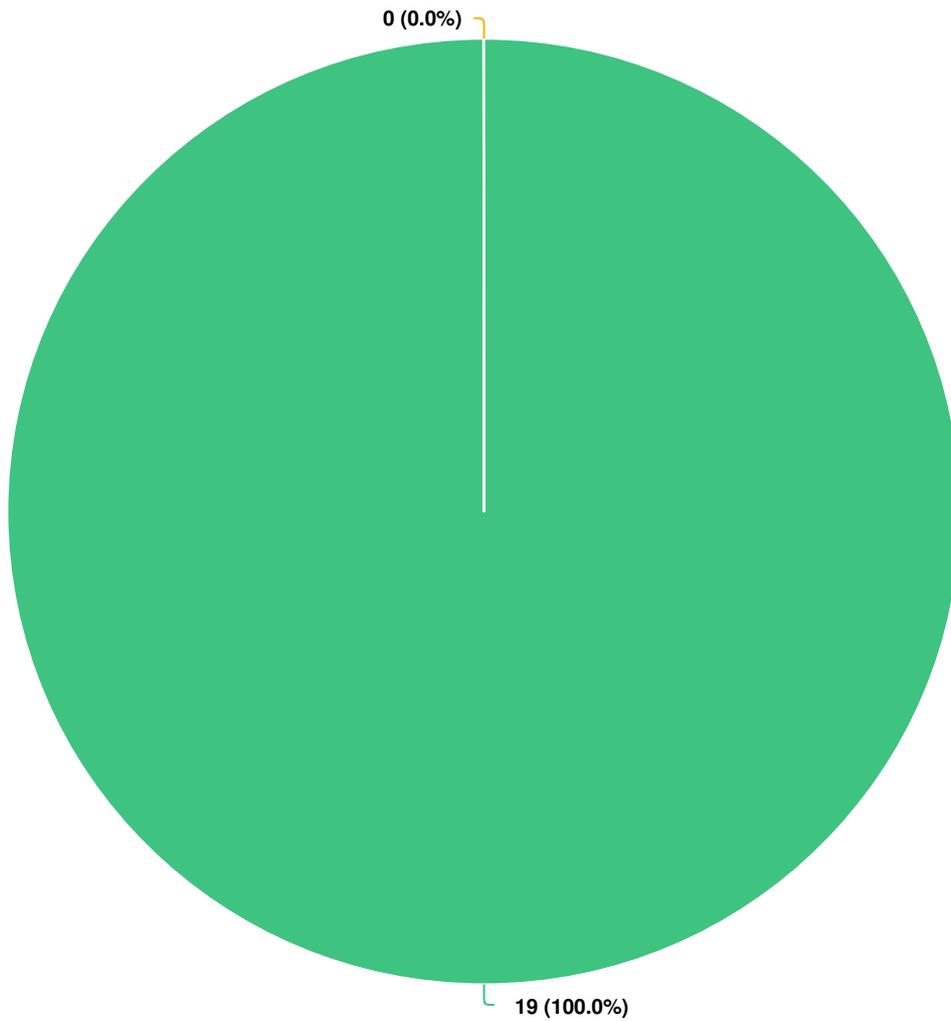
- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q32** | Do you charge any fees to tenants who apply for this assistance or receive this assistance?



**Question options**

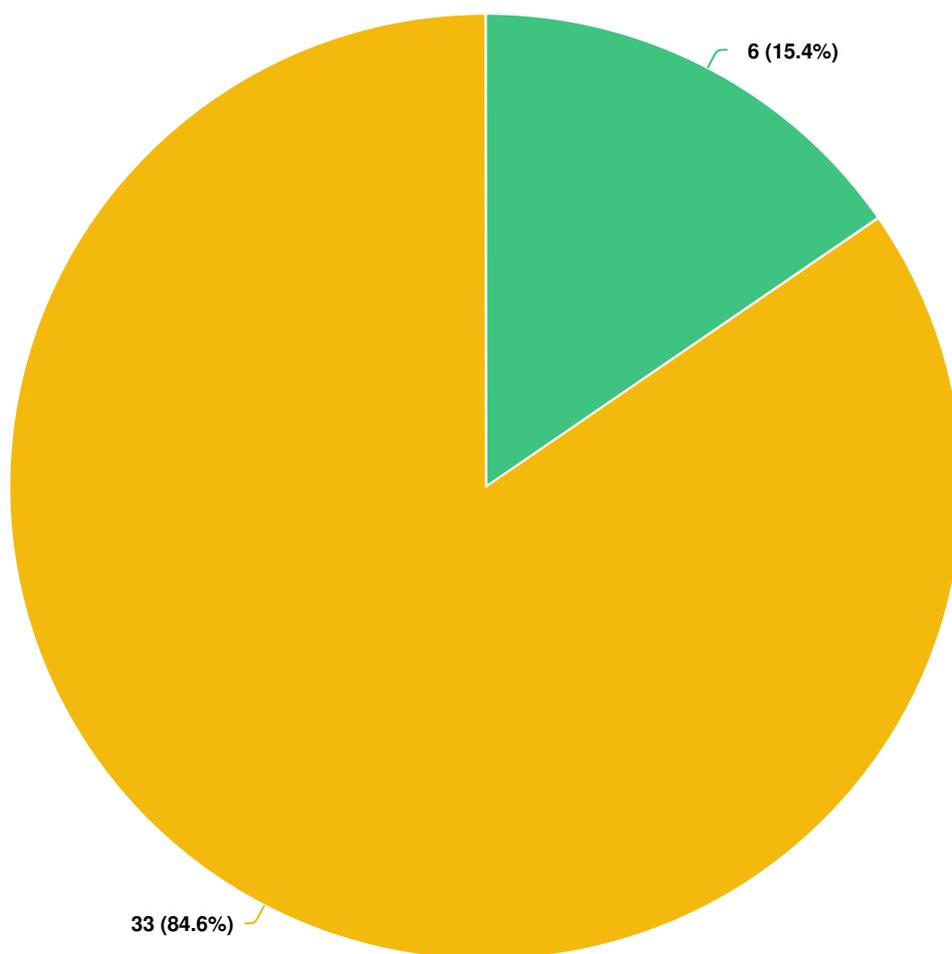
- No
- Yes

Optional question (19 response(s), 20 skipped)

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q33 | Do you charge tenants move-out fees at the end of their rental agreements?**



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q34 | What is the amount of the move-out fee, and what associated business costs does it recover?**

Anonymous

1/24/2025 01:14 PM

Fees at move out are based on damage and cleaning. The first 3 hours of cleaning are no charge. We do not charge for carpet cleaning or replacement unless the damage by the tenant is egregious and provable. Carpet chares are prorated for the age of the carpet. Charges are based on actual costs, with receipts provided, which is already the law in Washington State.

Anonymous

1/24/2025 01:31 PM

Our property management company doesn't charge a fee, but some units that are at condo associations have fees that go entirely to the association at move in/move out time

Anonymous

1/24/2025 01:35 PM

Tenants are charged for any damages to the home, the amount is based directly off of the invoices from vendors.

Anonymous

1/24/2025 01:45 PM

\$100 Cleaning fee and \$40 final unit inspection fee/turnover coordination. Covers cleaning and staff time.

Anonymous

1/28/2025 02:03 PM

We only charge tenants for damages to the unit, including repair or replacement costs and cleaning charges that go beyond normal wear and tear.

Anonymous

1/29/2025 09:31 AM

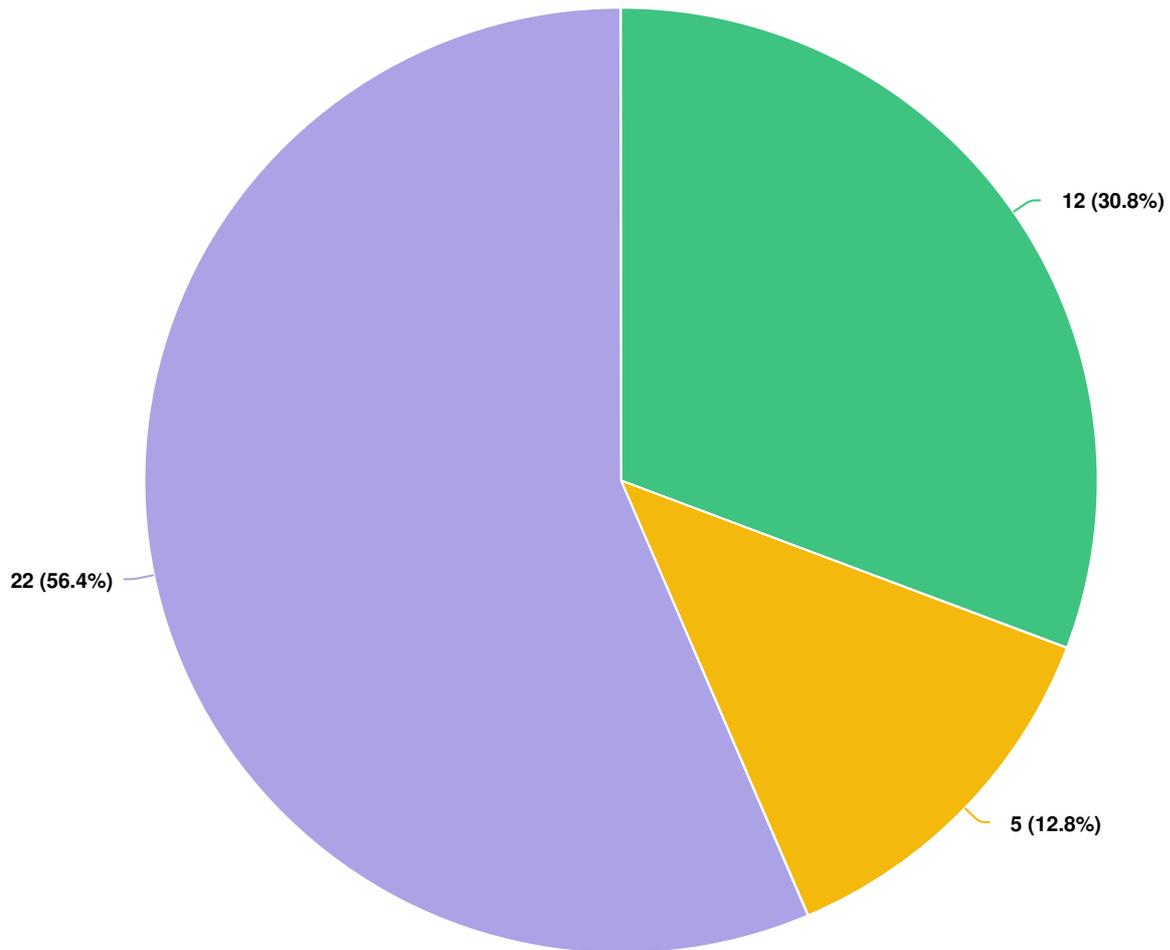
We charge a carpet cleaning fee on all units that have carpets. Typically, this fee ranges from \$75 - \$150 based on unit size. We charge tenants the exact amount that we are billed from our vendors. We DO NOT make a profit on carpet cleaning fees. We also charge cleaning fees and maintenance fees for work required to turn the unit over (beyond normal wear and tear). Again, we charge tenants exactly what we are billed and DO NOT make a profit on unit turn costs.

**Optional question** (6 response(s), 33 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q35** | Do you bill tenants separately for utility charges, or do you include utility charges in the rent?



**Question options**

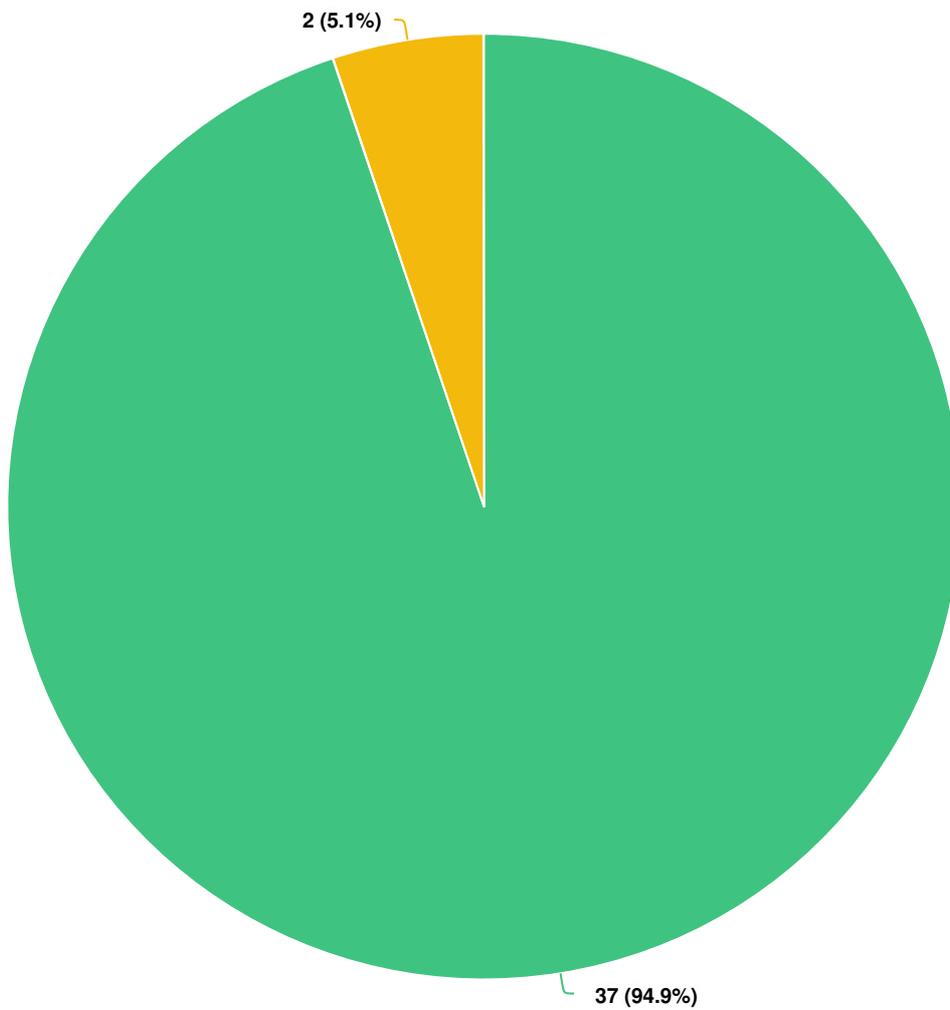
- Bill separately
- Include in rent
- Depends on the property

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q36** | Do you charge tenants a fee to replace lost keys?



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q37 | What is the amount of the fee to replace a key, and what associated business costs does it recover?**

Anonymous  
1/24/2025 12:53 PM  
Charge the exact amount for the replacement of the key and re-keying of the lock which will also include up to 1.5 hours of labor.

Anonymous  
1/24/2025 12:54 PM  
\$5

Anonymous  
1/24/2025 01:09 PM  
usually \$5. or refer them to a locksmith

Anonymous  
1/24/2025 01:14 PM  
\$5 for an apartment or mail key copy, \$30 to rekey a mailbox, \$75 for a replacement clubhouse key as they can only be copied by a particular locksmith. The charge to rekey a unit is \$50 if the tenant requests it during the course of tenancy because they lost their keys or through another action they are responsible for. No rekey charge for lock changes between tenants, or if there is an issue not the fault of the tenant.

Anonymous  
1/24/2025 01:31 PM  
\$20 - A few dollars for the key itself and the rest to cover employee pay and mileage to go get a replacement key made. If the tenants want the locks changed after a key is lost, we charge them at cost for the change of locks.

Anonymous  
1/24/2025 01:35 PM  
We charge \$5 for a regular key and \$25 for a fob

Anonymous  
1/24/2025 01:37 PM  
Typically the tenants will stop by the office to check out a spare key and go make a copy on their own. We would have to charge them the cost of rekeying the unit if it needed to be rekeyed for security reasons.

Anonymous  
1/24/2025 01:45 PM  
the cost of the hardware and the labor to rekey the unit

Anonymous  
1/24/2025 01:45 PM  
Depends on the property and type of key. We pass the actual cost thru.

Anonymous  
1/24/2025 01:47 PM  
The \$50 key replacement fee covers the cost of producing a new key, as well as the administrative expenses involved. This includes the cost of materials, the time spent by our staff coordinating and replacing the key, and any associated handling or processing tasks.

Anonymous  
1/24/2025 01:51 PM  
\$5-\$25 depending on the key.

Anonymous  
1/24/2025 03:31 PM  
\$25

Anonymous  
1/24/2025 04:06 PM  
50

Anonymous  
1/24/2025 04:29 PM  
PM takes care of this. This is a totally acceptable fee as it requires us to pay for the PM to replace keys or have a locksmith come on site, etc.

Anonymous  
1/24/2025 09:11 PM  
Landmark manages

Anonymous  
1/25/2025 09:04 AM  
Property mgr decides

Anonymous  
1/25/2025 09:49 AM  
\$5.00. Landlords have to buy the key machine to make keys, but the key blanks to make the keys and pay staff to make the lost keys.

Anonymous  
1/25/2025 10:31 AM  
cost of the key

Anonymous  
1/25/2025 12:17 PM  
We charge them the cost of the key replacement, but no charge to drive to a locksmith to get the key made. So, we are not really charging a fee per se.

Anonymous  
1/25/2025 01:10 PM  
\$50/ hard costs, personnel, Staff, paperwork, Travel

Anonymous  
1/25/2025 04:08 PM  
\$5

Anonymous  
1/25/2025 05:59 PM  
Depending on the key, \$50.00 to \$750.00 if building needs to be re-keyed.

Anonymous  
1/27/2025 01:43 PM  
Depends. Are you doing this yourself or are you calling a locksmith?

Anonymous  
1/28/2025 10:13 AM  
\$100 for lost key - it covers time and materials to replace the key

Anonymous  
1/28/2025 02:03 PM  
\$5.00 to cover the cost of keys and time to cut

Anonymous  
1/28/2025 02:34 PM  
\$5 for a unit or mail key and \$200 for a replacement clubhouse key

Anonymous  
1/29/2025 09:31 AM  
Unit keys, building keys, storage lock keys, and mailbox keys cost \$15 per key; building fobs cost \$50 per fob. These costs cover the bills from our locksmiths and administration time for our office staff.

Anonymous  
1/29/2025 09:34 AM  
This is actually pretty complicated depending on the situation. If a tenant loses a key during business hours, we charge \$50. This recovers the cost of an employee to verify the person is the actual tenant on the lease, plus the time spent driving to the locksmith, waiting for the locksmith to create a new key, paying for the cost of the key, driving back to the office and delivering the key to the tenant. For afterhours, we require tenants to call a locksmith themselves at their cost. There is too much liability for our company to go out in the middle of the night and determine that the person claiming to have lost a key is actually the tenant the on the lease.

Anonymous  
1/29/2025 01:18 PM  
\$5 for a lost key; \$30 if full mailbox lock needs to be replaced. The key fee covers our cost and maintenance of making a new key. If the entire mailbox lock needs to be changed, the \$30 fee covers what USPS bills us for the new lock.

Anonymous  
1/29/2025 06:29 PM  
If it is charged it would be for the cost of the new key .

Anonymous  
1/30/2025 07:52 AM  
\$15 per key and \$50 per fob. These fees cover our costs to make copies, buy new fobs and program them.

Rental fees survey : Survey Report for 19 January 2025 to 17 February 2025

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Anonymous

2/05/2025 04:35 PM

\$5 for key replacement to cover the cost of the key and time for a staff member to make a key.

Anonymous

2/12/2025 12:41 PM

\$20 Key and my time, which is valuable.

Anonymous

2/12/2025 02:14 PM

\$15 per key

Anonymous

2/12/2025 02:35 PM

We give free replacement keys while tenant is in home. If all keys aren't returned at the conclusion of the tenancy then all locks are changed at move-out at \$50 per deadbolt.

Anonymous

2/13/2025 07:58 AM

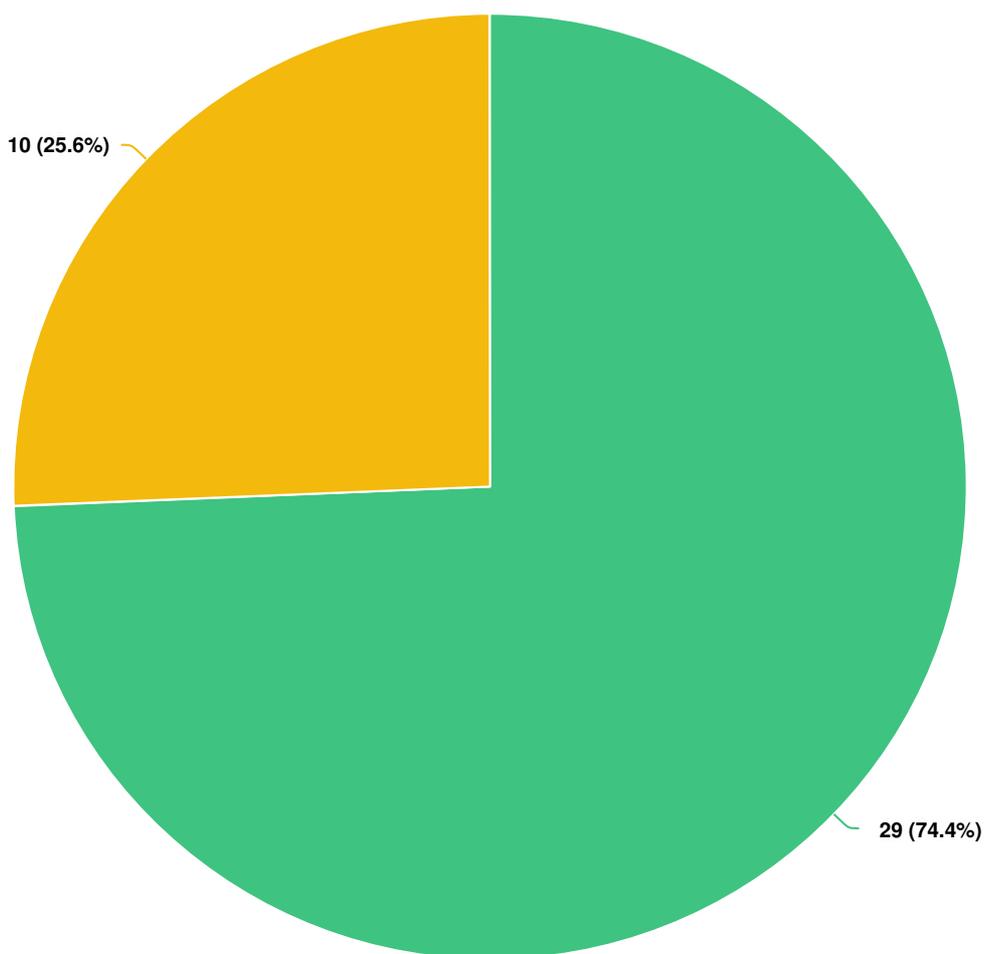
Company cost to replace key: \$50 Fee to tenant for replacement key: \$20

**Optional question** (36 response(s), 3 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q38** Are there fees in your lease agreements to add tenants or switch tenants on leases?



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q39 | How much are the fees to add or switch tenants, and what associated business costs do they recover?**

Anonymous

1/24/2025 12:54 PM

\$400

Anonymous

1/24/2025 01:09 PM

\$200. We have to rescreen for eligibility, prepare contracts, ensure all parties are fully aware of the legal requirements, update all contact information, update all lease agreements. The alternative is (if we cannot charge this fee), is we will not provide the option to switch tenants (changes to the contract).

Anonymous

1/24/2025 01:31 PM

We charge \$25.00 to add a tenant to cover the cost of producing required documents. We charge \$350.00 for lease takeovers to cover employee wages and overhead to create all the documentation required to record the change and reinspect the property.

Anonymous

1/24/2025 01:35 PM

Tenants are charged for application fees (\$50 - covers screening) and admin fee (\$150 - covers time the leasing associate spends processing applications/drafting leases).

Anonymous

1/24/2025 01:37 PM

\$350 per inbound tenant. These fees cover administrative costs (lease preparation, coordination of transfer between the parties, time spent explaining how the transfer works, discussing the lease documents that will be taken over including any move in reports and the continuous follow up between the parties since most are time sensitive) These can be quite time consuming if applicants and tenants are not effectively communicating or submitting the correct documents.

Anonymous

1/24/2025 01:45 PM

\$300 lease assignment fee. It takes a lot of staff time to screen new tenants, educate all parties on how this works and prepare the transfer paperwork. If fees for this are reduced, we will not allow lease changes.

Anonymous

1/24/2025 01:45 PM

\$25 roommate add fee and \$200 full lease assignment fee. Thus covers staff time to make an amendment to a legally binding contract.

Anonymous

\$150

1/24/2025 01:47 PM

Anonymous

1/24/2025 01:51 PM

\$400 for change of tenancy fee. This is to complete the screening of new tenants and filing of the paper work for generating a new lease agreement.

Anonymous

1/24/2025 03:31 PM

\$400

Anonymous

1/24/2025 04:06 PM

400

Anonymous

1/24/2025 04:57 PM

I am not sure but we rent multi bedroom units to students on a monthly basis.

Anonymous

1/24/2025 09:11 PM

I do not know, landmark manages

Anonymous

1/25/2025 09:49 AM

\$150. It's alot if extra work to add or remove someone to a lease. We have to track people down non stop to provide what is needed, we have to make sure they all income qualify again. Then we spend weeks chasing them to sign the required paperwork. It's an admin fee for doing the work.

Anonymous

1/25/2025 12:17 PM

We charge more rent for double occupancy in our studio apartments. There is no fee to add a person to the lease, but the rent increases. Double occupancy is additional wear and tear.

Anonymous

1/25/2025 01:10 PM

Background checks

Anonymous

1/25/2025 04:08 PM

Change of Tenancy Fee \$250

Anonymous

1/27/2025 01:43 PM

Depends. You have to start from scratch so the fee is equivalent to what the original tenant paid when he or she got in. Switching tenants is risky and normally doesnt end well in my experience

Anonymous

1/28/2025 10:13 AM

\$500 - time to vet the new tenant and amend the lease.

Anonymous

1/28/2025 02:03 PM

We charge a \$150 administrative fee to cover the additional time and resources required for preparing new leases, setting up accounts, and processing applications.

Anonymous

1/28/2025 02:34 PM

\$200 if adding or removing tenants during a lease agreement

Anonymous

1/28/2025 02:54 PM

Lease Takeovers are \$100

Anonymous

1/29/2025 09:31 AM

\$300. These fees cover the administrative costs to screen additional applicants and cosigners, prepare paperwork, and collect signatures. Sometimes, several applicants and cosigners must be screened for a single lease takeover.

Anonymous

1/29/2025 09:34 AM

\$150 to change a roommate, and \$250 for an entire lease takeover. These fees cover a lot of administrative time between our accounting department and the property managers to deal with an issue that was already resolved. It causes our company to start the lease process over from the beginning. If we are not able to charge these fees to recover our costs, we will refuse to allow roommate changes and lease takeovers.

Anonymous

1/29/2025 06:29 PM

\$200.00. This covers time and liability. This can become a complicated issue and is really not worth any amount of money to allow.

Anonymous

1/30/2025 07:52 AM

If a tenant wants to leave their lease or add a new tenant to the lease, we charge a \$300 lease transfer fee. This covers the cost of the additional paperwork and approval process by the office and ensures tenants are serious about the transition.

Anonymous

2/05/2025 04:35 PM

\$500 for a change of residence - this covers the staff's additional time to make changes to their lease and rental account.

Anonymous

2/13/2025 07:58 AM

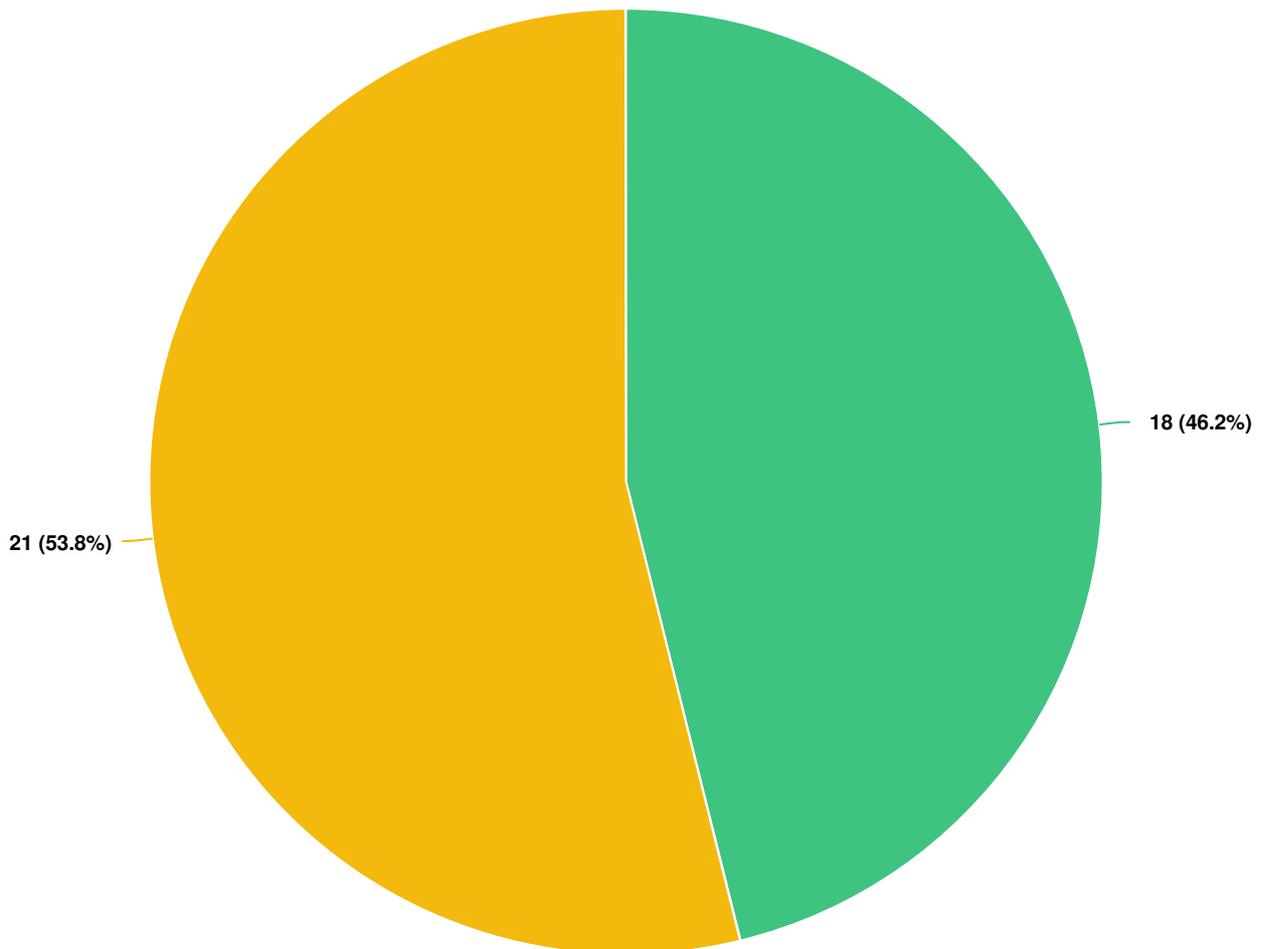
Company cost to switch tenants: \$750.00 Billed to tenant: \$500 to add or switch tenants.

**Optional question** (28 response(s), 11 skipped)

**Question type:** Essay Question

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**Q40** Do you use a property management service, or do you manage units yourself?



**Question options**

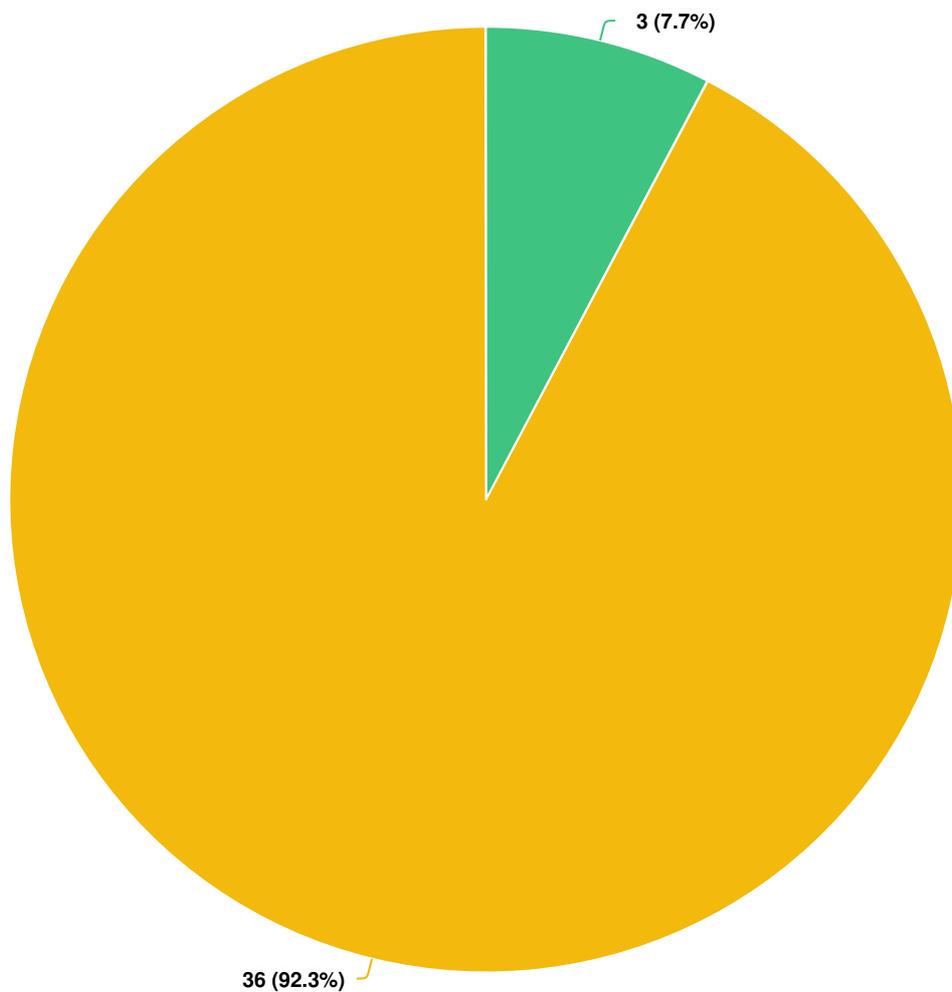
- I use a property management service.
- I manage units.

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q41 | Do you use an algorithm to help determine rental pricing?**



**Question options**

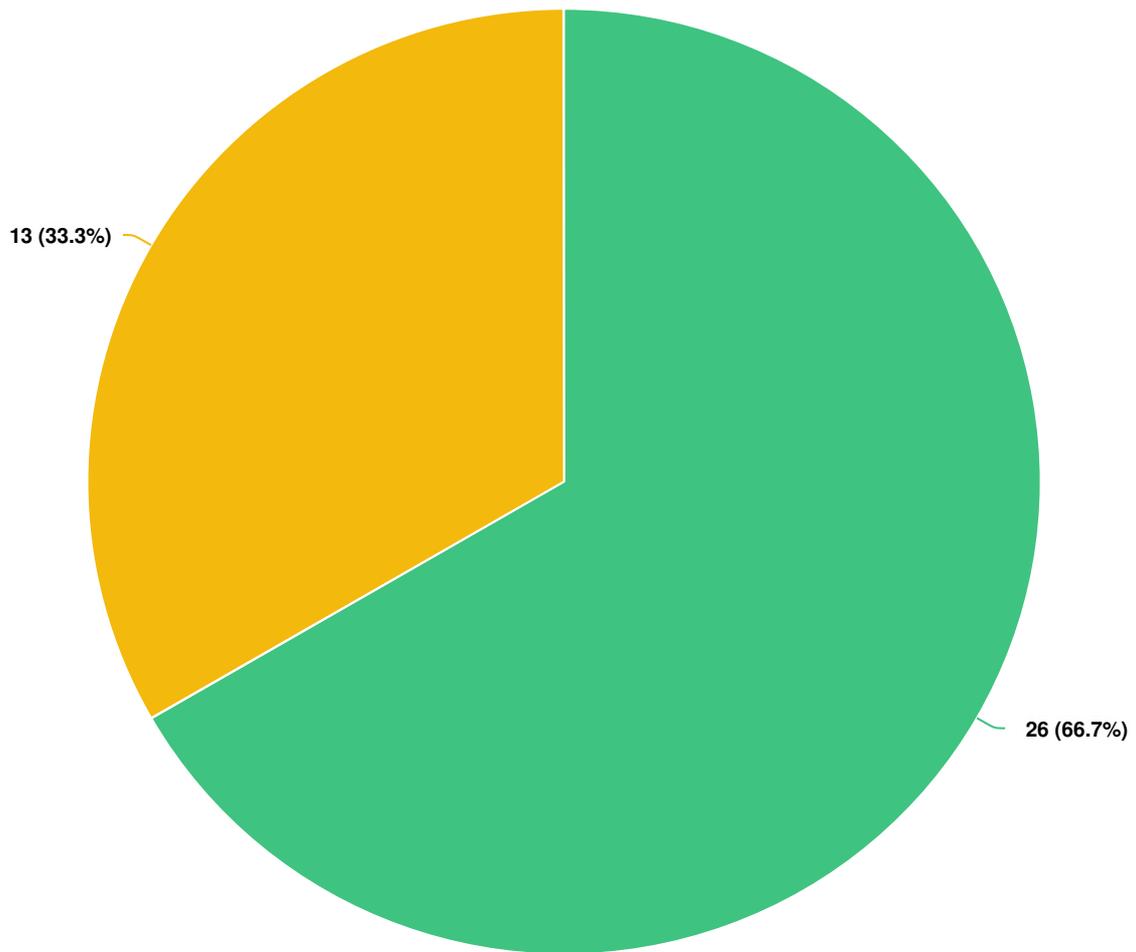
- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q42 | Do you charge fees for administrative costs?**



**Question options**

- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q43 | How much is the fee for administrative costs, and what expenses does this cover?**

Anonymous 1/24/2025 12:54 PM	\$200
Anonymous 1/24/2025 01:09 PM	\$200 per lease. Move in inspections, preparation of all education materials for tenants and summary of their lease, tenant portal access, free ACH payment availability, one on one meeting with tenants to answer questions and review lease, swag....
Anonymous 1/24/2025 01:14 PM	One time \$250 Non-refundable Admin Fee at move in, to cover the one time administrative costs of the tenancy.
Anonymous 1/24/2025 01:31 PM	\$100.00 Lease document creation. Part is covered by the owner and part is covered by the tenants. It costs us roughly \$300 in employee time and overhead to create, review, and get the tenants to sign the lease.
Anonymous 1/24/2025 01:35 PM	\$150 per lease. This covers the time the associate spends processing the application and drafting the lease.
Anonymous 1/24/2025 01:37 PM	\$150 one time at the lease signing. This is to cover administrative costs including but not limited to: lease preparation and signing, follow up with tenants and co-signers, employee time explaining documents to tenants and co-signers...
Anonymous 1/24/2025 01:45 PM	\$100 admin fee for the leasing process
Anonymous 1/24/2025 01:45 PM	\$150 - staff time
Anonymous 1/24/2025 01:47 PM	The \$150 administrative fee covers the necessary office expenses and staff time required to process your application and ensure a smooth onboarding experience. This fee includes but not limited to: Application Processing: Reviewing and verifying all information provided in the application. Verification of Information: Contacting references, verifying income, and conducting background checks to ensure all criteria are met. Onboarding: Preparing lease documents, setting up your account, and coordinating move-in logistics.

Anonymous 1/24/2025 01:51 PM	\$200. This covers the cost for move in inspections. Getting lease agreement filed and signed. Completing walk through with the tenants. Making key and fobs.
Anonymous 1/24/2025 03:31 PM	\$200
Anonymous 1/24/2025 04:29 PM	This is a really broad term, we charge for background checks, etc. This again is normal given it's a cost we incur.
Anonymous 1/25/2025 09:49 AM	\$150. It's the fee for doing all the application work, move in packets, lease. All admin work required
Anonymous 1/25/2025 01:10 PM	It depends on service
Anonymous 1/25/2025 04:08 PM	\$250 at move in
Anonymous 1/27/2025 01:43 PM	depends.....was the application complete or do we have to babysit it?
Anonymous 1/28/2025 10:13 AM	\$150 - time to do a background check and fees to process application.
Anonymous 1/28/2025 02:03 PM	Our admin fee is \$300 and this fee helps offset the operational costs related to various activities, including: 1. <b>Preparing New Leases</b> : Drafting, reviewing, and executing lease agreements for new tenants. 2. <b>Setting Up Accounts</b> : Creating and managing tenant accounts in the property management system, including billing and payment setup. 3. <b>Processing Applications</b> : Reviewing tenant applications, conducting background and credit checks, and verifying rental history to ensure qualified tenants are selected. 4. <b>Administrative Support</b> : Time spent on coordinating communication, document preparation, and other necessary tasks that ensure smooth property management operations. The administrative fee helps ensure that these essential tasks are efficiently completed, contributing to the overall management and success of the property.

Anonymous

1/28/2025 02:34 PM

\$250.00 Administration fee

Anonymous

1/28/2025 02:54 PM

\$400 admin fee. Helps with processing applications, creating the lease, maintenance

Anonymous

1/29/2025 09:31 AM

We charge an administrative fee totaling \$150 for the execution of each new lease (lease renewals are NOT included). This covers the administrative cost to prepare the paperwork, collect signatures, follow-up with tenants on move-in inspections, utility transfers, etc.

Anonymous

1/29/2025 09:34 AM

\$175 one time administrative fee that is disclosed in all advertising and the front page of the lease agreement in bold. There is a lot of accounting and property management time involved in showing, advertising, vetting applications, verifying income, arranging keys, preparing new tenant packages, etc. We do a great job of getting tenants set up and prepared for their new living arrangements. If we are not able to charge this fee, we will be forced to limit this service and provide a subpar experience.

Anonymous

1/30/2025 07:52 AM

\$150 Administrative Fee is charged after the lease process is complete. This covers the expense of the application process, lease writing, gathering paperwork and keys, etc.

Anonymous

2/05/2025 04:35 PM

\$150 at time of move in to cover the staffs time for preparing lease documents and doing the accounting for move ins.

Anonymous

2/12/2025 12:41 PM

\$175 to cover carpet cleaning, which, ridiculously, is no longer allowed to be directly charged.

Anonymous

2/13/2025 07:58 AM

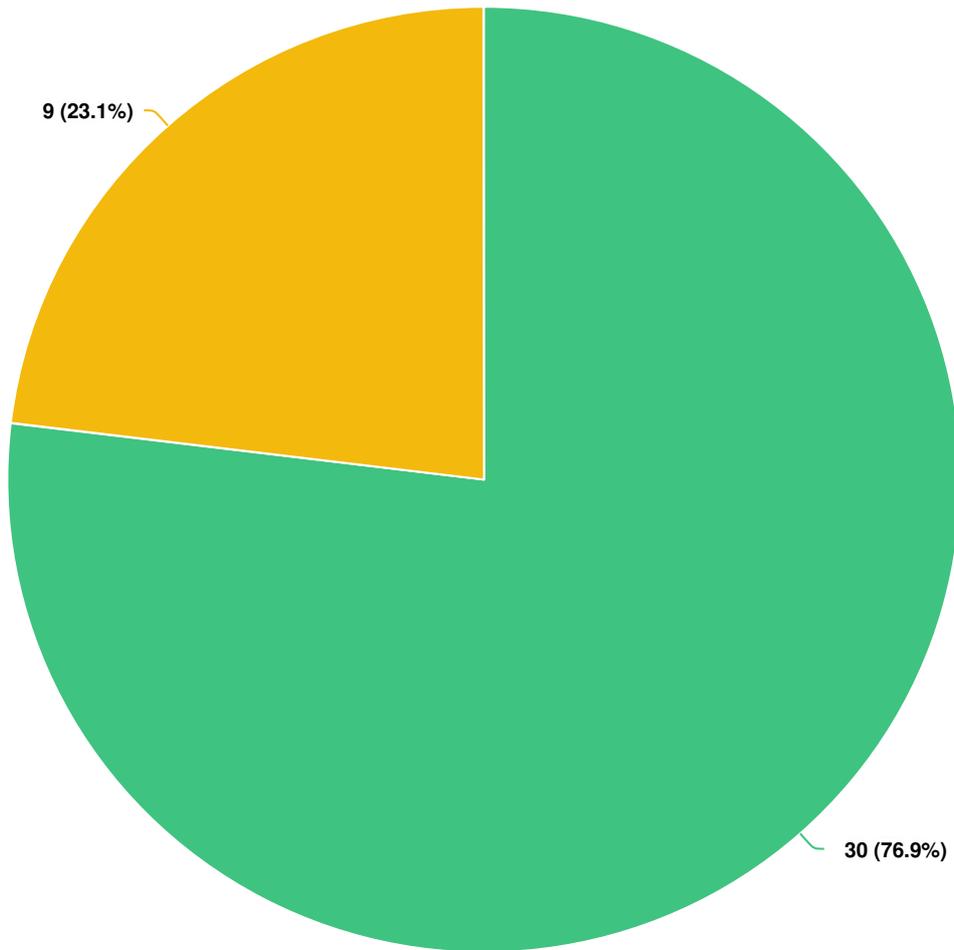
\$500 admin fee covers 66% of the cost associated with switching tenants. True cost is \$750 to the management company.

**Optional question** (26 response(s), 13 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q44** Are there lease-breaking fees included in your lease agreements?



**Question options**

- Yes
- No

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q45 | How much is the lease-breaking fee, and what associated business costs does it recover?**

Anonymous

1/24/2025 12:54 PM

1/2 month rent and the extra cost to list and show the property

Anonymous

1/24/2025 01:09 PM

50% of one months rent. We have re-advertise, inspect, do maintenance, cleaning get unit back to rent ready. Our rental rates are based on occupancy expectancy of 12 months. Again the alternative is you abide by the terms of the legal contract.

Anonymous

1/24/2025 01:14 PM

Our rental rates are based on long term stays, and short stays create a significantly increased vacancy cost. If you do not stay for 12 full months, there is a \$750 Fee charged on your move out statement. It is an alternative to forcing people to sign a fixed term lease if they don't know what their long term plans are. If someone only needs a place for 2 months that is fine, but we advertise clearly that there is an additional cost. If people stay at least 12 full months, they never have to pay the fee.

Anonymous

1/24/2025 01:31 PM

If a tenant wishes to break a lease, they must pay rent until we find a new tenant or the remaining duration of the lease. If it is a planned situation, we will work with the tenant to minimize the vacancy time to a few days to a week. Military members are not required to pay a fee if they have transfer orders.

Anonymous

1/24/2025 01:35 PM

\$250 early vacate fee for breaking the lease.

Anonymous

1/24/2025 01:37 PM

Depends on if we find a replacement to move in after they move out before their lease term is supposed to end, or if they found someone to take it over. If they find someone to take it over, it is just the lease assignment fee.

Anonymous

1/24/2025 01:45 PM

Actually NO because we do not allow lease breaking unless mandated by law, such as military or domestic violence. We only allow lease assignments for a \$300 fee.

Anonymous

1/24/2025 01:47 PM

The total Security deposit - Lost Rental Income: The fee compensates for the period the property may remain vacant while

searching for a new tenant. Re-Leasing Costs: This includes advertising the property, conducting showings, and processing applications for prospective tenants. Administrative Costs: Staff time and resources spent updating records, terminating the existing lease, and preparing a new lease agreement. Property Preparation: If additional cleaning, maintenance, or repairs are needed to make the unit move-in ready, the fee helps offset these expenses. By charging a lease-breaking fee, landlords and property managers can mitigate the financial impact of an early lease termination, ensuring the stability of their business operations while maintaining fair practices for tenants.

Anonymous

1/24/2025 03:31 PM

1/2 one month's rent

Anonymous

1/24/2025 04:06 PM

until unit can be re-rented

Anonymous

1/24/2025 04:29 PM

Varies

Anonymous

1/24/2025 09:11 PM

Landmark manages case0by-case and consults us. We are flexible and sensitive. We also had three tenants seriously abuse this over five years.

Anonymous

1/25/2025 09:04 AM

Depends how many months are left in their lease contract and how many months vacancy we expect to suffer from tenants break their commitment

Anonymous

1/25/2025 10:31 AM

The tenant is responsible for the remainder of the monthly rental charges through the lease unless the unit is able to be re-rented before the end of the lease.

Anonymous

1/25/2025 12:17 PM

The lease breaking fee is 1/2 month's rent, and it is to defray the costs of doing a turn over more that once in a 12 month period because it usually takes 1-2 days of our labor for a turn over.

Anonymous

1/25/2025 01:10 PM

It depends

Anonymous

Two months rent

1/25/2025 04:08 PM

Anonymous

1/27/2025 01:43 PM

Tenant is responsible for rent until the place is released with a tenant with same or better credit score, etc. We are obligated to find a tenant as soon as possible.

Anonymous

1/28/2025 10:13 AM

\$500 plus responsible for rent and utilities until rented or to the end of the lease whichever is sooner.

Anonymous

1/28/2025 02:03 PM

This fee helps compensate the property management company or landlord for the time, effort, and potential financial impact of early lease termination. Some of the specific costs the fee may cover include: Re-advertising the Property: The cost of marketing the unit to find a new tenant, including advertising, listing fees, and other promotional expenses. Re-letting or Showing the Property: Time and resources spent on conducting property showings, screening new applicants, and managing the leasing process. Administrative Costs: The time spent processing the early termination, adjusting lease terms, and preparing necessary legal or financial documentation. Potential Vacancy Loss: If the property cannot be rented immediately, the fee helps offset the loss of rental income during the period the unit remains vacant. Unit Inspection and Maintenance: Costs for inspecting the unit for damages or cleaning required after the tenant vacates the property. The lease-breaking fee serves to mitigate these costs and ensure that the property management company or landlord is compensated for the disruption caused by an early lease termination. Our lease break fee is 2 time the monthly base rent

Anonymous

1/28/2025 02:34 PM

2 times the monthly rent

Anonymous

1/28/2025 02:54 PM

2 months rent

Anonymous

1/29/2025 09:31 AM

We typically charge one month's rent for early lease termination, although this is negotiable based on the particular circumstance of the tenant. This covers advertising, showing the unit, and other administrative costs associated with the early termination of the lease requested by tenant

Anonymous

1/29/2025 09:34 AM

No, our lease agreements are not unilateral. What would be the point of a lease if the tenant can break it, but the landlord cannot? This is the reason that we charge for roommate changes and lease

takeovers.

Anonymous

1/30/2025 07:52 AM

If a tenant chooses to break their lease, they can choose from two different options. They can do a lease takeover, in which they find a new tenant to take over their lease. That incurs a \$300 lease transfer fee after the process is complete. If they want management to find a new tenant, we charge a fee equal to one month's rent. This ensure the tenant is serious about the process and covers our additional cost of essentially re-leasing a unit we already did the work of, assuming they would honor the 12-month lease contract.

Anonymous

2/05/2025 04:35 PM

Half of one month's rent - they signed a contract and are breaking the contract therefore pay a fee for it. This causes additional time for staff that is unexpected with a move out in the middle of a term.

Anonymous

2/12/2025 12:41 PM

\$950. The cost to release the unit, especially in winter when leasing traffic is very slow.

Anonymous

2/13/2025 07:58 AM

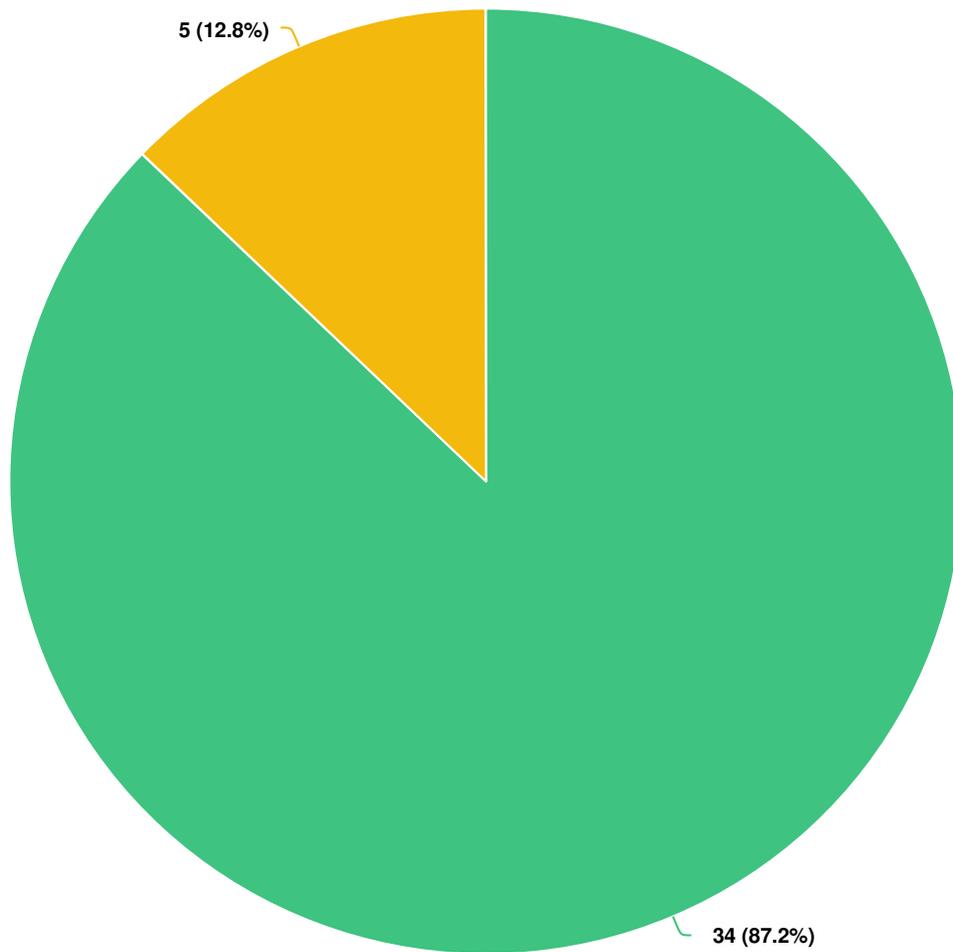
One month's rent value fee to break the lease fee covers 80% of the cost associated with switching tenants. True cost is 120% rent value to the management company as an average.

**Optional question** (28 response(s), 11 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q46** Did you know that if a tenant’s housing costs increase 8 percent or more in a 12-month time period, the tenant can request that the landlord provide rental relocation assistance, which is equal to three times the current fair market monthly rent fo...

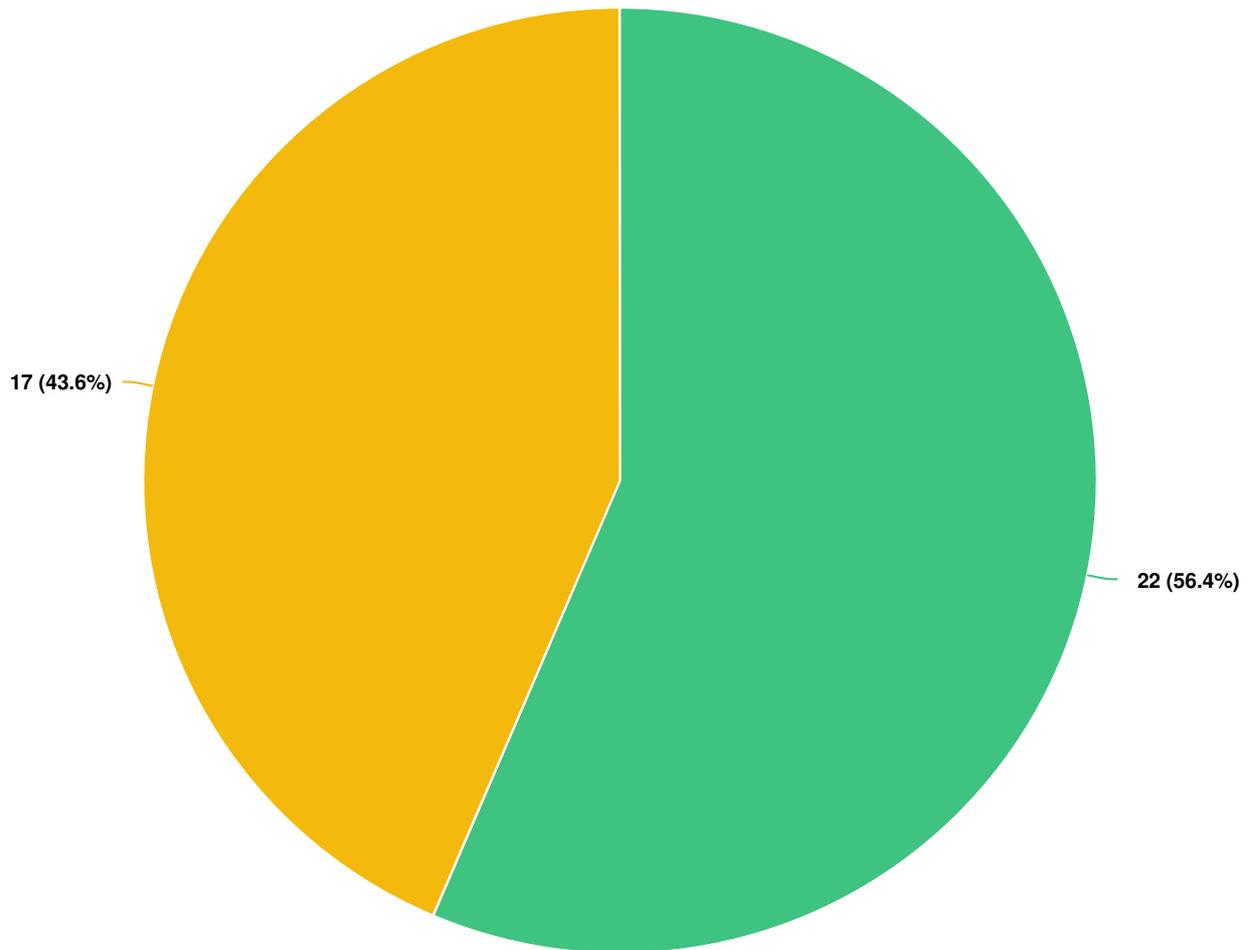


**Question options**

- Yes
- No

Mandatory Question (39 response(s))  
Question type: Radio Button Question

**Q47** | Did you know if a tenant requests relocation assistance or a landlord pays relocation assistance, landlords must notify the City within 30 days?



**Question options**

- Yes
- No

Mandatory Question (39 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am

**Q103** Please select your level of agreement/disagreement with the following statements.



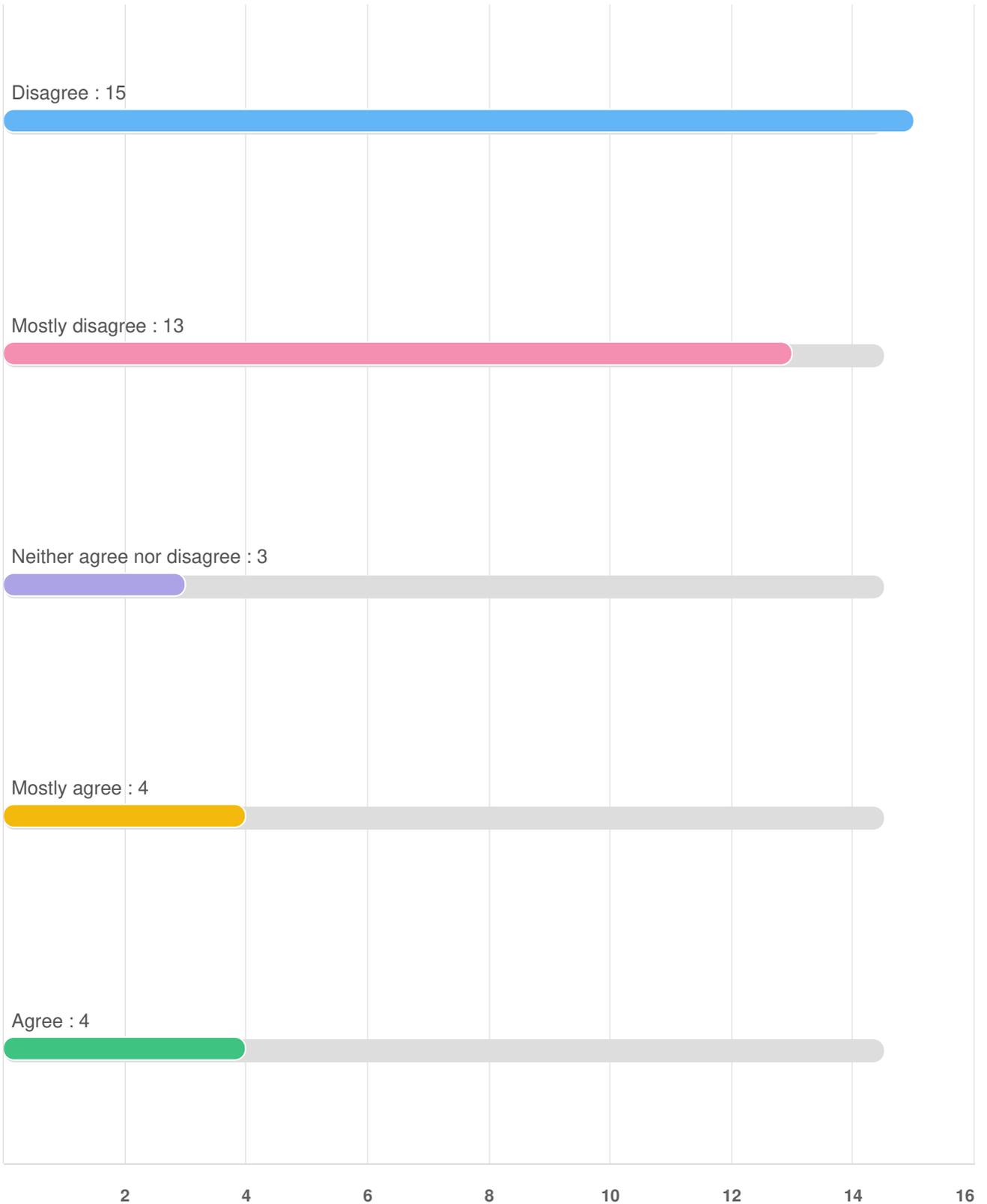
Mandatory Question (39 response(s))

Question type: Likert Question

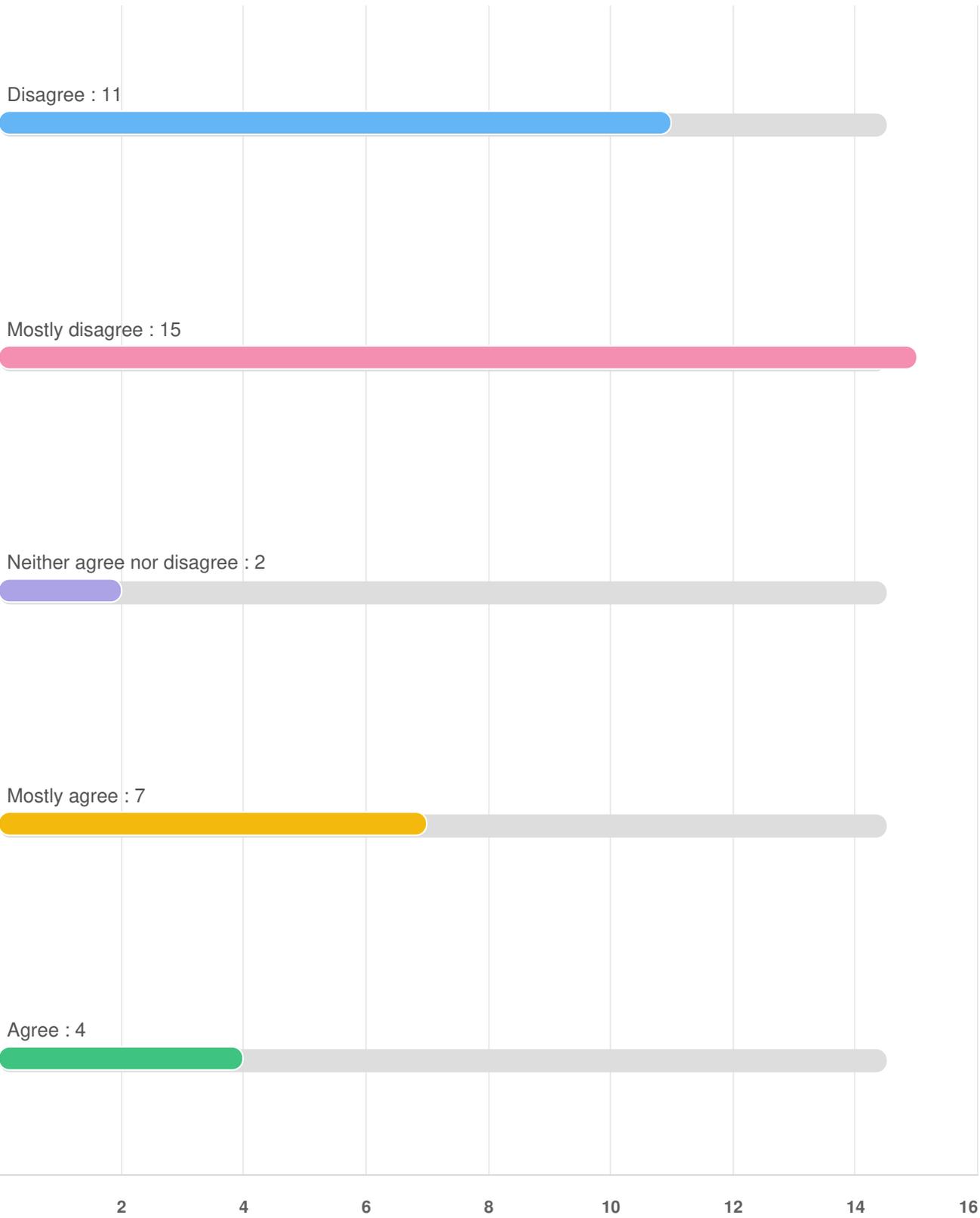
Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

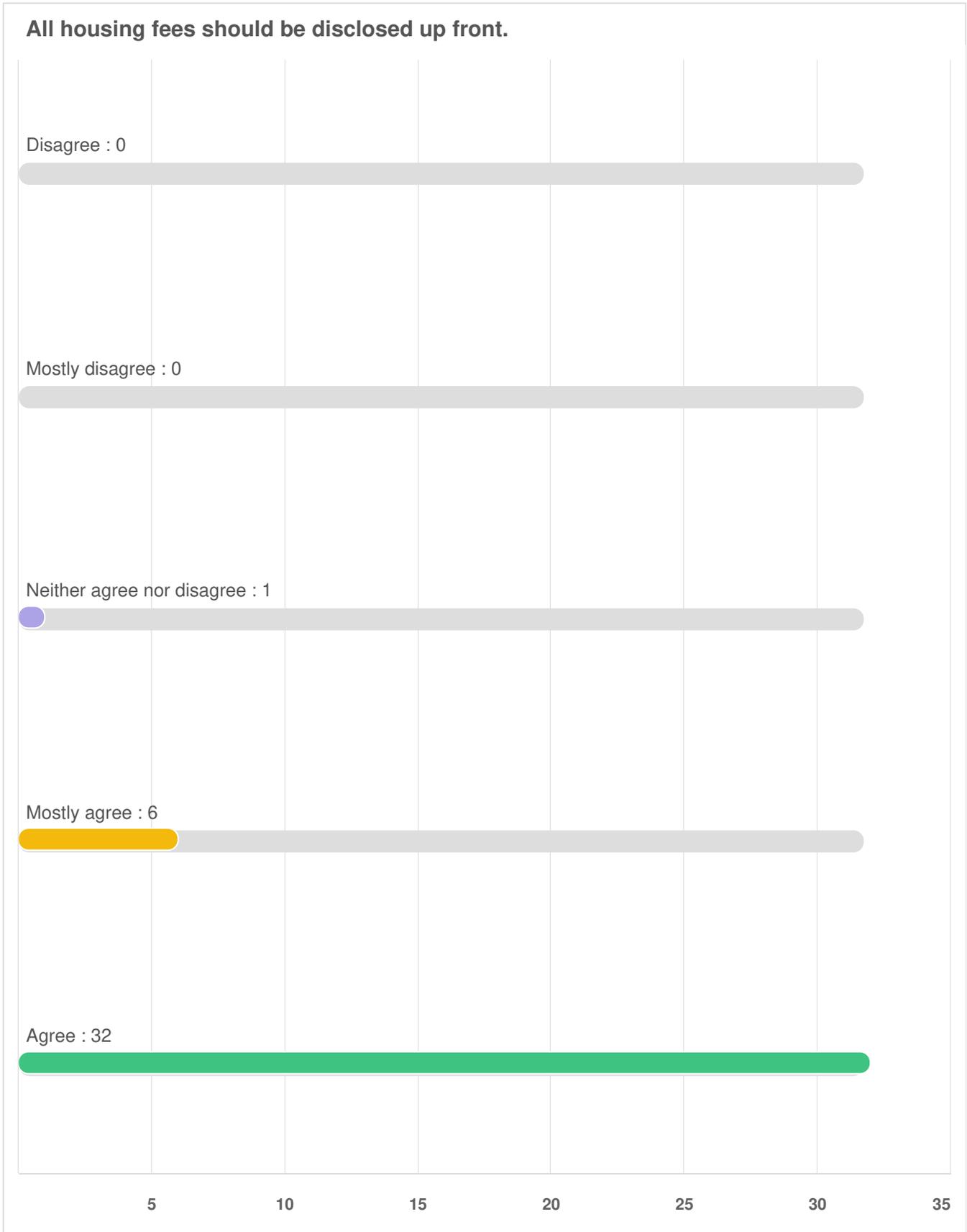
**Q103** | Please select your level of agreement/disagreement with the following statements.

**There should be limits on some housing fees.**



### Some housing fees should be prohibited.





**Q104** | Are there any specific examples of fees that you've seen that are not addressed by these ordinances?

Anonymous

1/24/2025 12:53 PM

The maximum amount to charge for credit report fee per tenant at \$50.00 does not always cover the entire cost. There are extenuating circumstances where the tenant may need a co-signer at which time there would be another charge to the landlord for the credit report which should be in turn passed onto the prospective tenant. Some tenants have a freeze on their credit and do not disclose this and in turn another credit report must be run when the freeze is lifted. If the landlord was allowed to charge the prospective tenant the exact amount that is charged to them it would be more fair.

Anonymous

1/24/2025 01:14 PM

Many. There are many different kinds of housing, and the few items listed in the ordinance cannot cover every different kind of property.

Anonymous

1/24/2025 01:31 PM

No limits should be placed on fees or rent. That is a central ideal of communism and should not be something any government let alone a small local government should engage in. You do not own my business and you do not have knowledge of my costs of doing business or any other businesses. The costs of doing business also changes rapidly and the government is ill equipped to make adjustments to caps in a reasonable amount of time.

Anonymous

1/24/2025 01:35 PM

Fee and Fines are different. Fees are for services rendered/add-ons. Fines are for lease violations/rule breaking. It seems the ordinances cover fees, but not fines very clearly.

Anonymous

1/24/2025 01:37 PM

I do agree that a landlord should not be charging a fee that is not disclosed in the lease agreement. If the fee is disclosed in the lease agreement though and the tenant(s) have signed agreeing to those terms, their should be no cap or limitations on those fees. A lease agreement is a legal document and the parties are agreeing to all of the terms in it when signing it.

Anonymous

1/24/2025 01:45 PM

Lease assignment or sublet fees, lease violation fees which are really fines

Anonymous

1/24/2025 03:31 PM

No

Anonymous

1/24/2025 04:57 PM

No

Anonymous

1/24/2025 09:11 PM

I am not a professional or a renter in the US since 1992. We have seen some remarkable abuses by tenants. Taking over a garage to run a business. A bát ent unit pick picked to store 20 extra bicycles- after claimed to be emotional support. Moving in 2-3dogs, extra tenants, filth, drug abuse, deliberate violent damage to doors and walls... dumping household garbage in parking, mattresses. Painting rooms unreasonable colors with out permission. Failing to use reasonable precautions causing damage to appliances, damage of surfaces.... Let's see what else. Dog and cat excrement of carpets. weeks worth of half eaten food on counters, refusing to allow in inspectors... filling the house with gas while stoned 'cause they never used a stove before. Each of these examples is a different tenant and instance... I get that you are protecting honest working people. I get that we are being A Good Government. I support that and pay taxes. Some tenants are nasty, self-centered privileged and vindictive.

Anonymous

1/25/2025 09:04 AM

No

Anonymous

1/25/2025 09:49 AM

Nope. City needs to stay out of it and focus on taking care of bigger issues. Bellingham is gross and getting worse by the day. What's your plans for when you push landlords out and they sell?? You have none. Do something better with your time. Ridiculous!!!

Anonymous

1/25/2025 10:31 AM

No

Anonymous

1/25/2025 12:17 PM

Fees that are related to a tenant's actions are justified. Only allowing specific fees (7) does not contemplate all the different scenarios that cause costs to the landlord related directly to tenant acts. This survey is flawed in that the answer choices are often yes/no, with no room for answers that are some where in between. You are not getting complete answers because of this.

Anonymous

1/25/2025 04:08 PM

NSF fees, utility change fees

Anonymous

1/28/2025 10:13 AM

no

Anonymous

1/28/2025 02:03 PM

no

Anonymous

1/28/2025 02:54 PM

No

Anonymous

1/29/2025 09:34 AM

I strongly disagree with these ordinances. I believe that landlords should be able to charge any fees that they want as long as they are disclosed upfront in all advertising and clearly stated on the lease (preferably on the front page). Tenants have the right to choose where they rent. If a tenant wants to pay more fees for an exceptional experience from a professional management company, they should be able to do so. If a tenant's highest priority is the lowest cost, then they should have the right to rent from a low cost housing provider that provides minimal services. The biggest issue that I have with the Bellingham City Council's proposed ordinances is that it will funnel all property management companies and private landlords to the bottom. These ordinances are a streamline to poor, low cost service. I don't think that is what the City of Bellingham is looking to achieve.

Anonymous

2/05/2025 04:35 PM

No

Anonymous

2/12/2025 02:35 PM

Fees to address maintenance tenants are supposed to perform, but have not. An example would be fee to have the lawn mowed if tenants don't do it.

Anonymous

2/13/2025 07:58 AM

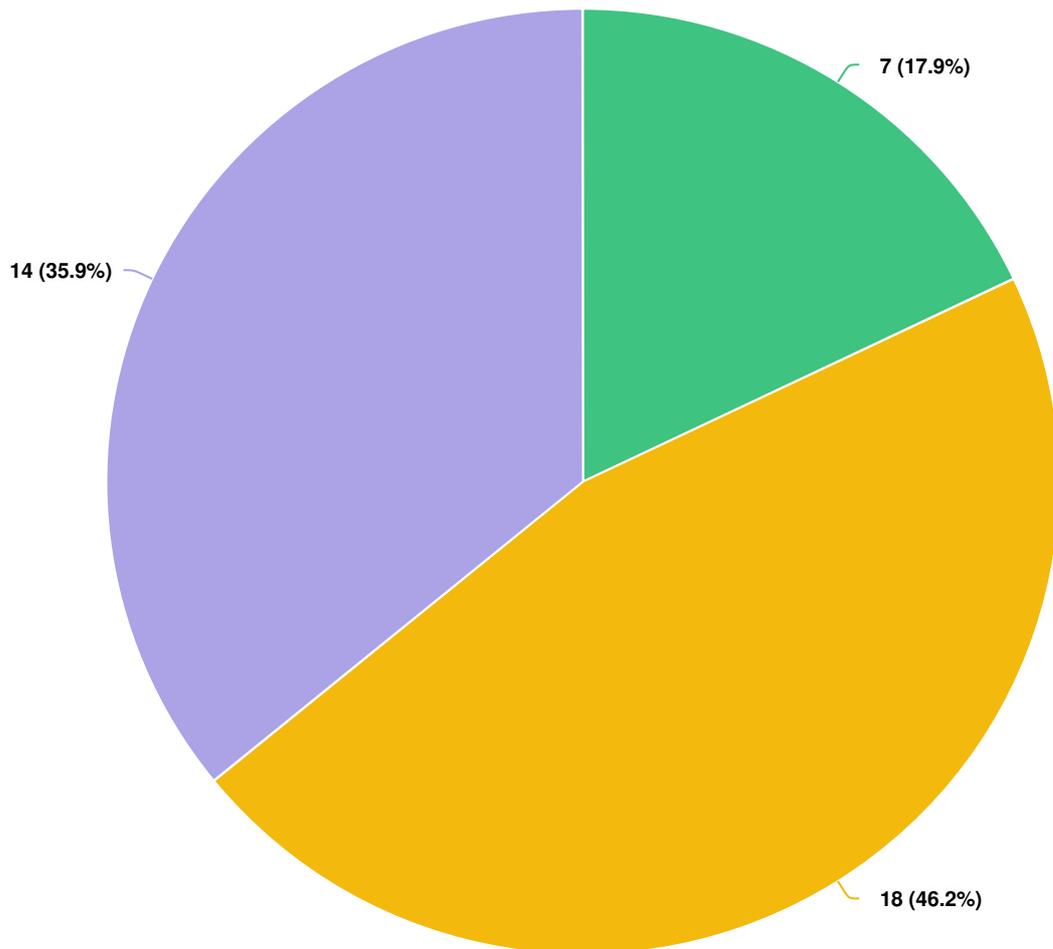
No

**Optional question** (21 response(s), 18 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q105** Are there any additional provisions you believe should be included in the ordinances?



**Question options**

- I don't know
- No
- Yes

*Mandatory Question (39 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.*

**Q106** Please describe the additional provisions you would like to see.

Anonymous

1/24/2025 01:31 PM

The government shall not set price caps on rental property owners or property management companies!

Anonymous

1/24/2025 01:35 PM

Same comment as #42

Anonymous

1/24/2025 01:45 PM

The ordinance only addressed 7 instances but there are dozens of things that landlord charge fines and fees for. They should also clarify what type of fees they are referring to: leasing fees or lease enforcement fees. These 2 things are very different. If they aren't addressed in the ordinance, does that mean they aren't allowed at all? That leaves landlord with zero enforcement mechanisms and I would not rent to any one who any prior lease violations. limiting housing choice for tenants who make mistakes. It seems that City Council is confused about the different types of fees and what they are trying to regulate

Anonymous

1/24/2025 01:47 PM

The new ordinance impacts both tenants and property owners, and while much focus is often placed on the tenant's perspective, it's crucial to also reflect the experience of the property owner. A fair and balanced approach to any ordinance should consider the needs and challenges of both parties to ensure its effectiveness in maintaining a healthy rental market.

1. Tenant Protection and Rights The new ordinance, which aims to provide additional protections and rights to tenants, is undoubtedly a step toward ensuring fair treatment. These protections can help address issues like unfair rent hikes, unjustified evictions, and the need for greater transparency. Tenants deserve security and stability in their homes, and the ordinance should reflect this commitment by safeguarding their rights.

2. The Property Owner's Perspective: Challenges and Considerations While tenant protections are important, the perspective of the property owner must also be included in the ordinance to create a balanced and workable system. Property owners have financial obligations, including mortgages, taxes, maintenance costs, and repairs. The success of their rental business relies on a steady stream of income from tenants who honor the terms of the lease agreement. Property owners need the flexibility to manage their properties, adjust rents according to market conditions, and ensure that tenants uphold their responsibilities.

3. The Importance of Lease Terms and Flexibility If tenants are unhappy with the lease terms, they are free to explore other properties before signing. Once a lease is signed, both parties are expected to adhere to the terms outlined. If the ordinance

imposes strict regulations without considering the needs of property owners, it could unintentionally create financial burdens, especially in a market where rents fluctuate and the cost of maintaining properties rises. 4. Market Realities and New Inventory The rental market has shifted significantly, with new inventory flooding the area. As noted in the owner dashboard, the market today is different from a year ago, and property owners face increasing competition for tenants. In this context, property owners need the ability to adjust their leases and rental rates in response to changing market conditions. If the ordinance imposes limitations on rent increases or other key aspects of the lease, property owners may find it difficult to maintain profitability or cover rising expenses. 5. A Balanced Approach for All Parties To ensure the new ordinance is effective and fair, it must strike a balance between tenant protections and property owner rights. Property owners should be able to adjust rents in line with market trends, enforce lease terms, and recover costs associated with lease violations or early terminations. At the same time, tenants should have clear protections against unjust treatment, ensuring their ability to live in stable, well-maintained properties. In conclusion, any new ordinance should reflect the needs and concerns of both tenants and property owners. By acknowledging the challenges faced by property owners while protecting tenant rights, we can create a fairer and more sustainable rental market for everyone involved. Both parties should have a voice in shaping the future of rental housing, and a balanced approach will ensure the long-term success of the rental community.

Anonymous

1/24/2025 04:29 PM

The way this is being written assumes landlords are taking advantage of tenants, where are the fees to protect the property owner? Let's have a balanced and fair approach as there is a class of tenant/renter that does and will damage a unit or property. This ranges from animals, candles, outside urination, parties, breaking of handles, lost keys, garbage set out (I've had to remove a couch from a dumpster!). There are real expenses related to owning rental properties and if we want to provide affordable housing we must have a balanced approach.

Anonymous

1/25/2025 12:17 PM

A differentiation between small time landlords, and the much larger professional entities. Capping what you consider as small time should be more than 12 units.

Anonymous

1/29/2025 09:34 AM

As stated above, I think the focus of the ordinance should be on disclosure of fees, not limits to fees.

**Optional question** (7 response(s), 32 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

**Q107 | Do you have any comments or suggestions on how to improve the current drafts of the ordinances?**

Anonymous

1/24/2025 01:09 PM

So many of your whereas statements are outdated and inconsistent with more reputable data. WA State is already over regulating the housing industry, why are you trying to make it more complicated. The more regulation means LESS landlords which means less rentals which contributes to the housing crisis. There are currently 35 properties today in Bellingham offering rental discounts and concessions! Vacancy rates are higher than ever. Your regulation of private business is outrageous. Can you ask my lender to cap their late fees since my tenants will now have no incentive to pay on time. With your proposed ordinance rents go up for everyone. Why are penalizing good and great tenants for bad tenants that we have no recourse against? It takes on average 6+ month to eviction someone. The regulation and resources already available to tenants is astronomical. Have you researched and compiled all that data?

Anonymous

1/24/2025 01:14 PM

Some of the proposed legislation are actually against federal and state regulation. You should consult with professional organizations such as Washington Multi Family Housing Association (WMFHA), Rental Housing Association of Washington (RHAWA), and an attorney who specializes in landlord tenant law as to why. By law landlords must offer the same terms for all, and treat everyone the same. This ordinance would decrease the available supply of housing, discourage developers from investing in our community, and likely just force landlords to recoup the losses elsewhere, in a less fair manner. Most importantly, it would make gentrification worse, and hurt marginalized people the most. PLEASE research the actual outcomes of rent control and over regulation and the disastrous effects they have on housing markets. I have been very concerned by the prejudicial attitudes of certain City Counsel members. If you tried to regulate what grocery stores charged for a gallon of milk, regardless of how much it cost, stores would stop selling milk. Recent hikes in rent are heavily based on the increased cost of insurance, property taxes, and the rapidly rising costs of labor and goods. It's not a matter of greed.

Anonymous

Eliminate all sections other than the section on transparency. Don't

1/24/2025 01:31 PM

reference the failed Biden administration. Price caps, especially static price caps are a horrific and dumb idea. It is well known that rent controls and price caps have a long history of failure. You will damage the rental market if you install price caps. \$50 for an application fee doesn't cover our cost of doing business. The idea that a fee cap below the cost of doing business is part of this ordinance is shamefully ridiculous!

Anonymous

1/24/2025 01:35 PM

Force managers to be extremely clear/transparent when disclosing fees, but do not limit what those fees should be/cap them. If they are disclosed clearly and in an obvious area (the website/rental criteria/etc), then applicants can "shop around" and pick the company they want to sign a lease with- with full knowledge of what fees they can expect to see.

Anonymous

1/24/2025 01:37 PM

DO NOT CAP, LIMIT OR BAN ANY FEES, FINES OR CHARGES THAT A LANDLORD/PROPERTY MANAGER CHARGES. Instead, require disclosure in the lease agreement. It may be useful for the city to add resources for tenants to use to assist them with understanding leases and what they mean.

Anonymous

1/24/2025 01:45 PM

Including "fees" in the rent also penalizes people to whom the fees don't apply. And it will drive rents up. The Ordinance is unclear and will cause more confusion and harm based on the way it's written.

Anonymous

1/24/2025 01:45 PM

Strongly disagree with all the whereas statements, the blatant landlord slandering and the ordinance as it is written. This will cause higher rents and exacerbate the housing issues in Bellingham. Developers will stop building units, just as we are. We are moving our developer dollars out of this city.

Anonymous

1/24/2025 04:06 PM

the fees must be able to cover the costs to get the work done. No different than permit fees or traffic impact fees. If we want to decrease rents why don't we look at how much those fees cost landlords that then need to be passed down to renters. It takes all of us.

Anonymous

1/24/2025 04:29 PM

The way this is being written assumes landlords are taking advantage of tenants, where are the fees to protect the property owner? Let's have a balanced and fair approach as there is a class of tenant/renter that does and will damage a unit or property. This ranges from animals, candles, outside urination, parties, breaking of handles, lost

keys, garbage set out (I've had to remove a couch from a dumpster!). There are real expenses related to owning rental properties and if we want to provide affordable housing we must have a balanced approach.

Anonymous

1/24/2025 04:57 PM

Don't demonize landlords. If you have a housing shortage change the building and zoning codes to make it easier to build more housing. If you make being a landlord so miserable that no one wants to do it all the landlords will sell out and leave. Then where will all your rental housing go? No one has an obligation to be a landlord.

Anonymous

1/24/2025 09:11 PM

I strongly disagree with Landmark and many realtors and investors [ I know several] who see only profit as the purpose, however, see my comments above. landmark are our agents though - and after trying several companies, we see they are overall honest, reasonable and effective. We protect tenants against abuse already. Many tenants, rich and poor abuse us, too. I do not know the motivation behind the ordinance- surely some landlords are avaricious surly and greedy. Do your best, City Council.

Anonymous

1/25/2025 09:04 AM

Govt interference with free markets always becomes laughably ridiculous. Free markets are always better and more efficient than govt control. As a landlord - how can I agree to not raise rents beyond a specific annual amount when I have no control over runaway costs like much higher mortgage rates, much higher insurance rates, much higher maintenance rates. To be motivated to stay a landlord I must be able to make a margin, when all my costs are skyrocketing, putting additional caps and restrictions on my ability to pass along costs means I am better off selling my rental houses which further reduces the supply of rental property and increases rents. If you want to reduce rents reduce govt and make development of new rentals easier and faster and less expensive. You will NEVER solve the affordable housing crisis this way. You guys all need to be fired and replaced with business owners and developers, or at least listen to them and follow their advice.

Anonymous

1/25/2025 09:49 AM

Get over yourselves! Try being landlords and dealing with all the things we deal with and then having city officials, term used loosely, telling us what we can and can't do with properties. WE pay mortgages on, WE pay insurance on, WE pay stupid property taxes on, WE maintain and handle. Make Bellingham a decent place again. It's not a desirable place to live at all! It's gross, dirty, absolutely scary. DO BETTER!! Stop making landlords give units away for free and not be able to charge for things. I had 4 meth units to redo

because of people and will never recoup those costs. GET LIVES!!

Anonymous

1/25/2025 12:17 PM

Property management companies play an important role and we hope that this ordinance does not drive them out of business. Elderly or disabled rental home owners, or those who no longer live here need the services of property management. There is a cost to managing properties, and it is reasonable for them to charge for their services.

Anonymous

1/25/2025 01:10 PM

Thank you for the opportunity to provide feedback on the draft of the ordinance. I appreciate the city council's efforts to address these important issues. I believe it would be beneficial to consider an ordinance that also provides protections for landlords. By doing so, you may foster a more respectful and supportive relationship with the landlord community. As it currently stands, I am concerned that the proposed ordinances could inadvertently push landlords to increase rental prices, which may not align with the goals of maintaining affordable housing in our city. It's crucial for all parties to be transparent about the potential outcomes of these proposals. If we can work together to create a balanced solution that acknowledges the needs of both tenants and landlords, I'm confident we could achieve a more sustainable housing environment for everyone. Thank you for considering this perspective. I look forward to seeing how the council moves forward with these discussions.

Anonymous

1/25/2025 04:08 PM

Not yet

Anonymous

1/25/2025 05:59 PM

There should be no ordinances on fees. If the fees are stated up front in the lease, then the tenant should understand the fee structure.

Anonymous

1/27/2025 01:43 PM

the majority of these items in the survey are plain just bad ideas. The council has no right to stick their noses into how we run our business. whoever has come up with these ideas needs to move on. The landlord needs tenants to exist. The landlord has the risk here and if he or she doesnt take care of their property, they will go out of business. This is a bad situation for the landlord and the tenant.

Anonymous

1/28/2025 10:13 AM

no

Anonymous

Imposing undue restrictions on fees a property manager can charge

1/28/2025 02:03 PM

can be detrimental to both landlords and tenants for several reasons:

1. **Increased Costs for Landlords**: If property managers are restricted in the fees they can charge, landlords may face higher costs elsewhere. Property management companies may need to adjust their overall pricing structure to make up for the lost revenue, potentially raising rent or introducing new, less transparent fees. This could lead to financial strain on landlords, especially those managing multiple properties or those with smaller profit margins.
2. **Reduced Quality of Service**: Fees, such as application, admin, or late fees, help property managers maintain a high level of service. Without these fees, property managers may not have the resources to thoroughly vet tenants, maintain the property properly, or provide responsive customer service. This can negatively affect both the landlord's investment and the tenant's living experience.
3. **Tenant Selection and Property Maintenance Impact**: Property managers rely on fees to properly screen tenants, conduct necessary property inspections, and ensure that maintenance and repairs are managed in a timely manner. Without the ability to charge certain fees, these processes may be compromised, leading to poorly maintained properties and the risk of accepting tenants who might not meet the landlord's criteria.
4. **Potential for Increased Rent**: In order to compensate for the inability to charge certain fees, landlords might raise rent to cover their costs, making housing less affordable for tenants. While fees may seem like a burden, they are often built into the overall cost structure that makes rental properties financially viable.
5. **Disincentive for Proper Lease Enforcement**: Without the flexibility to impose certain fees, landlords and property managers may have fewer tools to encourage tenants to adhere to lease terms. For example, late payment fees are an incentive for tenants to pay rent on time. Without such a tool, tenants may delay payments, which could harm the landlord's cash flow.
6. **Limits on Property Management Flexibility**: Property managers may have less flexibility to manage their business efficiently. For example, they might not be able to charge for specific costs, such as lease-breaking or administrative fees, that arise due to tenant behavior. This reduces their ability to cover the costs of handling complex tenant situations, resulting in less efficient property management and potentially higher costs in other areas.

In summary, while restrictions on fees may seem like they protect tenants from unnecessary costs, they can ultimately lead to a variety of negative consequences for both landlords and tenants, including higher rent, reduced services, and potential neglect of property maintenance and tenant screening.

Anonymous

1/29/2025 09:31 AM

If anything, the ordinance should focus on transparency. The ordinance SHOULD NOT limit the types or amounts of fees a landlord can impose.

Anonymous

1/29/2025 09:34 AM

Yes, I feel that WA State and the City of Bellingham are overreacting to a situation that they helped create. When we go back and look at 2020, the WA State put an eviction moratorium on the housing market. For 2 years, landlords were not able to raise rents during a period of high inflation. Once the moratorium was lifted and landlords were 2 to 3 years behind raising rents, combined with a period where property taxes, operating expenses, and property insurance went through the roof. Also at this time, interest rates steeply increased. These factors led to a massive increase in the cost to own and provide rental housing. I believe these ordinances will add more cost to an industry that has already been hurt by many factors. These additional rules and limits are going to lead to worse housing, worse property management, and an overall poor experience for ALL tenants. Please also keep in mind that property management is a small business in Bellingham. As an owner of a property management firm, we have increasing rent, a minimum wage that is coming up on \$2/hr over the State minimum, liability insurance that has gone up 3x over the last 2 years. This ordinance is going to harm your housing providers the most at a time when the City and State both acknowledge that housing supply is the biggest issue.

Anonymous

1/29/2025 01:18 PM

Please understand that pets can cause substantial damage- especially to flooring in units- which is very cost burden to owners. Having a pet deposit of only 2% the rent does not/ will not cover any damage caused by the typical pet/ animal. We already cannot charge any deposits for ESA animals and often have to eat the costs on damage they cause.

Anonymous

1/29/2025 06:29 PM

This will increase costs for tenants and get rid of smaller landlords. This is a lose lose.

Anonymous

1/30/2025 07:52 AM

I think it should be up to the landlords/property management companies to decide which fees they charge tenants. I think they should be absolutely transparent with everything. I also think the tenant has a responsibility to read their lease and understand all these fees. Why is the city targeting landlords and property managers and no other private businesses? How come the city can charge junk fees and no one gets to talk about that?

Anonymous

2/05/2025 04:35 PM

I feel as though the current drafts really only keep the tenants in mind but not the effects that these changes would have on rental owners. I understand the need to have limits on what owners can charge as maximum amounts for fees however do think administrative fees, break lease fees, late fees, lease takeover fees do make sense to

charge. I do not agree with owners charging for use of appliances in units or a move out fee to move out at the end of a lease.

Anonymous

2/12/2025 12:41 PM

As written, you are allowing only actual costs of services, excluding labor (like utilities and NSF checks). You are essentially saying that my time has no value at all. Any time I have to process paperwork or work to replace a tenant costs time, which can be hugely expensive for me. This was clearly written by someone who has never managed real estate.

Anonymous

2/12/2025 02:35 PM

I do not agree that government should set the max amount for something. For example, the application fee I charge prospective tenants is a straight pass through of the cost of screening from Orca Communications. That fee is \$41, but it is not their most in depth application review. Tenants should be able to decide if they wish to apply at places with higher fees, as long as they are fully disclosed in advance. Let the market work. More regulations tend to lead to higher prices in the long run.

Anonymous

2/13/2025 07:58 AM

Please understand the cost of running a business. All of the small local landlords will be forced to close our doors shut down our businesses due to not being able to cover our costs. This will leave large corporate nationwide companies controlling our local housing market.

**Optional question** (29 response(s), 10 skipped)

**Question type:** Essay Question

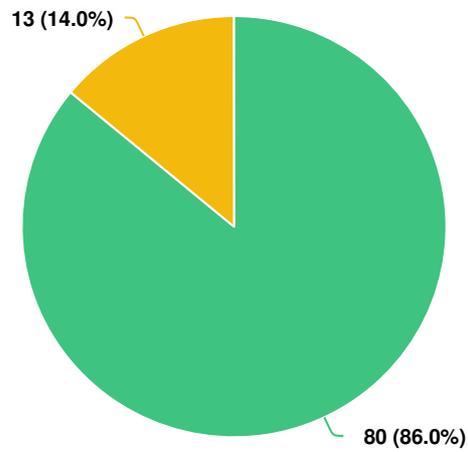
**Filtering by:** Please select the statement that most accurately describes you. I am landlord or property manager with more than 12 units or am involved in managing multiple properties.

# **Concerned community member survey responses**



SURVEY QUESTIONS

**Q1** | Have you read the current drafts of the proposed rental fees ordinances? [Click to read the rental fee ordinance](#) [Click to read...](#)



**Question options**

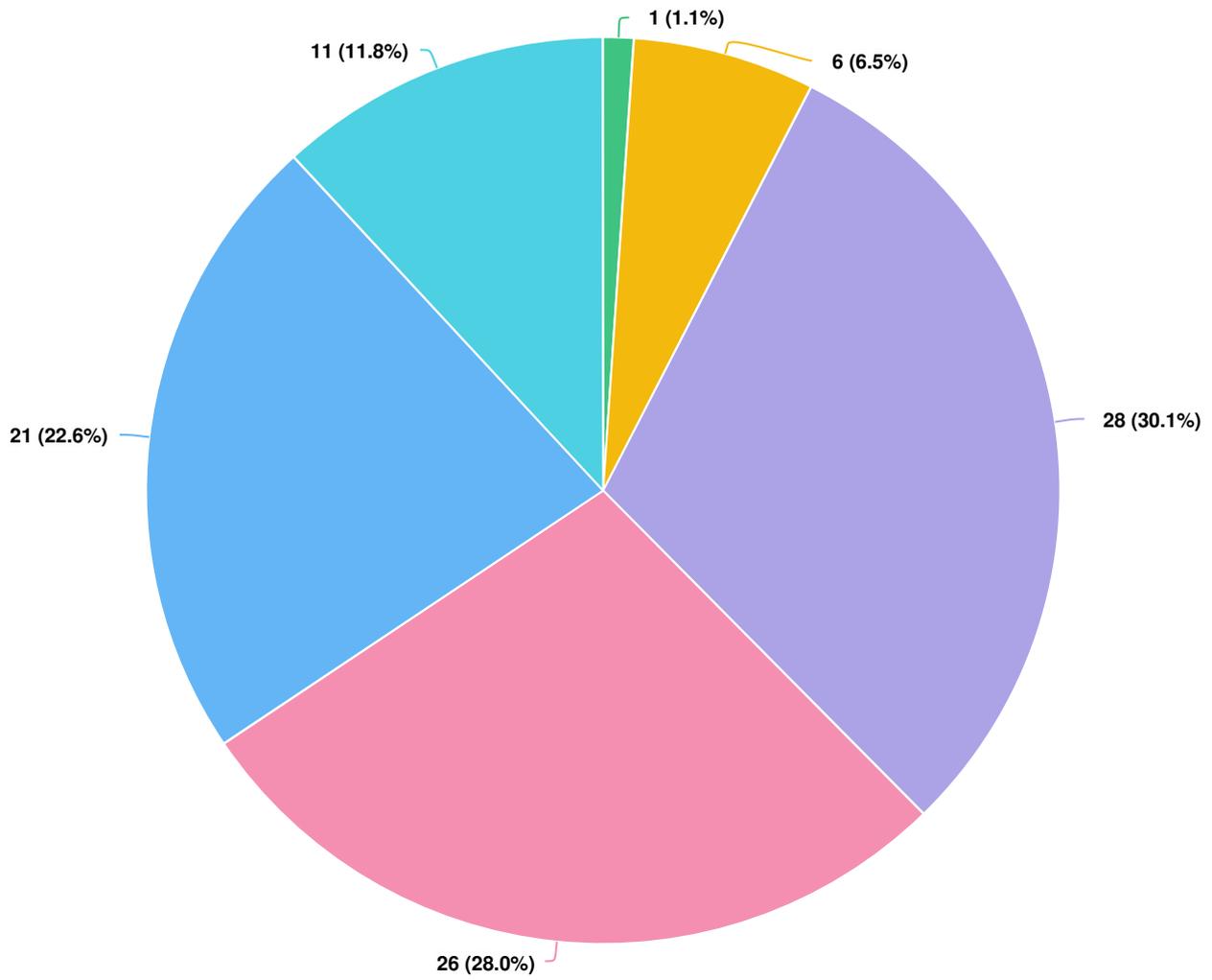
- Yes
- No

*Mandatory Question (93 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.*

**Q2** Please select your age range.



**Question options**

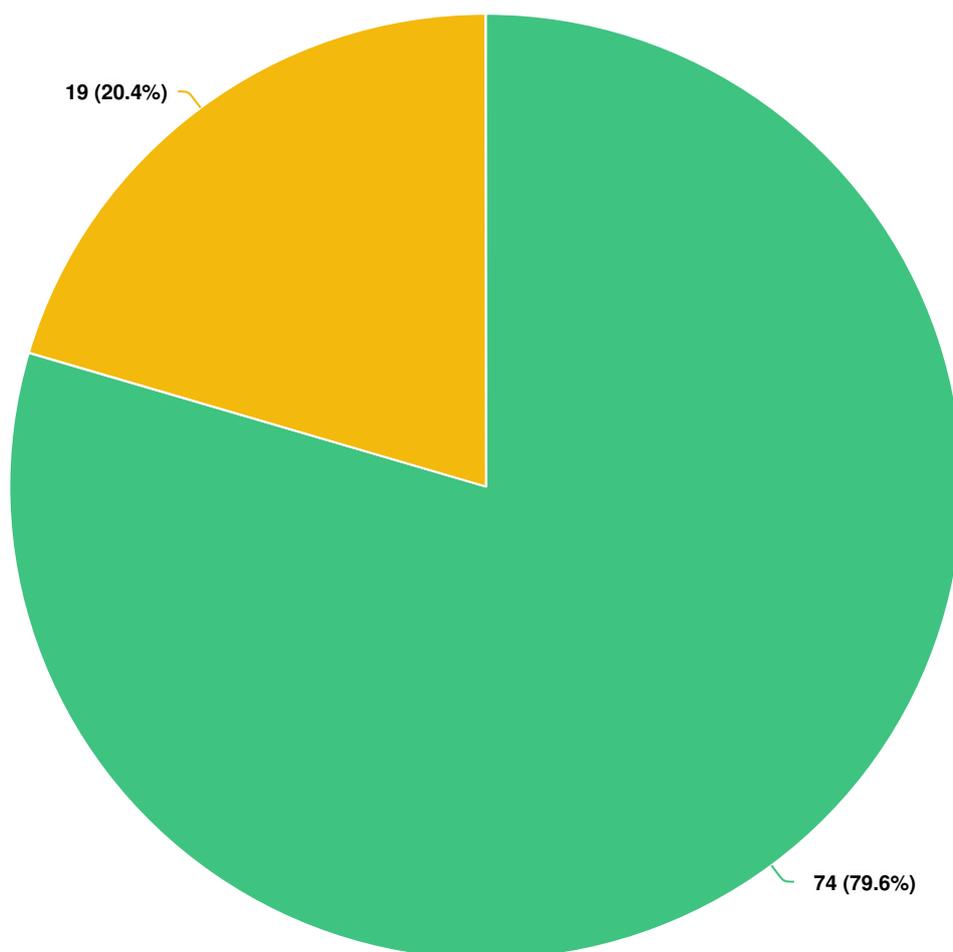
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Mandatory Question (93 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.

**Q3** | Where do you live?



**Question options**

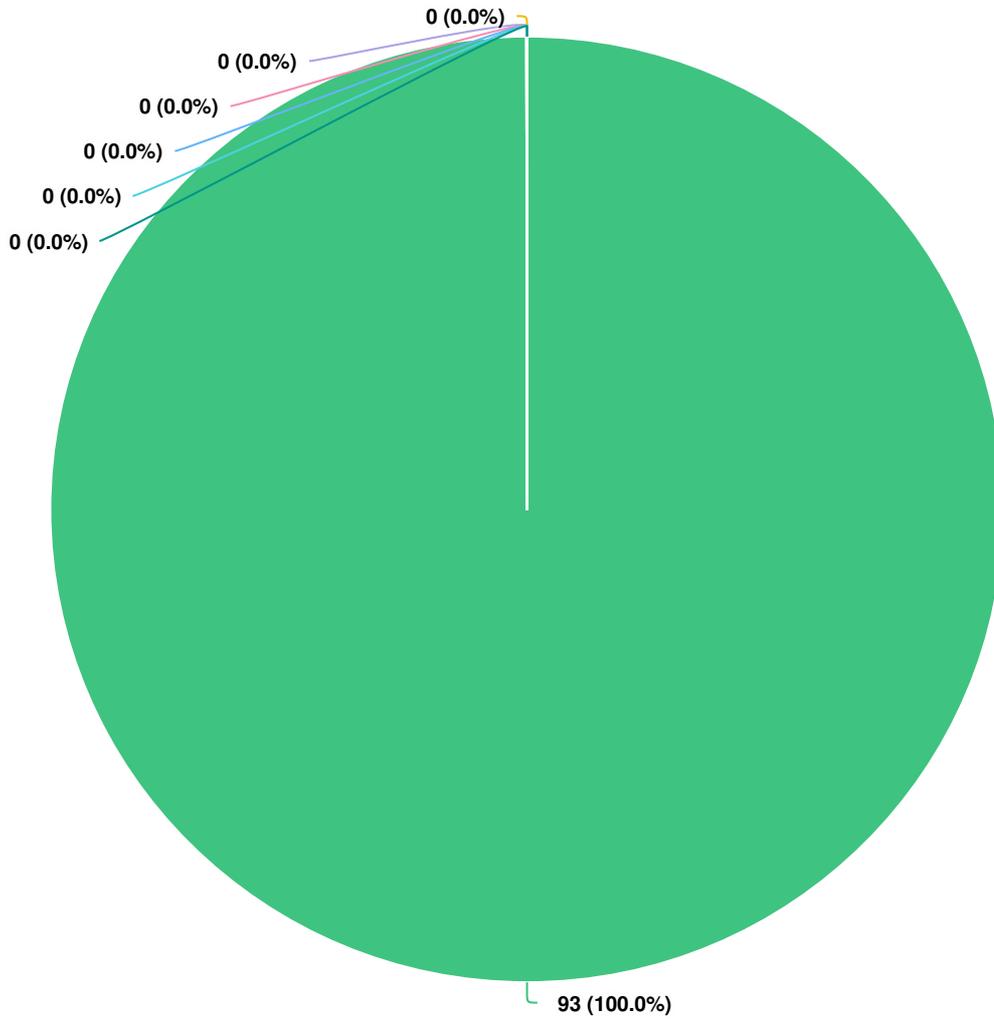
- Bellingham
- Outside of Bellingham city limits.

*Mandatory Question (93 response(s))*

*Question type: Radio Button Question*

*Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.*

**Q4** Please select the statement that most accurately describes you.



**Question options**

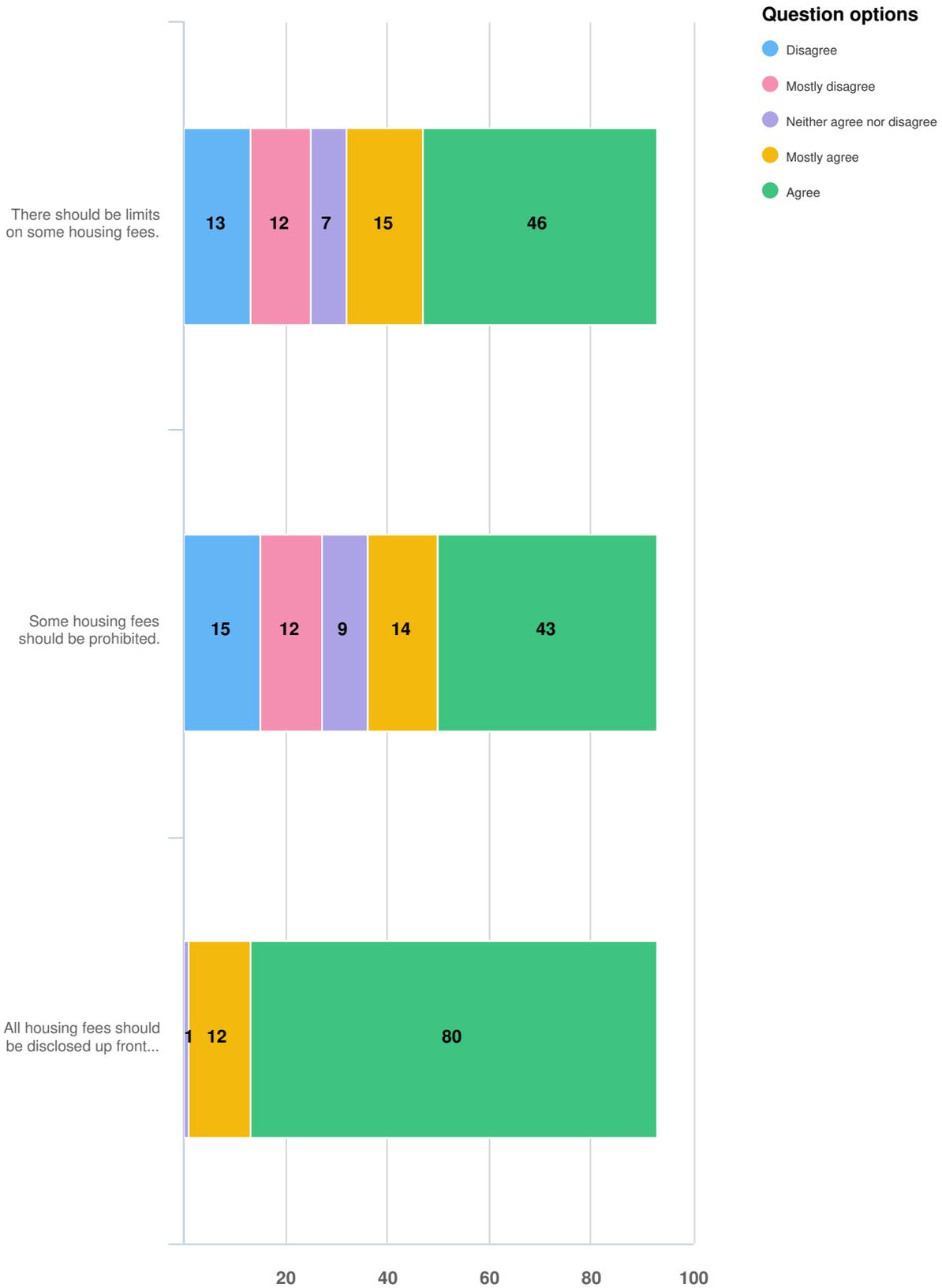
- I am a concerned community member.
- I live in a rented apartment or house.
- I own a manufactured or mobile home.
- I rent a manufactured or mobile home.
- I am a landlord or property manager with fewer than 12 rental units.
- I am landlord or property manager with more than 12 units or am involved in managing multiple properties.
- I am a manufactured/mobile home park owner.

Mandatory Question (93 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.

**Q103** Please select your level of agreement/disagreement with the following statements.



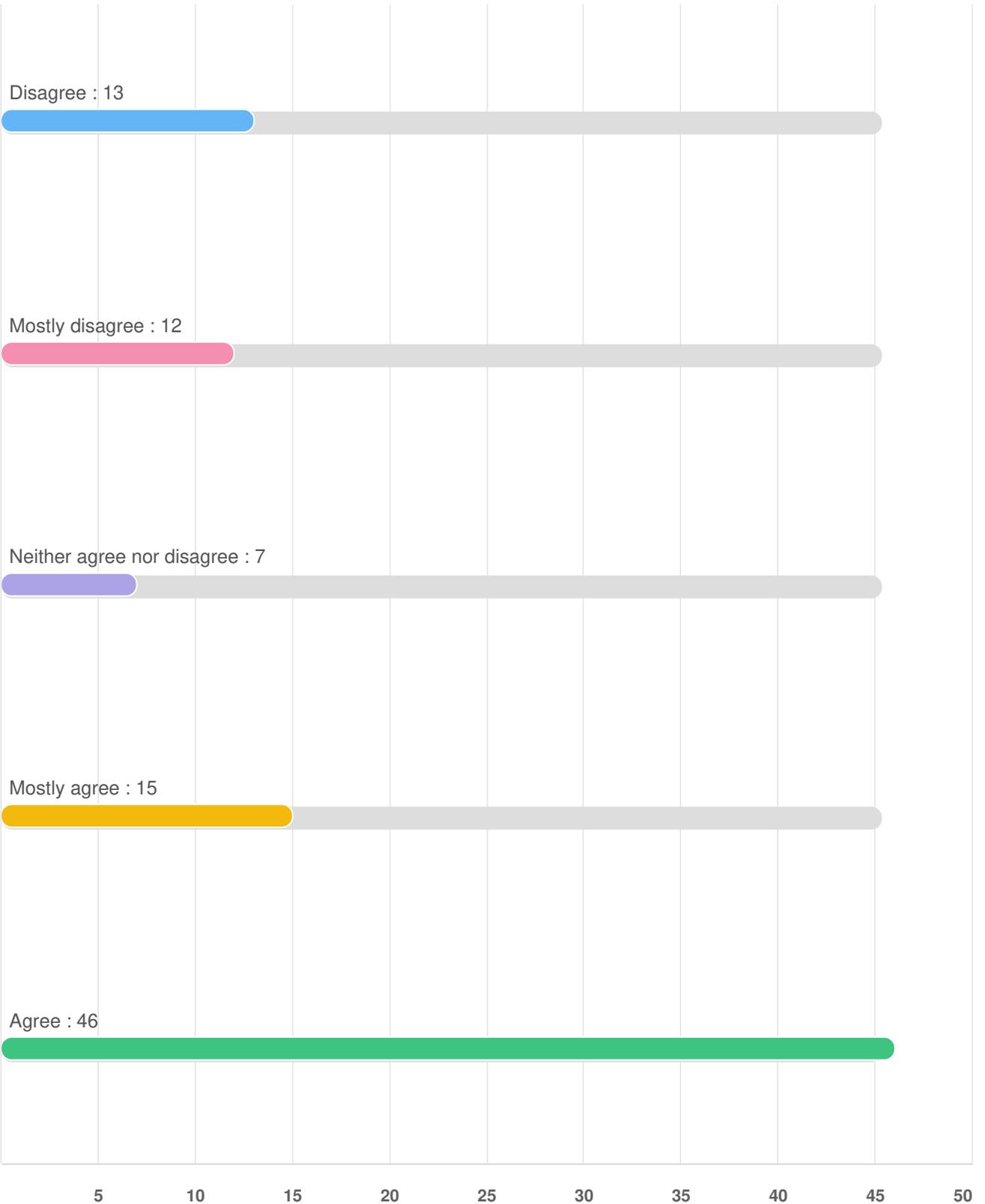
Mandatory Question (93 response(s))

Question type: Likert Question

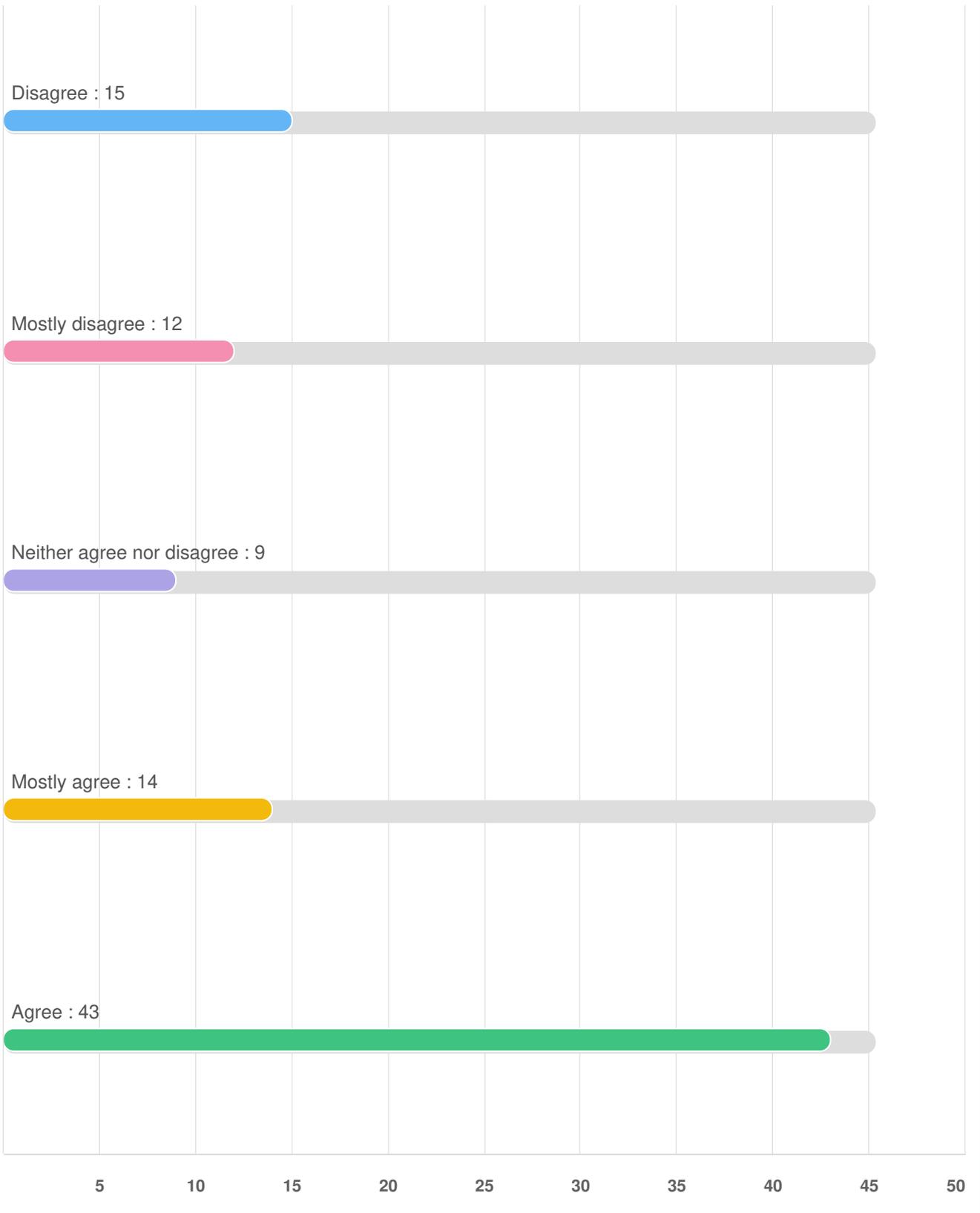
Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.

**Q103** | Please select your level of agreement/disagreement with the following statements.

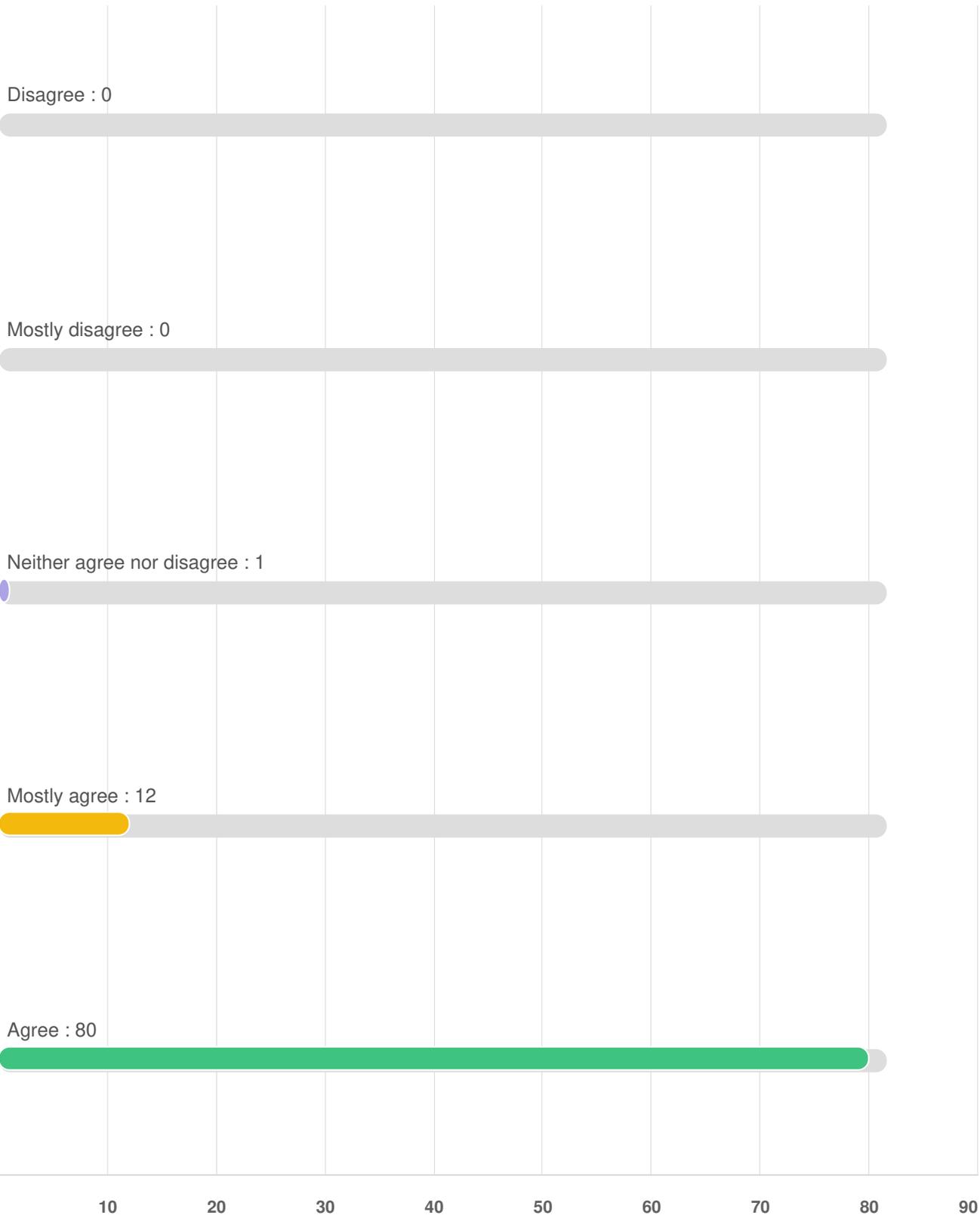
**There should be limits on some housing fees.**



### Some housing fees should be prohibited.



### All housing fees should be disclosed upfront.



**Q104 | Are there any specific examples of fees that you've seen that are not addressed by these ordinances?**

Anonymous

1/24/2025 03:29 PM

no

Anonymous

1/24/2025 06:30 PM

I see in the apartment proposal but not in the mobile home proposal a prohibition against penalizing tenants for using their own appliances. This seems even more important for mobile home tenants.

Anonymous

1/24/2025 09:19 PM

Lease takeover fees, background check fees, transaction fees, carpet cleaning fees

Anonymous

1/25/2025 02:22 AM

Apex property rentals "turns" leases within 1-2 years "just because" which displaces renters and unhouses people. The charge huge fees for lightbulbs, for not cleaning behind washer and dryers/fridges. But if you do move those appliancez and scratch the floor doing so you ll be hit with charges for damages. If the owner "Phil" doesn't like you he will just not renew the lease. He walks back and forth for hours around your unit just stirring up troible and trying to draw people into an argument. And if a family member is black - don't expect to renew your lease. He is racist. Moving is expensive and really hurts renters.

Anonymous

1/25/2025 07:20 AM

BMC 6.16.030 does NOT include the same qualifying statement as the one in the manufactured home ordinance, but it should. Please add 'REFUND the fee if the tenant is not selected to rent the unit'.

Anonymous

1/25/2025 09:14 AM

na

Anonymous

1/25/2025 09:45 AM

Monthly pet fees, whereby the landlord charges not only a pet deposit but an additional monthly fee each month for the presence of a pet. This is ridiculous on the face of it. (However, damage done by pets needs to be recoverable by the landlord, or we will continue to see these fees paid by everyone.)

Anonymous

1/25/2025 09:51 AM

Landlords are filling their pockets on background check fees.

Anonymous

1/25/2025 10:31 AM

DELETE these ordinances.

Anonymous

1/25/2025 01:44 PM

I for one am not for greed ,making more fees on top of fees on top of fees is going to make more homeless , y'all think people have they money to pay more ? No people don't everyone is strapped , we have no more to give , we don't even get to take a vacation or any fun because we are having to pay for fees and more rent and more this more that , higher prices at the grocery store , it all adds up .. and here we are 2025 asking for more money ... Y'all going to trade compassion for greed like everyone else .

Anonymous

1/25/2025 02:03 PM

I think the Bellingham City Council is ruining this town

Anonymous

1/25/2025 10:42 PM

Background checks that incur a separate fee than application fees.  
Extra fees for additional keys. Move out fees/cleaning fees.  
Landscaping maintenance fees. Additional roommate fees.

Anonymous

1/26/2025 12:46 AM

a "holding" fee

Anonymous

1/26/2025 08:27 AM

Multiple people fees for application (family where both husband and wife have to do background checks and pay for them).

Anonymous

1/27/2025 09:31 AM

No

Anonymous

1/28/2025 08:58 AM

Proof from landlord as to why to keep refundable deposits and filed with the city of Bellingham

Anonymous

1/28/2025 09:15 AM

I've seen someone who's rent raised before the contract expired. They had to go through the paperwork and prove it so their rent would not rise.

Anonymous

1/28/2025 04:24 PM

My kids struggle to afford to live in Bellingham, the City will not let anyone build housing & charge outrageous fees to build an ADU let alone all the requirements for getting a permit

Anonymous

I've seen a fee for excessive garbage. The fee was set to 1)

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1/29/2025 04:55 PM

encourage the tenants to utilize the garbage service provided to the apartments; 2) discourage hoarding; and 3) compensate the landlord for the immense costs incurred in hiring a cleaning crew to remove the refuse including renting a small dumpster and having it delivered/removed.

Anonymous

2/03/2025 03:57 PM

No. There is no ordinance that won't discourage landlords and potential landlords offering units. Washington State has the 4th largest housing deficit in the nation. Bellingham's deficit has contributed to a rise in homelessness that every elected official should feel personally responsible for. The city government's job is to assist all residents in fulfilling their goals while creating and incentivizing increased population. Grow the city in smart ways. Rent control is a degrowth mindset.

Anonymous

2/10/2025 05:07 PM

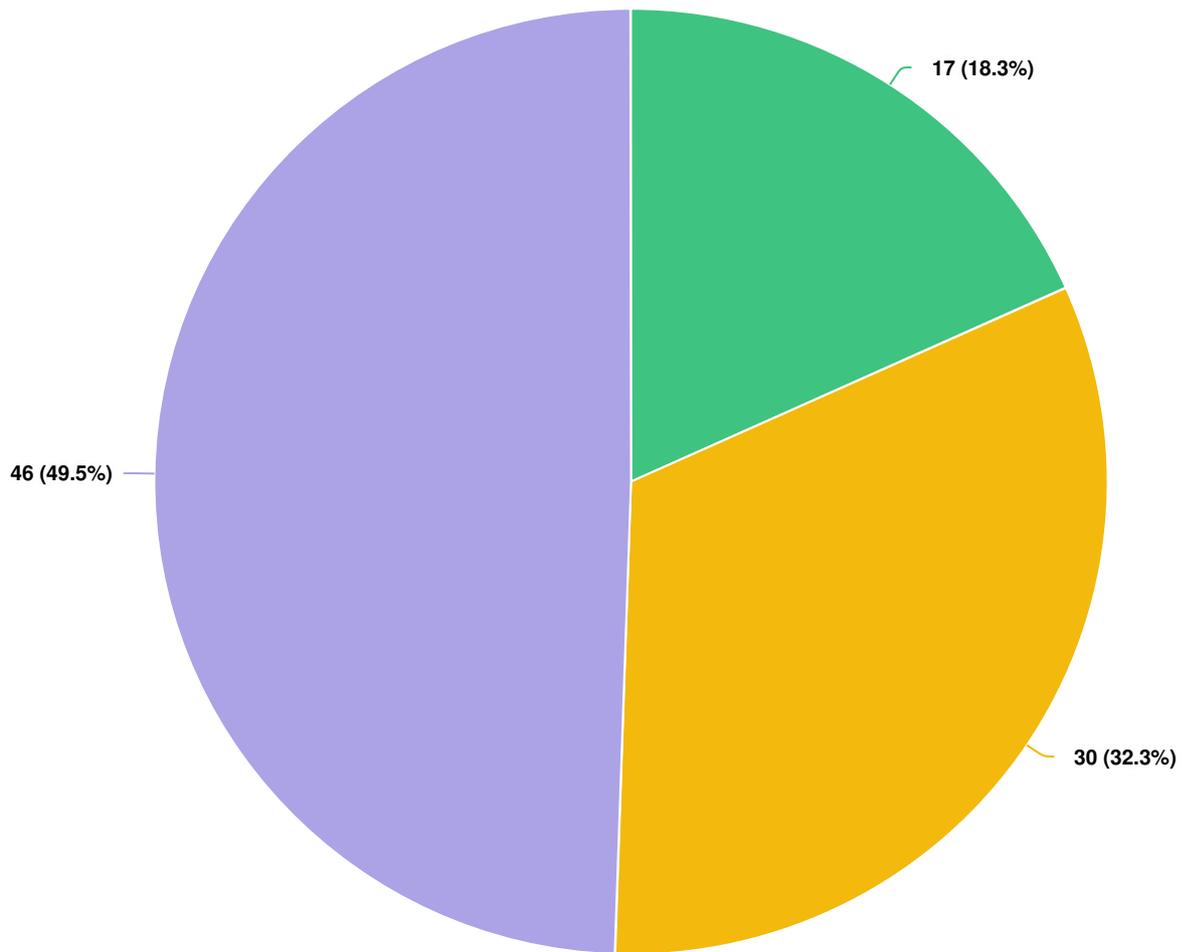
None

**Optional question** (21 response(s), 72 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a concerned community member.

**Q105** Are there any additional provisions you believe should be included in the ordinances?



**Question options**

- I don't know
- No
- Yes

Mandatory Question (93 response(s))

Question type: Radio Button Question

Filtering by: Please select the statement that most accurately describes you. I am a concerned community member.

**Q106** Please describe the additional provisions you would like to see.

Anonymous

1/24/2025 09:19 PM

Cap on lease transfer, other admin fees. Incentive for accepting reusable tenant application (single background check). Require provision of a rent payment option that does not incur processing fees (check).

Anonymous

1/25/2025 09:51 AM

See above

Anonymous

1/25/2025 10:26 AM

Lower our taxes so there is no excuse to raise rent and mortgages. My mortgage has gone up 15% just to cover additional taxes, and the value of my house has gone down.

Anonymous

1/25/2025 12:41 PM

The income requirements are absolutely ridiculous.

Anonymous

1/25/2025 04:15 PM

There should be a standard application that includes a credit check through the COB. Applicants would pay the fee once and their credit would only need to be checked once (preserving their score). Applicants would then sign a release when they applied for apartments allowing registered landlords to access the application from the city. I am a former landlord. In 2004 a person applied for my rental that I would never consider renting to, she had too many red flags. Upon hearing that I didn't charge an application fee, she told me that she had already spent \$400 on them. None of those landlords were going to rent to her. Like me, they had far better applicants to choose from. It was sickening that this person who was already struggling was now subsidizing the income of landlords. I believe the situation is much worse now. The fees are higher and there are more applicants. A person who is not in good enough standing to rent an apartment needs help, but instead they are being fleeced by landlords and property management companies.

Anonymous

1/25/2025 10:42 PM

Limiting fees based on "per person" usage, eg. utility charges that multiply per person, penalizing families. Limiting application fees to one fee total, not charging twice for couples.

Anonymous

1/26/2025 12:46 AM

Reduction or prohibiting multiple month's rent in addition to the refundable security deposit and a "holding" free, all up front

Anonymous

1/26/2025 08:27 AM

Fees getting your own garbage cans...land lords should have to have set garbage before a tenant moves —paying for the cans.

Anonymous

1/26/2025 06:50 PM

The tenants should be responsible for reasonable cost for damages or any fees incurred by the lack of payment or late payments to mortgage holder caused by the tenants late rent payments. 2) Monthly Pet rent, to help cover damages, cleaning charges after tenant moves out

ForestRidge

1/27/2025 04:17 PM

If rental unit/equipment is damaged due to tenant negligence, renter agrees to pay for repair/installation/replacement of damaged equipment. This is an expense that may not be noted on the disclosed housing fees. But, if a toilet is broken due to a child flushing a toy in it, repair/replacement cost is the responsibility of the tenant because this is not due to wear and tear but due to negligence.

Anonymous

1/28/2025 09:15 AM

They need air condition. Some apartments reached over a 100 degrees in the day. I know someone with a baby who was told to take their air conditioner down.

Anonymous

1/28/2025 09:19 AM

Additional restrictions on rent increases. Restrictions on number of properties individuals and companies can own.

Anonymous

1/28/2025 11:24 AM

I suggest that you keep and enforce the disclosure aspect, but remove any cap or ban on fees.

Anonymous

1/28/2025 04:24 PM

The City of Bellingham should lower all the fees they charge to build a dwelling unit & lower the fees they charge to inspect units & the fees to own units.

Anonymous

1/29/2025 04:55 PM

I was at a meeting where the realtors proposed having a cover sheet that disclosed the material lease/tenancy terms with an itemized list of all fees and the associated costs. That would be a great idea.

**Optional question** (15 response(s), 78 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a concerned community member.

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**Q107** Do you have any comments or suggestions on how to improve the current drafts of the

## ordinances?

Anonymous

1/24/2025 02:04 PM

As a pet owner I'd be nervous we may limit tenants to those that game the system with "service" pets only. We already have a shortage of pet friendly rentals. I think fees should be known to tenants but it's not fair to landlord if a tenant doesn't pay and has no penalties or minimal penalties as most landlords have a bank to pay and need some sort of leverage or has a pet that damages a house or apartment and the fees don't cover the damage. The more restrictions in place the more likely we lose developers. If a landlord tells the consumer the fees up front and they have a choice to sign up or not then the market will correct itself if enough tenants go elsewhere if the fees are too high.

Anonymous

1/24/2025 03:29 PM

no

Anonymous

1/24/2025 03:43 PM

I was a renter in Bellingham for more than 10 years before I was forced to move outside the city for cheaper housing. I now commute to Bellingham for work. Balancing these issues is hard, please increase all types of housing so people who work in Bellingham can live in the same city they work in.

Anonymous

1/24/2025 07:41 PM

City hall has no business being involved in free enterprise. Fix our infrastructure, fix the crime problems, get the dopers out of downtown. I'd like to move to Maui, but I can't afford it. If people can't afford Bellingham then get a better job or move. Pretty simple really. It is not the role of local government to be involved in housing issues.

Anonymous

1/24/2025 09:01 PM

The permitted percentage for late fees seems low. One or two percent is much less than a landlord would owe a lender if their tenant's late payment causes a late mortgage payment. Why is the application fee refundable for manufactured homes and not for other residential rentals? I don't understand why that should be different in those similar circumstances.

Anonymous

1/24/2025 09:19 PM

Appreciate the effort going into this

Anonymous

1/25/2025 02:22 AM

Landlords should have to fix broken appliances. My kids lived at Racine St. apartments and landlords had a non-working stove needing replacement for three years and it was never replaces.

Landmark increase rent from \$1600 to \$2600 and told them it would be going up to \$3600 when their lease lapsed and they were on a month to month. They were trying to buy a house and for that reason with timing of purchase couldn't renew the lease and boy oh boy did Landmark screw them over by raising rent WAY up!

Anonymous

1/25/2025 07:20 AM

BMC 6.16.030 does NOT include the same qualifying statement as the one in the manufactured home ordinance, but it should. Please add 'REFUND the fee if the tenant is not selected to rent the unit'.

Anonymous

1/25/2025 08:10 AM

If this passes housing costs will continue to rise or housing will be further limited as landlords will simply sell their investment.

Anonymous

1/25/2025 09:14 AM

Yes, reduce the number of rental rules that are anti landlord, it just makes renting a game for large property owners and the additional rules and oversight adds to the overall cost of rental management.

Anonymous

1/25/2025 09:29 AM

Let the property owner decide what and how much they want to charge. Their business to keep this that can't afford it out.

Anonymous

1/25/2025 09:40 AM

Landlords have a structural advantage over tenants and have been taking advantage of them for too long. It's time to balance the scales that the low housing supply has tilted too far in favor of owners over renters.

Anonymous

1/25/2025 10:09 AM

...

Anonymous

1/25/2025 10:21 AM

I do not think these proposals, except the disclosure of fees upfront, will help any renters

Anonymous

1/25/2025 10:31 AM

Proposed wording BMC6.19.030. The fee should be actual costs including time spent by landlord or agent. Delete the proposed language. What the hell are you thinking. If I get 5 applicants for one unit and decline 4 after paying to screen them, I have to refund their application fee? I don't want to be a landlord any more. You will be hearing that a lot and there goes the housing supply.

Anonymous

1/25/2025 10:41 AM

It should be explicitly stated what documentation landlords may require to differentiate pets vs assistive animals

Anonymous

1/25/2025 11:40 AM

I struggle with emotional support animals being in the same language as service animals. Ones are highly trained and the other is a note from a doctor or therapist who is not qualified to make such a statement/decision.

Anonymous

1/25/2025 01:44 PM

Take the funds from the grants you get vs taking every last penny a person has to eat with .

Anonymous

1/25/2025 02:03 PM

Leave it alone. The market will sort it out.

Anonymous

1/25/2025 02:40 PM

The only fees that occur are background and credit checks. An application fee is ridiculous.

Anonymous

1/25/2025 09:58 PM

Since I have been delivering food for the Bellingham Food Bank for over 5 years I have seen many apartment complexes that are not taken care of by the landlords (and possibly the tenants). I'm speaking of the stairs, walkways, paint, building trim and grounds. I don't know how addressing these situations could be factored into the fees (or in this case discounts) but money is probably the only way to get some of these landlords to take care of their buildings. I understand somewhat when someone lives in substandard circumstances like that, they don't feel compelled to raise the standard of care especially when they are financially burdened already and the landlords obviously don't care. It's really awful out there in our community and the livability of these apartments is definitely an issue the city / county need to take into consideration.

Anonymous

1/25/2025 10:42 PM

Thank you for supporting tenants and providing a counter to those landlords trying to take advantage of their position of power over renters. Please don't water this ordinance down, as it has the potential to really help balance the rental landscape out by encouraging landlords and their management companies to be upfront with the true costs of the housing on offer and prevent unforeseen price manipulation/gouging.

Anonymous

1/26/2025 12:46 AM

Rent caps!! People are priced out of the city by rates exceeding Seattle rental rates, without commiserate employment opportunities

Anonymous

Add more fees into the ordinance.

1/26/2025 08:27 AM

Anonymous

1/26/2025 11:53 AM

Does this allow for different monthly rental costs for term or month-to-month rentals? Owners should have the ability to charge different rates for different lease terms.

Anonymous

1/26/2025 06:50 PM

1) The tenants should be responsible for reasonable cost for damages or any fees incurred by the lack of payment or late payments to mortgage holder caused by the tenants late rent payments. 2) Pet deposits should be required for all pets, regardless of "service animal" certificate or not 3) Application fee cap is unacceptable, it costs more than that to do background, time/labor to process and follow up on applicant 4) A lot of people count on the rent payments to cover mortgages, if the late fee is such a small amount, what stops people from paying the rent late. It should be high enough to make them make it more of a priority to pay on time. It needs to sting

Anonymous

1/26/2025 07:24 PM

I read all the CoB Utility pages on the web site, read my paper bill, and had Google help me to search but I CANNOT find out the fee which would be charged if my check paying my water/sewer bill "bounced". Nor can I find the interest rate which would be charged on overdue balances. In fact, I can't find any related contract with the city at all. I suggest that all new customers receive a contract with the first page clearly stating any late fees and interest charged for overdue payments. And all customers receive an update whenever those fees change. Maybe take the next year to get the City's house in order then contemplate these changes.

Anonymous

1/27/2025 09:31 AM

Fees should be applicable to cover unknown landlord costs. Damage from pets, cleaning, etc. Fees for standard occupancy such as appliances and use of common areas should be prohibited and built into monthly/annual rents. There must be full transparency from Landlords and/or property manages.

Anonymous

1/27/2025 12:46 PM

If this is going to be enacted, you must fund enforcement. It does us no good if the rules cannot be enforced so you must have enforcement staff to implement.

Anonymous

1/27/2025 06:11 PM

Pet fees should be disclosed but not capped, otherwise it's likely that landlords will refuse to accept pets.

Anonymous

1/28/2025 08:58 AM

No

Anonymous

1/28/2025 08:59 AM

If you actually want people to read the ordinances, maybe dumb it down a bit. Most of the public is not a legal expert and throwing a page of WHEREAS is less than helpful. A one page summary would make a world of difference in terms of educating the public.

Anonymous

1/28/2025 09:15 AM

The people I know, no longer rent. They got pushed out by rent hikes and bad people with crimes moved in. Bad neighbors. Their cars got broken into constantly by the homeless. Dish washers were not allowed to be used in the evening or at night. You should be home as they can start fires. No air conditioning. ....

Anonymous

1/28/2025 11:24 AM

Fees are in exchange for a good or service, fines are to discourage bad behavior, such as being late with rent or smoking inside a house. A fine needs to be high enough, and to increase over time, to be encourage people to actually pay the fine. This is how the city fines landlords to enforce behavior, and how landlords should be able to find tenants.

Anonymous

1/28/2025 01:58 PM

Visa and Mastercard charge about 24% interest on unpaid balances. Late property tax payments are charged 3% on the amount unpaid on June 1 and 8% on amount unpaid on December 1. Lake Whatcom Water and Sewer District, which serves parts of Bellingham, applies a late charge of 10% on any remaining balance not paid by the due date. A landlord can only charge 2%? Most landlords do not have the collection power of Visa or Mastercard behind them, nor the power of government. To compensate, they should be allowed to charge more than 24% interest on unpaid balances. Otherwise any tenant behind on rent will stiff the landlord to pay down their credit card debt. So you want to favor national giants like Visa rather than local landlords? What percent of Bellingham landlords are personal & live in Whatcom or Skagit counties? Can you borrow at 2%? I can't borrow at 2% anywhere. This is a deal: I could get into a lease, not pay for the six months or so for eviction process to move, put the rent money into a CD at 4.3%, pay back the rent plus 2% when things get dicey, and be 2.3% ahead!

Anonymous

1/29/2025 06:41 AM

I just want to comment that we had been small landlords (5 rentals) in Bellingham for decades. We sold all our rentals over the past several years due to our increasing frustrations over the escalating regulations being put on Bellingham landlords. Just keeping up with all the details of the regulations had become difficult. The properties

we owned are now owner occupied and no longer available as rentals.

Anonymous

1/29/2025 04:55 PM

Get rid of all the prohibitions and limitations. Focus on greater transparency earlier in the rental process so that tenants are able to "shop" landlords/property management offices. Vacancy rates are rising right now with all the apartment construction and rents seem to be very stable. Greater transparency helps tenants. Limiting fees mandates that landlords/property managers "annualize" those extraneous costs and include them in rent, a result that not only stifles transparency, but harms tenants with rising rents!

Anonymous

2/03/2025 03:57 PM

Toss it. Briefly grieve over how wasting this time instead of figuring out ways for folks to add units means more people will sleep out in the cold. Then, get to work growing the city instead of exclusively catering to the people who already rent. Bellingham's future is in your hands. You aren't butlers here to serve the loudest residents. You are executives here to build the city with wisdom and an eye toward those who would live here and contribute, not just the ones who already have. Supply restrictions like the rental fee ordinance being surveyed here will only make current housing more expensive. Deregulate growth. Promote the state efforts to allow multi-units. Figure out how to tax the owners sitting on the fenced in downtown properties at a rate commensurate with the successful businesses across the street. Leave landlords and renters alone. They'll get along fine once the number of available units is closer to the number of people hoping to make a life here. For real, my hopes aren't high here, because I know it is trendy to yell at the wealthy and cater to the lower middle class renter, but if you really want to dismantle wealth hoarding, you have to make bring the supply closer to the demand. Right now, Bellingham itself is standing in the way of homeless being in housing. Get out of the way. Do the job of helping citizens do what they want.

Anonymous

2/06/2025 04:25 PM

In general, adding regulation reduces the supply of the thing being regulated. I see no reason why rental stock in the city is a special case that would be exempt from this economic "rule". In general, additional regulation crowds out "mom and pop" or smaller suppliers, in favor of larger business entities with the profit margins and size to support more record keeping, lawyers, and accountants. What I hear from friends is that the problem is coming from the larger businesses...it is the owners, or the property managers, or both? I'm not a landlord now but I was in the past. A bounced check takes at least two hours of time to update accounts, call the bank, call the tenant and document those efforts against future legal proceedings. Six hours is average. If the bounced check signals the start of an

eviction process, then the hours go up. If my time cannot be billed to the problem tenant, rents must rise to distribute the cost across all tenants. Please clarify "actual cost". If "actual costs" means the \$50 the bank charges for the bounced check then I'm going to immediately turn any overdue payments to some kind of service agency so I have a documented cost. The service agency is going to charge about \$175 set-up fee to take the information for any new debtor. Then they will charge a \$150 starting fee that covers two or three phone calls each time they're asked to pursue a late payment. So the tenant will be charged \$325 right off the bat plus the \$50 NSF. I support the upfront reveal of all charges. I wish I had suggestions for the other topics but fear these actions are likely to increase rents, reduce long-term rental inventory in favor of STRs, and hinder what's left of local families owning and renting one to five houses.

Anonymous

2/10/2025 05:07 PM

Screening and application fees are not determined by landlords; they are pass-through costs paid by applicants for services provided by third-party screening companies. These companies offer varying levels of reports at different price points, with comprehensive screenings sometimes exceeding \$70. Background checks help landlords mitigate financial risk, maintain a safe living environment, and ensure fair and consistent screening practices. Imposing a cap on these fees could leave landlords covering the difference out of pocket, potentially limiting their ability to conduct thorough screenings.

**Optional question** (40 response(s), 53 skipped)

**Question type:** Essay Question

**Filtering by:** Please select the statement that most accurately describes you. I am a concerned community member.