

West University Neighborhood Housing Condition Assessment

Final Report:

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Executive Summary

The West University Neighborhood (WUN) includes a mixture of housing types and is a key location for University of Oregon students. The neighborhood has gone through a significant transition over the past decade—most notably the conversion of large homes to multiple dwellings and the razing of homes for apartment development.

This project has two separate, but related, components. The first is an external housing condition assessment; the second is a random sample survey of WUN households. The primary purpose of this project was to evaluate the extent to which substandard conditions exist in West University area dwellings.

Methods

CPW developed a matrix that assigned a numerical rank to the condition of different housing elements. The eight elements included in the assessment were:

- Foundation
- Stairs
- Rails, and porches
- Roof, gutters, downspouts, and chimney
- Exterior surfaces
- Windows and doors
- Driveway
- Sidewalk
- Landscaping

The external housing condition assessment was completed in July 2004. It included the evaluation of 485 residential properties in the WUN.

CPW administered the survey by mail to a sample of 1,200 addresses within the WUN. The sample was drawn from the Lane County Address file managed by the Lane Council of Governments. This database includes records for all known addresses in Lane County.

CPW administered the survey in early June 2004. The survey addressed the following topics:

- Household demographics including age, employment, gender, and household size;
- Crowding;
- Length of residency;
- Age and condition of housing;
- Mortgaged or rental value of current housing; and
- Household income and cost burden.

Of the 1,200 addresses included in the initial sample, 277 surveys were returned as undeliverable.¹ Netting the undeliverable addresses out yields a sample size of 933. CPW received 174 valid survey responses for a 19% response rate.

Findings

Following are the key findings of CPW's research:

- The majority (97%) of dwellings in the WUN are renter-occupied.
- The WUN is home to a large student population; 60% of the survey respondents were under age 25.
- The majority of WUN households earn less than \$15,000 annually. This is consistent with a large student population.
- The WUN houses a transient population. Nearly 80% of survey respondents reported having lived in the WUN for two or fewer years.
- The majority (76%) of WUN households experience cost burden (e.g., they pay more than 30% of their income for housing). This finding is consistent with a large student population with low incomes. It is difficult to interpret how this equates to affordable housing due to the student population.
- About 64% of the respondents reported they had no difficulty finding or keeping housing. A remarkably high 36% indicated they experienced barriers that included disabilities, gender, student status, age and several others.
- About one-third of the respondents reported they did not want to move or faced no barriers. The other two thirds reported a variety of barriers to moving. Cost was the major barrier reported by respondents.
- Survey results show that between 17% and 46% of the respondents indicated every element of their dwelling needs improvement. Insulation and energy efficiency were most frequently rated as elements that need improvement.
- A significant percentage of respondents reported a wide variety of deficiencies ranging from unreliable plumbing to exposed wiring. It should be noted that while many of these deficiencies represent inconveniences to residents', they do not necessarily imply code violations or substandard housing conditions.

Table S-1 summarizes the condition rankings for all eight criteria. Each cell includes the number of dwellings evaluated and the percent of dwellings for each criteria.

¹ CPW was surprised by this outcome. We assumed that the Lane County Address file included only valid addresses.

Table S-1. External Housing Condition Assessment Evaluation Criteria

EVALUATED ELEMENTS	6 Well Maintained	5 Moderately Well Maintained	4 Needs Only Minor Repair	3 Needs Moderate Repair (Up to 1/4 of element needs repair.)	2 Needs Major Repair (Up to 1/2 of element needs repair)	1 Not Salvageable (Majority of element needs repair.)
Foundation – The wall of poured concrete, concrete blocks or stones that support the weight of the house.	191 homes 40%	116 homes 25%	62 homes 13%	39 homes 8%	14 homes 3%	None
Stairs, Rails, Porches – Steps and risers from level to another; the bar used for a handhold; area adjoining an entrance to a building and usually having a separate roof.	137 homes 39%	162 homes 34%	81 homes 17%	46 homes 10%	27 homes 6%	5 1%
Roof, Gutters, Downspouts, Chimneys – Material that forms the outer protection against the weather; troughs connected to spouts that route water away from the structure.	103 homes 22%	121 homes 26%	73 homes 15%	40 homes 8%	20 homes 4%	None
Exterior Surfaces –protective surfaces including paint, siding, or other material and the structural elements that add strength, bear weight, or insulate the structure.	117 homes 25%	140 homes 30%	113 homes 24%	77 homes 16%	19 homes 4%	1 home 0.2%
Windows & Doors – All doors and door frames; and windows including panes of glass set in a frame.	199 homes 42%	141 homes 30%	82 homes 17%	39 homes 8%	6 homes 1%	None
Driveways - private road giving access from a public way to a building on abutting grounds	69 homes 15%	83 homes 18%	82 homes 17%	81 homes 17%	24 homes 5%	3 homes 1%
Sidewalks -paved walk for pedestrians at the side of a street	132 homes 28%.	143 homes 30%	118 homes 25%	59 homes 12%	5 homes 1%	1 home 0.2%
Landscaping – The planning, design, management, and preservation of vegetation on the land.	142 homes 30%	156 homes 33%	92 homes 19%	40 homes 8%	15 homes 3%	4 homes 1%

Source: WUN Household Survey, CPW, 2004

Note: Elements could not be observed on some homes, so percentages will not add up to 100%.

Chapter 1

Introduction

The West University Neighborhood (WUN) includes a mixture of housing types and is a key location for University of Oregon students. The neighborhood has gone through a significant transition over the past decade—most notably the conversion of large homes to multiple dwellings and the razing of homes for apartment development.

Recently, the condition of rental housing has emerged as an issue in the WUN. In November, 2004, the Eugene City Council adopted local housing standards for rental properties. The City is interested in developing a better understanding of housing conditions in the WUN. The City contracted with the University of Oregon's Community Planning Workshop (CPW) to conduct an external housing condition assessment (a "windshield" survey) and a random-sample survey of households in the WUN.

Purpose

This project has two separate, but related, components. The first is an external housing condition assessment; the second is a random sample survey of WUN households. The primary purpose of this project was to evaluate the extent to which substandard conditions exist in West University area dwellings. Specifically, the City is considering adopting standards similar to those of Corvallis which are listed below:

- 1) Structural Integrity
 - a. Roofs, floors, walls, foundations and all other structural components shall be capable of resisting any reasonable stresses and loads to which these components may be subjected.
 - b. Structural components shall be of materials allowed or approved by the Building Code.
- 2) Plumbing
 - a. Plumbing systems shall be installed and maintained in a safe and sanitary condition and shall be free of defects, leaks and obstructions.
 - b. Plumbing components shall be of materials allowed or approved by the Plumbing Code.
- 3) Heating
 - a. There shall be a permanently installed heat source with the ability to provide a room temperature of 68 degrees three feet above the floor, measured in the approximate center of the room in all habitable rooms.

- b. All heating devices or appliances shall be of an approved type.
 - c. Ventilation for fuel-burning heating appliances shall be as required by the Mechanical Code.
- 4) Weatherproofing
- a. Roof, exterior walls, windows, and doors shall be maintained to prevent water leakage into living areas which may cause damage to the structure or its contents or may adversely affect the health of an occupant.
 - b. Repairs must be permanent rather than temporary and shall be through generally accepted construction methods.

Evaluating the degree to which rental dwellings exhibit any of the deficiencies listed above is challenging. Many of the elements listed above would require a structural inspection by a trained professional. Some, however, can be incorporated into the household survey and exterior condition assessment—the two main data collection tools used in this study.

Methods

This study includes only residential structures located within the boundaries of the West University Neighborhood. Figure 1-1 shows the boundaries of the West University Neighborhood.

Figure 1-1. West University Neighborhood Boundary

External housing condition assessment

The first step was to establish evaluation criteria. CPW started by reviewing past housing assessment surveys on the Web, as well as a housing survey Professor Marc Schlossberg (UO-PPPM) had supervised at the University of Michigan. The review identified a number of commonalities in the criteria used by external condition assessments.

CPW used this information, along with criteria identified by City staff, to develop a matrix that assigned a numerical rank to the condition of different housing elements. The eight elements included in the assessment were:

- Foundation
- Stairs
- Rails, and porches
- Roof, gutters, downspouts, and chimney
- Exterior surfaces
- Windows and doors
- Driveway
- Sidewalk
- Landscaping

Each criteria was given a numerical ranking that coincided with a short explanation - well maintained, moderate maintenance, minor repair, moderate repair, major repair, and not salvageable (appendix describes the criteria in more detail).

An external condition assessment is sometimes called a windshield survey because it is typically done by a person collecting data while in a car. The methodology is designed to get data quickly. However, the external condition assessment survey for the WUN was conducted on foot. CPW used this methodology to take advantage of advances in technology that allow data input directly into a Personal Digital Assistant (PDA)

The PDA provides advantages over implementing the survey using a more traditional paper and pencil method. Using the ArcPad GIS program, a data form was designed and integrated with an aerial photo, parcel map, and street map of the area being analyzed. This allowed the user to select a parcel from an aerial photo in the PDA with a stylus and get a data form to come up that already had the address, tax lot, and zip code data filled in. Then the surveyor could quickly fill in the missing data in the appropriate description fields.

CPW evaluated 479 residential structures in the WUN in late July 2004.

Household survey

The first step in any survey is to develop a set of research goals and objectives and develop a survey instrument that gathers data consistent with the research goals. CPW initiated this process by providing City staff with examples of household surveys previously conducted by CPW.

CPW also met with City staff to identify key issues and topics the survey would address. The survey addressed the following topics:

- Household demographics including age, employment, gender, and household size;
- Crowding;
- Length of residency;
- Age and condition of housing;
- Mortgaged or rental value of current housing; and
- Household income and cost burden.

City staff were given the opportunity to review and provide commentary on the draft survey. Appendix A contains a copy of the survey instrument.

The next step was to define a sampling methodology and a sample population. CPW administered the survey by mail to a sample of 1,200 addresses within the WUN. The sample was drawn from the Lane County Address file managed by the Lane Council of Governments. This database includes records for all known addresses in Lane County.²

CPW administered the survey in early June 2004. We initiated the process by sending a postcard to all of the selected addresses. The survey was mailed approximately one week after the postcard. Because the address file does not include the name(s) of current residents, CPW addressed the surveys to the current occupant of the dwelling unit.

Of the 1,200 addresses included in the initial sample, 277 surveys were returned as undeliverable.³ Netting the undeliverable addresses out yields a sample size of 933. CPW received 174 valid survey responses for a 19% response rate.

Limitations of this study

This study identifies key issues about how WUN Residents perceive the condition of the housing they live in. Both the external condition assessment and household survey have limitations.

The external condition assessment methodology only allows evaluation of the external elements of a structure. Thus, no internal elements were inspected. Moreover, not all of the external features were visible for all structures. CPW noted instances where external features could not be evaluated. Finally, this methodology can introduce inconsistencies into

² One limitation of the Lane County Address file is that it does not distinguish between business and residential addresses. CPW did not attempt to filter business addresses out of the sample because the database did not provide any mechanism to do so.

³ CPW was surprised by this outcome. We assumed that the Lane County Address file included only valid addresses.

the evaluation by different evaluators. All of the structures were evaluated by the same individual, thus we are confident that this type of inconsistency does not exist in the evaluation.

The household survey also has limitations. CPW asked respondents to evaluate the condition of a variety of attributes of their dwelling. There is not assurance that individuals evaluated the attributes in the same manner. In short, some individuals may be more critical of conditions than others.

Another limitation of the study's methodology is potential non-response bias from the mailed survey. If one were to assume that the sample was perfectly random *and* that there was no response bias, then the survey would have a margin of error of $\pm 5\%$ at the 95% confidence level. This means that if survey were conducted 100 times, the results would end up within $\pm 5\%$ of those presented in this report.

Non-response bias is an issue in all surveys, but is particularly important in mailed surveys due to response rates. The West University Neighborhood Household Survey had a 19% response rate. The question that we cannot answer with 100% confidence is whether those 19% are representative of the entire population, or of some portion of the population that holds a different set of opinions. Thus, the results should be interpreted with caution.

Organization of this report

This report is organized into the following chapters:

Chapter 2 – Household Survey summarizes the results of the household survey. It begins with a discussion of the characteristics of respondents, then describes housing conditions, and concludes with a discussion of barriers respondents perceive to obtaining better housing.

Chapter 3 – External Housing Condition Assessment summarizes the results of the external condition assessment.

This report also includes three appendices:

Appendix A – Survey Materials presents the survey instrument and supporting materials.

Appendix B – Transcript of Written Survey Comments presents a transcript of all written comments provided by respondents. The comments are organized by survey question.

Appendix C – Detailed External Condition Assessment Methods describes how CPW evaluated structures in the West University Neighborhood.

Chapter 2

WUN Household Survey

This chapter presents the results of the WUN household survey administered by CPW in June 2004. CPW received 174 valid responses to the survey. The Chapter begins with a discussion of the characteristics of survey respondents and makes comparisons with the 2000 Census for certain variables. The intent of the comparisons is to identify whether the characteristics of survey respondents are similar to those reported by the Census. The next section describes the housing characteristics of survey respondents: type and cost of housing. The third section presents respondents' evaluation of the condition of specific elements of the housing. The chapter concludes with a discussion of housing needs and barriers respondents perceive to obtaining better housing.

Characteristics of survey respondents

CPW asked a series of demographic questions. The questions were intended to develop a better understanding of who is residing in the WUN. Several of the questions were designed to be consistent with the US Census. While the data from the survey and the Census are not directly comparable, comparison of survey results with Census data can be used to identify whether the responses are representative of the entire WUN population.

About 63% of survey respondents were female, compared to 49% from the US Census. There is no easy explanation of why CPW obtained a higher percentage of responses from females.

Table 2-1 shows the age distribution of survey respondents. The results show that the majority of respondents (more than 60%) are college-aged (between 18 and 24). This is not surprising given the proximity of the neighborhood to the University of Oregon. The survey response also indicated an average (mean) age of 28.8 years, a median age of 23 years, with the most frequently reported age (the mode) of 21 years.

Table 2-1. Age of survey respondents

Age	Number	Percent
18-21	60	35.1%
22-24	43	25.1%
25-39	39	22.8%
40-59	23	13.5%
60 and over	6	3.5%
Total	171	100.0%
Mean	28.8	
Median	23.0	
Mode	21.0	

Source: WUN Household Survey, CPW, 2004

Table 2-2 shows the household composition of survey respondents. The survey responses represented a total 287 household members. Households had an average household size of 1.65 persons. Few responding households had children (about 4%). Consistent with the results shown in Table 2-1, the majority (67%) of household members were between 18 and 24.

Table 2-2. Household composition of survey respondents

Age	Number of Persons	Percent
Under Age 7	6	2.1%
Between 7 and 17	6	2.1%
Between 18 and 21	125	43.6%
Between 22 and 24	66	23.0%
Between 25 and 39	48	16.7%
Between 40 and 59	26	9.1%
60 or over	10	3.5%
Total	287	100.0%
Avg. household size	1.65	

Source: WUN Household Survey, CPW, 2004

Table 2-3 shows the education level of survey respondents. The results show that nearly 57% of respondents have at least some college, 21% are college graduates, and 14% have completed post-graduate work.

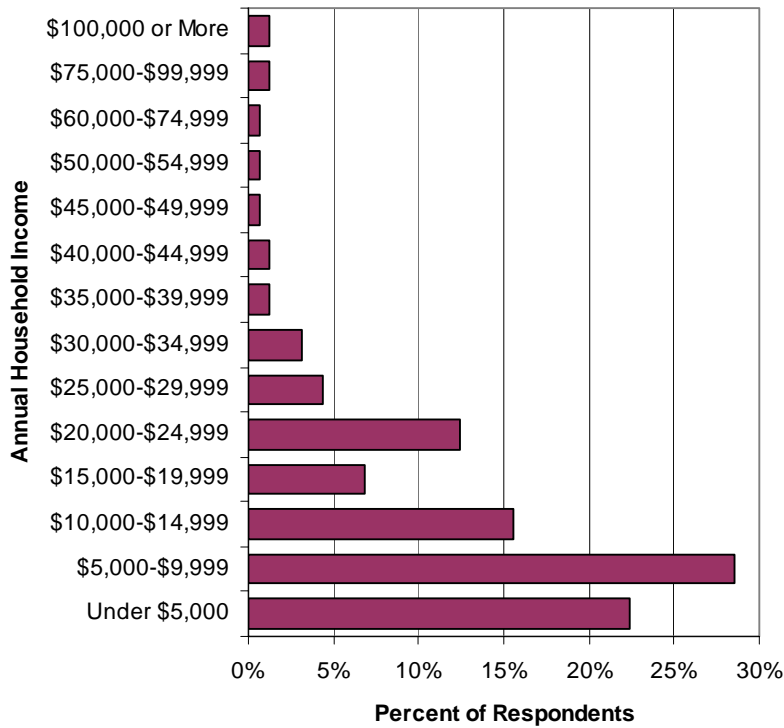
Table 2-3. Education of survey respondents

Level of Education	Number	Percent
Grade School	4	2.4%
Some High School	3	1.8%
High School/GED	8	4.7%
Some College	96	56.5%
College Graduate	35	20.6%
Post Graduate Work	24	14.1%
Total	170	100.0%

Source: WUN Household Survey, CPW, 2004

Figure 2-1 shows total household income in 2003 as reported by survey respondents. The income distribution is somewhat predictable given that many respondents were students. About 65% of the respondents reported total household incomes of less than \$15,000. This is slightly lower than figures reported by the 2000 Census. The Census data show that 75% of the households in Tract 38 have annual household incomes of less than \$15,000. The average income was between \$10,000 and \$15,000 while the median income was between \$5,000 and \$10,000.

Figure 2-1. Total household income in 2003, WUN survey respondents



Source: WUN Household Survey, CPW, 2004

Table 2-4 shows income sources as reported by survey respondents. Respondents were asked to check all sources that applied, so the percentages add to more than 100%. Over 67% of the respondents indicated that they had wage or salary income. Nearly 41% of the respondents indicated they received income from student loans or assistance from their parents.

Table 2-4. Income sources of survey respondents

Income Source	Number	Percent
Wage or Salary Income	117	67.2%
Self-Employment Income	19	10.9%
Social Security Income	9	5.2%
Retirement Income	5	2.9%
Student Loans	71	40.8%
Farm Income	1	0.6%
Interest, Dividend, or Rental Income	6	3.4%
Public Assistance Income	5	2.9%
Assistance From Parents	71	40.8%
Other Income	18	10.3%

Source: WUN Household Survey, CPW, 2004

City staff were interested in how long respondents had resided in the WUN. Table 2-5 shows that the average length of residence was 2.8 years, the median was one year, and the mode was less than one year. The results also indicate that there is about 15% of the respondents have lived in the WUN for six or more years.

Table 2-5. Length of WUN residence, WUN survey respondents

Length of residence	Number	Percent
<6 months	8	7.0%
6-11 months	32	27.8%
1 year	33	28.7%
2 years	14	12.2%
3 years	5	4.3%
4 years	5	4.3%
5 years	1	0.9%
6 or more years	17	14.8%
Total	115	100.0%
Mean	2.8	
Median	1.0	
Mode	0.0	

Source: WUN Household Survey, CPW, 2004

Housing Characteristics

This section describes the characteristics of housing as reported by survey respondents. Key characteristics assessed on the survey include tenure (rent or own), housing type, number of rooms, housing cost, and heat source. CPW began the analysis by reviewing US Census data for the WUN area.

CPW used Census Tract 38 as a proxy for the WUN. While the boundaries of Census Tract 38 and the city-defined WUN are not exactly the same, they are close enough to be comparable.

The 2000 Census indicated that there were 2,961 dwelling units in Tract 38. Of these, 2,676 were occupied. About 9.6% of dwellings in Tract 38 were vacant in 2000.

Table 2-6 shows the majority (96%) of survey respondents rented their dwelling. This is consistent with 2000 Census data which reports that 97% of the dwelling units in Tract 38 were renter-occupied.

Table 2-6. Tenure of survey respondents

Tenure	Number	Percent
Rent	166	96.0%
Own (or am buying)	4	2.3%
Occupy without payment of rent	3	1.7%
Total	173	100.0%

Source: WUN Household Survey, CPW, 2004

Table 2-7 shows the housing type as reported by survey respondents. The majority of respondents (76%) reported that they resided in apartments or single-family dwellings converted to apartments. Only 9% reported living in single-family dwellings. These results are comparable with the 2000 Census which reports that about 7% of dwelling units in Tract 38 were single-family. The Census reports that 85% of the structures had 3 or more units in 2000.

Table 2-7. Housing type of survey respondents

Dwelling Type	Number	Percent
Single-Family	15	8.7%
Duplex	11	6.4%
Single-Family Converted to Apartments	11	6.4%
Apartment	120	69.8%
RV/Bus Conversion	1	0.6%
Other	14	8.1%
Total	172	100.0%

Source: WUN Household Survey, CPW, 2004

Table 2-8 shows the number of rooms and bedrooms in dwellings occupied by survey respondents. The average number of rooms was 2.79, while the median number was 2. The average number of bedrooms was 1.88, with the median being 1.0.

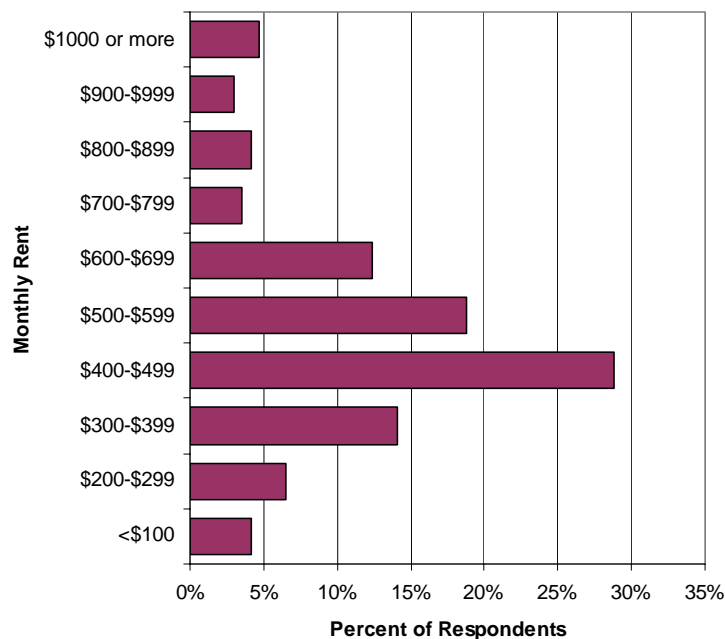
Table 2-8. Number of rooms and bedrooms reported by survey respondents

Number	Total Rooms		Bedrooms	
	Number	Percent	Number	Percent
0	2	1.2%	10	6.6%
1	38	22.5%	67	44.4%
2	56	33.1%	52	34.4%
3	41	24.3%	14	9.3%
4	13	7.7%	4	2.6%
5	12	7.1%	1	0.7%
6 or more	7	4.1%	3	2.0%
Total	169	100.0%	151	100.0%
Mean	2.79		1.88	
Median	2.00		1.00	

Source: WUN Household Survey, CPW, 2004

The survey asked a series of questions about cost of housing in the WUN. Figure 2-2 shows gross monthly rent as reported by survey respondents. Gross monthly rent includes cost of housing (rent) and specified utilities (electricity, gas, and solid waste disposal).

Figure 2-2. Gross monthly rent as reported by survey respondents

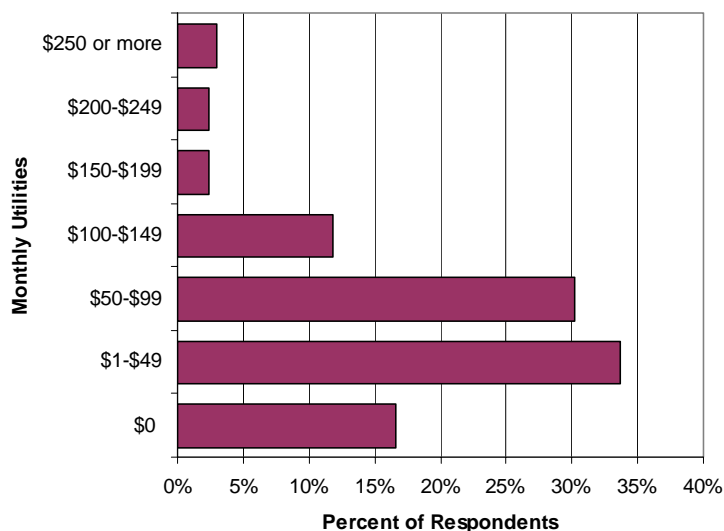


Source: WUN Household Survey, CPW, 2004

The average rent reported by survey respondents was \$523, with the median being \$468, and the mode being \$425. The results shown in Figure 2-2 indicate that survey respondents reported few units rented below \$200 per month. Units that rent for more than \$700 per month were generally single-family dwellings. About 21% of respondents indicated that taxes and insurance were included in their monthly housing payment.

Figure 2-3 shows total amount paid for monthly utilities as reported by survey respondents. The average amount was \$64 and the median was \$45. About 17% indicated they paid nothing for utilities—indicating that their utilities were included with their rent payment. This is lower than the 25% of households reported by the 2000 US Census that had utilities included with rent.

Figure 2-3. Total amount paid for monthly utilities as reported by survey respondents

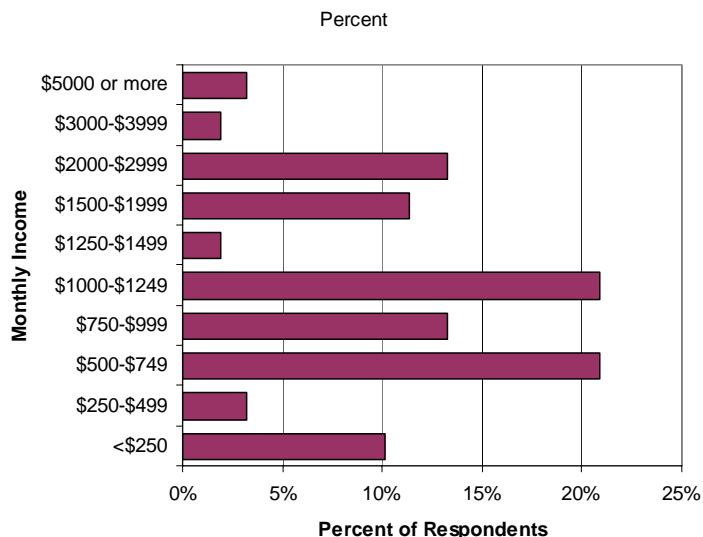


Source: WUN Household Survey, CPW, 2004

Figure 2-4 shows total monthly household income as reported by survey respondents. The distribution is interesting because it does not follow the income distribution one would typically find in most cities (A distribution with a single mode that follows a normal distribution skewed towards lower incomes, but with a few very high incomes that bring up the average).

The average monthly household income was about \$1,320, with the median and mode both being \$1,000. This equates to average incomes between \$12,000 and \$15,000 per year—figures that are consistent with the survey question about annual household income.

Figure 2-4. Total monthly household income as reported by survey respondents



Source: WUN Household Survey, CPW, 2004

Table 2-9 shows gross rent as a percentage of household income based on the WUN household survey. This indicator is commonly used as a measure of housing affordability. Households that pay more than 30% of their income are considered to be “cost burdened.” The results show that 76% of the survey respondents spent more than 30% of their income on housing. This figure is more than the 65% reported by the 2000 Census. These figures are consistent with incomes and housing costs in the WUN. The high percentage of households considered cost burdened is not surprising given the large number of students that reside in the neighborhood.

Table 2-9. Gross rent as a percentage of income, WUN survey

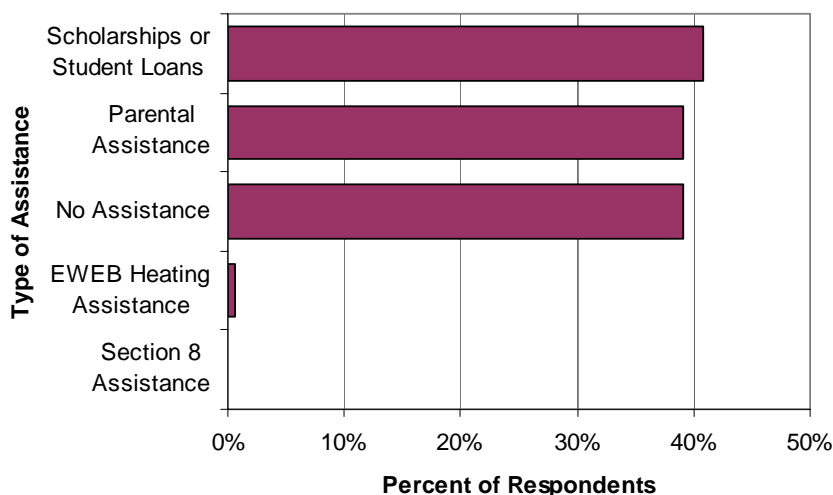
Percent of Income	Number	Percent
Less than 10%	9	6.0%
10% - 19%	5	3.4%
20% - 29%	21	14.1%
30% - 39%	26	17.4%
40% - 49%	23	15.4%
50% or more	65	43.6%
Total	149	100.0%

Source: WUN Household Survey, CPW, 2004

The survey asked respondents whether they received financial assistance. About 39% indicated they did not receive financial assistance. About 41% indicated they received income through scholarships or student loans. About 39% indicated they received assistance from their parents. Only a few households (less than 1%)

received EWEB heating assistance, while none of the respondents indicated they received HUD Section 8 assistance.

Figure 2-5. Type of financial assistance as reported by survey respondents



Source: WUN Household Survey, CPW, 2004

Homes without a heating source are considered substandard. More than 8% of the survey respondents indicated that they had no source of heat in the dwelling. Since the Eugene Building Code requires dwellings to have a heat source, these dwellings are probably accessory dwelling units that did not go through the City permit and inspection process.

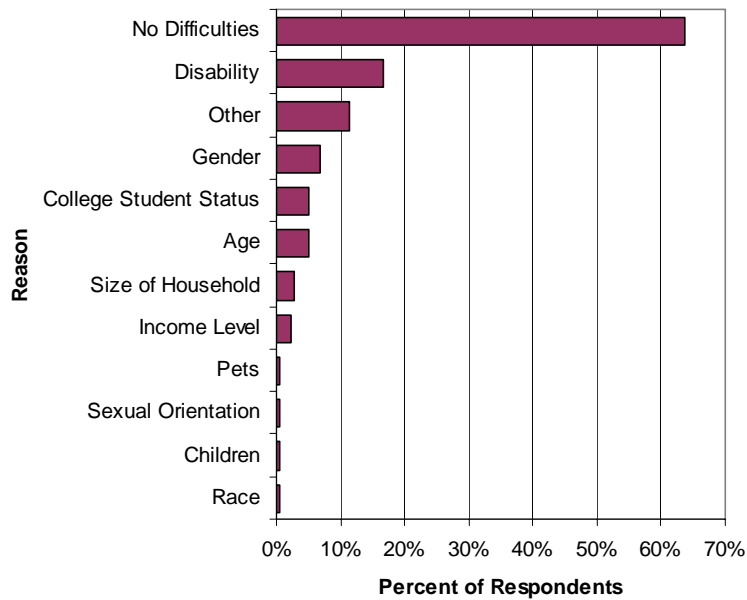
Table 2-10. Primary heat source as reported by survey respondents

Heat Source	Number	Percent
Electric	151	88.3%
Oil	3	1.8%
Propane	2	1.2%
Wood	1	0.6%
No Source of Heat	14	8.2%
Total	171	100.0%

Source: WUN Household Survey, CPW, 2004

The City was interested in finding out whether household faced barriers to finding or keeping housing in the WUN. Figure 2-6 shows that about 64% of the respondents reported they had no difficulty finding or keeping housing. A remarkably high 36% indicated they experienced barriers that included disabilities, gender, student status, age and several others.

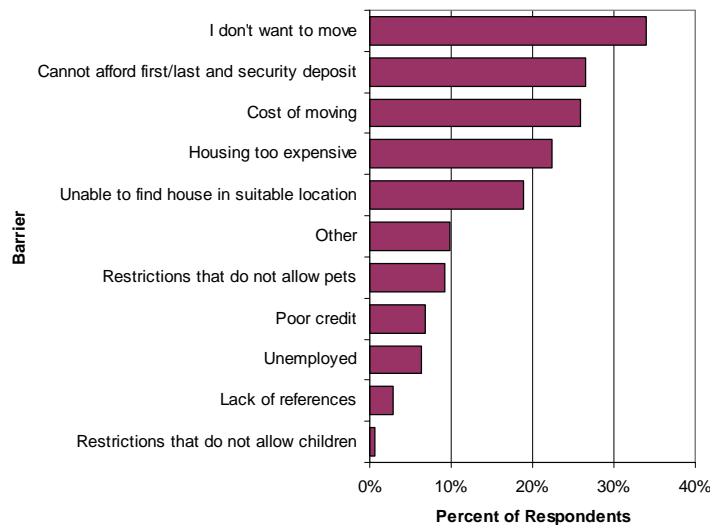
Figure 2-6. Barriers to finding or keeping housing



Source: WUN Household Survey, CPW, 2004

As a follow-up to the questions about difficulties finding our keeping housing, the survey asked whether respondents faced barriers to moving (Figure 2-7). About one-third of the respondents reported they did not want to move or faced no barriers. Cost was the major barrier reported by respondents.

Figure 2-7. Barriers to moving



Source: WUN Household Survey, CPW, 2004

Housing Condition

The primary goal of the household survey was to gather data on condition of dwelling units as reported by WUN residents. Towards that end, the survey asked a series of questions about the condition of selected housing elements. This section presents the results of those questions.

Table 2-10 presents respondents' evaluation of the condition of selected housing elements. The results show that between 17% and 46% of the respondents indicated every element of their dwelling needs improvement. Insulation and energy efficiency were most frequently rated as elements that need improvement.

Table 2-10. Condition of selected housing elements as reported by survey respondents

Element	Percent of respondents		
	Good	Adequate	Needs Improvement
Plumbing	28.8	44.1	27.1
Electrical System	40.9	37.4	21.6
Heating System	30.4	41.5	28.1
Foundation	18.5	42.9	38.7
Interior Walls	32.7	40.9	26.3
Exterior Siding/Paint	29.2	48.5	22.2
Roof	41.1	42.9	16.1
Floors	30.0	38.2	31.8
Windows	39.8	29.8	30.4
Energy Efficiency	19.4	35.9	44.7
Insulation	20.4	33.5	46.1

Source: WUN Household Survey, CPW, 2004

Table 2-11 summarizes the results of a set of yes/no questions intended to evaluate the condition of housing in the WUN. A significant percentage of respondents reported a wide variety of deficiencies ranging from unreliable plumbing to exposed wiring. It should be noted that while many of these deficiencies represent inconveniences to residents', the do not necessarily imply code violations or substandard housing conditions.

Table 2-11. Condition of selected housing elements as reported by survey respondents

Question	Percent of Respondents		
	Yes	No	Don't Know or N/A
Does your home have a solid concrete or masonry foundation?	49.7	4.7	45.6
Does your home's foundation sag, contain cracks, or leak?	24.3	35.5	40.2
Is any of the wiring exposed inside your home or at the electrical panel?	12.3	81.9	5.8
Does your plumbing system leak, clog often, or require frequent repair?	45.0	53.2	1.8
Does your home have any floors or ceilings that sag, contain cracks, or show signs of continual dampness, such as waterstains?	46.2	53.3	0.6
Does your home have any broken, cracked, or missing windows?	15.1	84.9	0.0
Are windows reasonably weather tight?	63.4	34.3	2.3
Do the windows operate properly or provide for ventilation?	78.8	20.0	1.2
Does your home have any walls that are cracked, rotted, or in need of major repair?	26.9	71.3	1.8
Does your home's roof sag, leak, or have poor drainage?	14.0	70.2	15.8
Do porches and balconies more than 30" high have guardrails?	49.4	8.1	42.4
Does your dwelling have hand railings where there are three or more steps?	72.7	11.0	16.3
Are there any doors broken or missing?	16.3	82.6	1.2
Is there an accumulation of debris, litter, rubble or similar materials on the property?	25.4	72.8	1.8
Are there sufficient garbage cans and recycling containers?	69.6	30.4	0.0
Is there evidence of rodents, roaches, or other insects?	36.0	62.8	1.2
Are the walkways, driveways, and sidewalks maintained and in good repair?	72.1	25.0	2.9
Does water runoff drain away from the building?	58.8	27.6	13.5

Source: WUN Household Survey, CPW, 2004

Chapter 3

WUN External Housing Condition Assessment

A key component of this project was an external condition assessment of homes evaluated in the West University Neighborhood. The WUN is roughly within the perimeter of E. 19th St., Kincaid, Broadway, and Willamette.

The first step was to establish evaluation criteria. CPW developed a matrix that assigned a numerical rank to the condition of different housing elements. The eight elements included in the assessment were foundation; stairs, rails, and porches; roof, gutters, downspouts, and chimney; exterior surfaces; windows and doors; driveway; sidewalk; and landscaping. Each criteria was given a numerical ranking that coincided with a short explanation - well maintained, moderate maintenance, minor repair, moderate repair, major repair, and not salvageable. The short explanations/ranking were defined within the matrices (see Appendix A). For example, a driveway that was uneven with more than one crack would receive a ranking of “moderate repair” or 3. The better condition of a house element the higher numerical rank it would receive.

The numerical rank is a tool to quickly evaluate the condition of a home when evaluating the completed data. A home in perfect condition can receive a maximum score of 48 if all of the elements are rated as well-maintained.

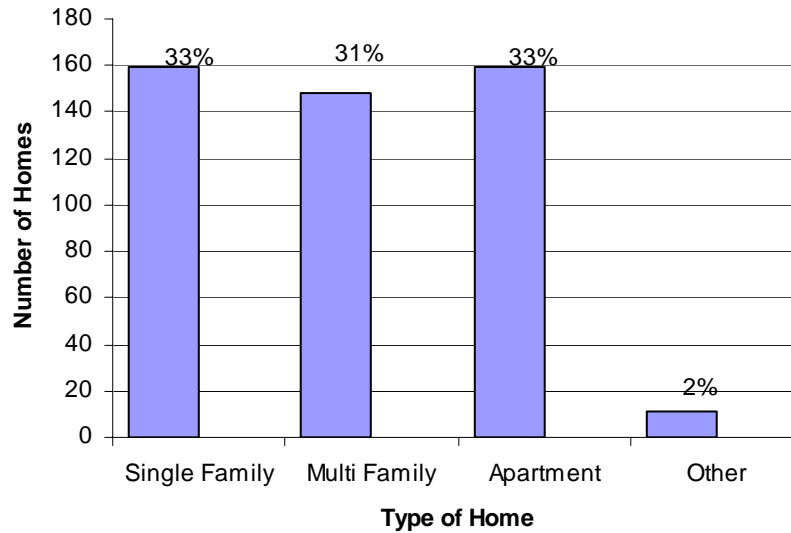
According to LCOG GIS data, the WUN includes 840 tax lots, many with multiple structures. The assessment only evaluated residential structures, and when merged parcels were included as just one parcel there were 479 residential parcels evaluated. The evaluation was done by a surveyor using a small handheld Personal Digital Assistant, or PDA, to collect data on the homes. After all of the data was collected it was downloaded into a computer to be analyzed.

Findings

The external condition assessment evaluated the different types of housing structures within the WUN. Figure 3-1 shows housing by type for the external condition assessment. The results indicate that there is a nearly equal breakdown between single family, multi family, and

apartment housing structures in this area.⁴ This breakdown should make it easy to illustrate whether there are symptomatic problems with any of the housing types.

Figure 3-1: WUN Housing Types



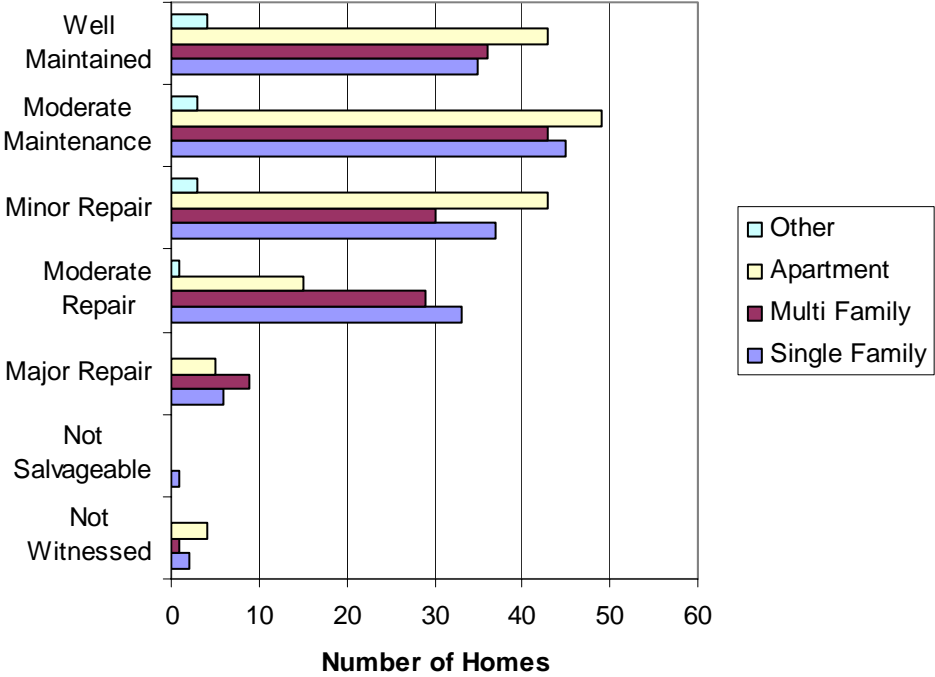
Source: WUN Housing Condition Assessment, CPW, 2004

Two elements that were evaluated were the roof and exterior of homes. These elements are critical for a home to adequately shelter the people who live there. Also, their condition works a bit like a barometer for the overall condition of the home. The condition of the other elements; such as the driveway, landscape, or foundation; were not as revealing.

Figure 3-2 shows that apartments were in slightly better condition than other housing types with respect to exterior condition. There were few homes that appeared to need major repair to their exterior. Major repair was defined as: “Work needed to correct paint, siding, or other parts of the protective surface. There are areas of structural decay affecting up to 1/2 of the surface.”

⁴ Structures were classified into three types: single family, multi-family, and apartment. Single-family homes had to have one main entrance, one mailbox, only one doorbell, and could not have another separate housing structure. Multi-family homes had to have at least one of the following: more than one main entrance, more than one power meter, more than one mailbox, another housing structure, more than one doorbell. Structures classified as apartments can house more 5 families, have a large parking facility, an onsite management office, or any signage calling it an apartment.

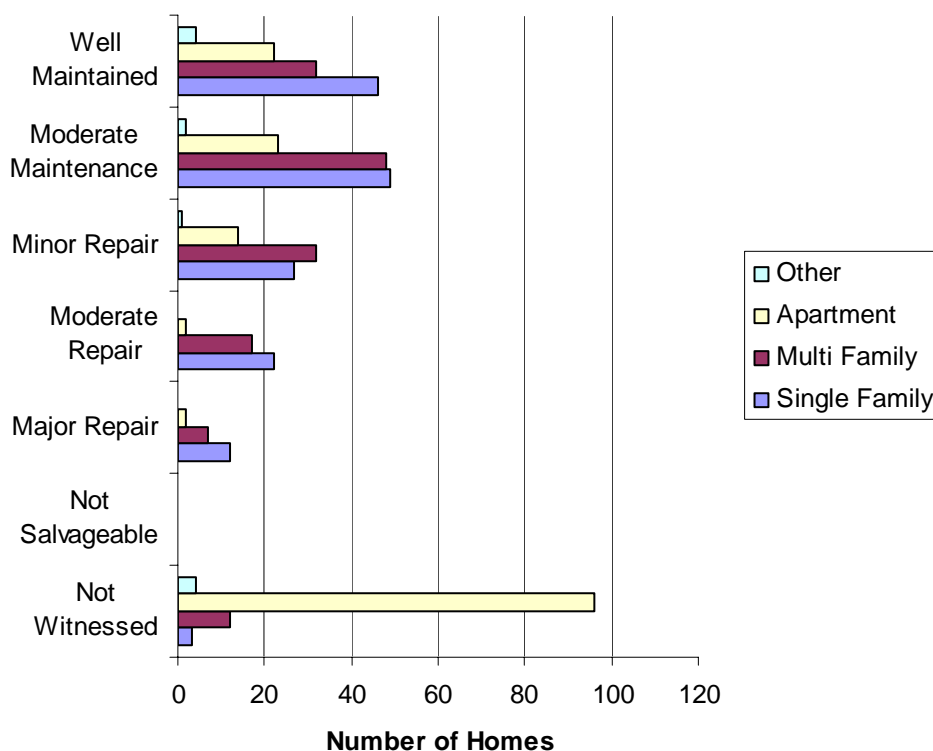
Figure 3-2: Housing Type and Exterior Condition



Source: WUN Housing Condition Assessment, CPW, 2004

The roof was one of the harder elements to evaluate. It was difficult for the reason that there were a number of flat or low pitch roofs, and a few buildings were too tall to see the roof. Figure 3-3 shows that a number of dwellings were evaluated to have roofs that were in need of moderate or major repair.

Figure 3-3: Housing Type and Roof Condition



Source: WUN Housing Condition Assessment, CPW, 2004

Figure 3-3 indicates that there were not large differences between the condition of roof of single family and multi family homes. Again, “Major Repair” may be a small number but it is important to remember it is defined as: “Missing, buckling, or sagging shingles; holes in the roof or chimney; missing or loose gutters or downspouts; chimney settling or leaning; cracked or rotting fascia affecting between a 1/4 and 1/2 of the roof and chimney elements.”

To provide an overall indication of the external condition of housing in the WUN, CPW created a normalized ranking system on a 100% scale. The normalization was performed by taking all of the rankings, excluding 0 values, adding them up, and converting them to percentages. Figure 3-4 shows that 70% of the homes had a normalized ranking of 75% or better and 29% had a normalized ranking of 50%-75%.

A home with no external deficiencies would have received a rank of 48, or 100%. A home receiving 75% would receive a rank of 36. Those homes ranking below 36 have elements that are in need of repair; with many elements needing major repair.

Figure 3-4: Percent of homes by condition rating (normalized to a 100% scale)

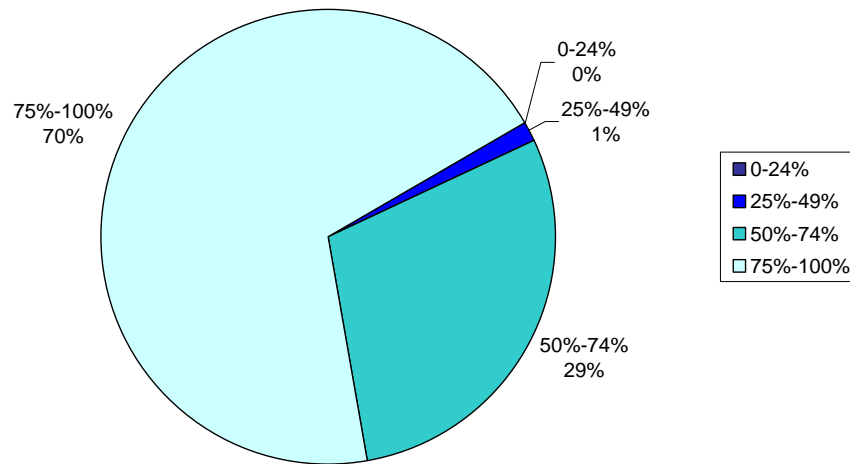


Table 3-1 summarizes the condition rankings for all eight criteria. The table includes the criteria in the rows and the rankings in the columns. Each cell includes the number of dwellings evaluated and the percent of dwellings for each criteria.

Table 3-1. External Housing Condition Assessment Evaluation Criteria

EVALUATED ELEMENTS	6 Well Maintained	5 Moderately Well Maintained	4 Needs Only Minor Repair	3 Needs Moderate Repair (Up to 1/4 of element needs repair.)	2 Needs Major Repair (Up to 1/2 of element needs repair)	1 Not Salvageable (Majority of element needs repair.)
Foundation – The wall of poured concrete, concrete blocks or stones that support the weight of the house.	191 homes 40%	116 homes 25%	62 homes 13%	39 homes 8%	14 homes 3%	None
Stairs, Rails, Porches – Steps and risers from level to another; the bar used for a handhold; area adjoining an entrance to a building and usually having a separate roof.	137 homes 39%	162 homes 34%	81 homes 17%	46 homes 10%	27 homes 6%	5 1%
Roof, Gutters, Downspouts, Chimneys – Material that forms the outer protection against the weather; troughs connected to spouts that route water away from the structure.	103 homes 22%	121 homes 26%	73 homes 15%	40 homes 8%	20 homes 4%	None
Exterior Surfaces –protective surfaces including paint, siding, or other material and the structural elements that add strength, bear weight, or insulate the structure.	117 homes 25%	140 homes 30%	113 homes 24%	77 homes 16%	19 homes 4%	1 home 0.2%
Windows & Doors – All doors and door frames; and windows including panes of glass set in a frame.	199 homes 42%	141 homes 30%	82 homes 17%	39 homes 8%	6 homes 1%	None
Driveways - private road giving access from a public way to a building on abutting grounds	69 homes 15%	83 homes 18%	82 homes 17%	81 homes 17%	24 homes 5%	3 homes 1%
Sidewalks -paved walk for pedestrians at the side of a street	132 homes 28%.	143 homes 30%	118 homes 25%	59 homes 12%	5 homes 1%	1 home 0.2%
Landscaping – The planning, design, management, and preservation of vegetation on the land.	142 homes 30%	156 homes 33%	92 homes 19%	40 homes 8%	15 homes 3%	4 homes 1%

Source: WUN Household Survey, CPW, 2004

Note: Elements could not be observed on some homes, so percentages will not add up to 100%.

Appendix A

Survey Instrument

This appendix contains a copy of the survey instrument used for the West University Neighborhood Survey. The survey was administered in June 2004. Following is a discussion of the survey methodology.

The first step in any survey is to develop a set of research goals and objectives and develop a survey instrument that gathers data consistent with the research goals. CPW initiated this process by providing City staff with examples of household surveys previously conducted by CPW. CPW also met with City staff to identify key issues and topics the survey would address. The survey addressed the following topics:

- Household demographics including age, employment, gender, and household size;
- Crowding;
- Length of residency;
- Age and condition of housing;
- Mortgaged or rental value of current housing; and
- Household income and cost burden.

City staff were given the opportunity to review and provide commentary on the draft survey. Appendix A contains a copy of the survey instrument.

The next step was to define a sampling methodology and a sample population. CPW administered the survey by mail to a sample of 1,200 addresses within the WUN. The sample was drawn from the Lane County Address file managed by the Lane Council of Governments. This database includes records for all known addresses in Lane County.⁵

CPW administered the survey in early June 2004. We initiated the process by sending a postcard to all of the selected addresses. The survey was mailed approximately one week after the postcard. Because the address file does not include the name(s) of current residents, CPW addressed the surveys to the current occupant of the dwelling unit.

Of the 1,200 addresses included in the initial sample, 279 surveys were returned as undeliverable. Netting the undeliverable addresses out yields a sample size of 921. CPW received 174 valid survey responses for an 19% response rate.

⁵ One limitation of the Lane County Address file is that it does not distinguish between business and residential addresses. CPW did not attempt to filter business addresses out of the sample because the database did not provide any mechanism to do so.

Appendix B

Transcript of Written Survey Comments

The West University Neighborhood Household Survey offered many opportunities for respondents to provide written comments to supplement their answers. A transcription of all responses to open-ended questions follows. The comments are presented organized by each open-ended survey questions. Individual comments and comment categories are not presented in any specific order.

Transcript of Survey Comments

Q-21 Is there anything else you would like to tell us about housing in the West University Neighborhood?

- The church on 15th Ave between Ferry and Patterson plays redundant, psychologically torturing music with the doors open so that the melodramatic, emotionally poisoning sounds infect all those within the surrounding blocks nearly all day long on Sundays and also on Wednesday nights. (If I made that much noise in my apartment the police would show up in half an hour.) The church should be forced to get quiet. I'm not joking. It is awful, awful music. So redundant!
- I like it.
- Need more security. I have had drunks throw bottles at my car.
- Besides the riots, this is an acceptable neighborhood to live in.
- I wish my landlord would ask these questions!
- Apartments and housing for students are not only expensive, but are in poor condition. If you want to live close to campus you have to compromise quality, price and noise level. Everyone (almost) has probably been taken advantage of as students looking for housing in this way. It is pretty disgusting the kind of places landlords try to rent out. They obviously know how to take advantage of the no housing code in Eugene. In addition landlords don't treat tenants with the respect we deserve. For example, when showing an apartment that is currently occupied, a one-hour notice to the tenant is not sufficient.
- I walk around the area (& bicycle) & notice a lot of shabby yards & houses.
- NA Thank you
- My parking lot is unkempt. Big potholes and tiny, awkward spaces, which is a bad combination with drunken college students who don't know how to care to park. We have a lovely courtyard, though.

- I know that it is mainly poor college students who live in this neighborhood, but something needs to be done about the upkeep of the outside of the houses. If my landlord had not immediately shown me the inside of my current residence and convinced me that it was an okay place to live, I would have rejected it instantly because it looks like it is in a ghetto.
- Never rent from [property manager].
- The [complex name] apartments are owned by a slumlord who doesn't care about his tenants, only himself. He rents to drug addicts and dealers and mentally ill, dangerous people on Social Security. I would never recommend renting from [property owner] to anyone. The owner is a thief and a liar who should have his rental license revoked.
- I moved out of a house two years ago because the walls were rotten behind the cupboards, the bathtub was black, the yard was covered with blackberries 6 feet high, ivy was growing through the walls inside, and the doors were completely open around so light, bugs, outside temperatures could come in. There were also raccoons under the house, among many other problems. Luckily I found a way out of the lease. These landlords are out there to take advantage of these students, away from their parents, before they have learned what to look for. There are also landlords out there that make everything look fixed or fine, but shortly after you move in it breaks, etc. and they won't fix it. There are some extremely scummy landlords out there and the renters in this area really need protection.
- Not enough hillside-view lot/property to build on and we need a hospital kept here or a new one.
- It gets very loud sometimes due to the age of most of the college students and their loud parties, but it really doesn't bother me very much.
- It is too expensive for the quality of housing.
- Parking is terrible! Apartment managers always seem reluctant to tow away vehicles that don't belong in our parking lot. I have experienced vandalism on my vehicle – so have other tenants!
- The apartments, like the one I live in, are generally in better shape than the houses.
- Some rental houses and apartments near my office building are expensive. Rental house directly across from [address] has needed new paint for years. The apartments to the west of us are also squalid. The location of my office affords me convenient access by foot or bike to both downtown and the U of O district. I just wish there weren't pockets of blight in our midst.
- I'm living at [address], which is of higher quality than most housing in Eugene, so my responses aren't necessarily representative of all Eugene.
- Nope. Thank you!
- I am overall satisfied with my landlord. He responds promptly to issues and is kind and straightforward. However, I am leaving ASAP due to the neighborhood itself. There are loud parties all nights of the week, broken glass on the ground, way too much. Have had to get several new bike tires due to all the glass in the

street. There has also been a lot of suspicious activity in my building, leading me to believe there's drug dealing going on.

- Housing in this area is very expensive and poorly maintained. Unfortunately, in order to be close to campus, we have to pay far too much for what we get. Luckily, because of interest rates, we are able to purchase a house for only \$100 more a month for our mortgage than our rent. Also, landlords here lack any interest or concern for their tenants.
- Housing is too expensive for the quality provided. Also, the apartments are run by companies with no regards to the tenants. Our household supports housing standards for Eugene.
- Paving the 14th Street alley would be appreciated!
- 30-day notice to move – need more than 30 days – would like to know reason for not renewing lease – not just because we don't want to renew with you.
- Mold (black) in all homes is a major problem, as well as ants, can't get either to disappear for a substantial period of time. Blue mold on walls, doors, ceilings, window frames, and blinds. EWEB bill is \$45 per month on average and I have never turned on my heat, and am only home an average of 4 hours a day.
- Entire area: loud music problems not enforced. My complex: poor quality on-site management. Odd trend of owner to rent units to apparent criminal convicts and mentally deficient persons, inconsistent with appearance of property. Contact of some noted tenants in quad/boarder house common areas by laypersons often unnerving. Criminal activity only slowly addressed by owner.
- Please reopen the West University neighborhood park – people need a place to watch the world go by.
- These are some of the worst houses I have ever seen. This house is awful and I hate this place. There is mold everywhere, we caught 8 mice, our plumbing is overflowing in the backyard. LEAD PAINT!! ON THE WALLS. There has been no upkeep. They painted everything shut!!! EWEB has a monopoly and overcharges. Please help us!!
- The floors in my apartment are horrible (and were when we moved in). The linoleum has tears and holes and the carpet is worn and stained – it brings the feel of the whole apartment down. The insulation is horrible and the heat (ceiling heating coils) is terribly inefficient, so we can't afford to help it in the winter and we just bundle up in sweaters and blankets and watch our breaths inside. The windows are good, though, as they just put new ones in last autumn. The neighborhood is very noisy and I'm sometimes scared of the packs of partiers that roam every Friday and Saturday night. Our back alleyway is filthy, dark, potholed, and terrifying and all the sidewalks of the neighborhood (streets as well I suppose, though I don't drive) are always covered in broken glass bottles. Several years ago this neighborhood was nicer, but when the fraternities on campus went dry much of the partying seemed to move a few blocks west and this neighborhood is now intolerable. My roommate and I plan to move out of this neighborhood soon.
- I will never live in this neighborhood again because, especially as a female, I feel that it is unsafe, unclean, and violent. Also [the property manager] has

continuously disregarded tenant needs/rights. I feel unsafe spending the night alone in my own apartment if my male roommate or boyfriend is not here. My main complaints are excessive partying, drug use, noise, and violence. Theft is also a problem. There needs to be some kind of standards/regulations to help students who otherwise have no rights and are trapped in fixed-term leases.

- Like everywhere else in Eugene, rent is too high for most. I happen to be fortunate in maintaining low rent and good landlord relations.
- Mold is our greatest problem at our apartment.
- In the last 25 years, there have been structural, heating, and electrical renovations. I am happy to say the current owner is very diligent about maintenance and improvements. The location is ideal – between downtown and the university (where I work). The building has character (each apt. is different), and life in the “student ghetto” isn’t so bad. Of course, I wish the rent were still \$75/mo like when I first moved in. But I’ll be here awhile longer. Thanks for doing the survey.
- The parking is AWFUL; there are about 8 spots between this house and the next one (same landlord, so we share driveways) and there are 20 or so of us. Businesses in the area seem pretty dead-set against fostering community and are super protective of parking. My landlord can spend a whole month NOT fixing a problem and one of my roommates shouldn’t be allowed to live on his own EVER.
- There are more ants in my house than in the entire outdoor world. During the winter our heating costs were about \$300 a month – ridiculous.
- Needs more street lighting, better security/police patrol.
- There is a manhole near the store, the light flickers, walls are thin, ceiling heat = □ \$ for electricity.
- I live in a nice apartment that is extremely overpriced. I am paying more because for two hundred dollars less per month I would be living in a hole, so I decided to pay more for a nice place. But all the places around me are very poorly maintained and because of this, or in part, my rocking chair was stolen off the front porch and there have been several attempts to break into my apartment.
- There are often loud parties at night.
- It takes too many repeated calls to the management company to get anything repaired, even when it is a broken toilet. I still have a screen door with a hole in it – it’s been there since I moved in eight years ago. This place has never been painted inside since the original coat. The list could go on. The management companies in this area are not willing to help in problem-solving until a government agency threatens them; i.e. the dumping of garbage in our alley and by our locked dumpster.
- Wish it was less expensive. This is all I can afford and it’s just a large studio.
- Needs better lighting and parking. It would also be nice if someone cleaned up broken beer bottles.

- The problem is not so much the landlords as it is the students' lack of neighborhood pride and/or sense of ownership and alcohol abuse.
- Some younger students are loud, especially on weekends. They do not respect neighbors. Partying, breaking beer bottles (this is something I've seen a lot of), loud music, loud talking (yelling) until 3-4 am. Broken bottles have cost me \$ in repairing my bike tires several times. Parking is a problem; there needs to be a parking structure (parkade) – where those crummy tennis courts are on 17th and Alder would be a good place. I never see anybody using them anyway. The university is nice, the old buildings, landscape, flowers, and the new business center is nice because the use of solar. Good job.
- The housing on campus is not of the best quality. Often the houses are rundown or need repair, yet they are close to campus and often within student price ranges and therefore get rented. This is something that needs to be addressed.
- [Trash company] has forgotten to come down the alley for recycling periodically and the trash remains and someone always has to call. The historic areas are important for everyone's enjoyment instead of looking at poorly kept apartments where no one things about the neighbors. More pedestrian respect – cars drive too fast for the narrow streets/alleys.
- My housing is through [agency]. I would like a small house with a yard for our dog. We are bottom floor in apartment so it is scary. Right at the end of Amazon Trail so there's lots of foot traffic and people looking in our windows. Have to close curtains and windows – even in summer. Dog is going crazy in the apartment, but we are 2 females alone on the bottom floor – hot, dark, need a gun.
- A lot of the buildings are in a state of disrepair. Just because students are transient doesn't mean property owners don't need to fix things. There's water damage in my floor. A few of my windowsills are rotting. They were like that when I moved in and are still like that.
- There is no recycling available for my complex. All but one of the apartment's outlets are two-pronged. Not horrible, and easy to fix but could be better.
- I live close to campus, so our apartments are mainly for students. I think low income housing for non-students is much worse. Thanks for the survey!
- The high frequency of turnover in the neighborhoods allows owners/managers to keep minimal maintenance of the property. I have been plagued by continual problems that are unrepaired and deteriorating and tons from half done repairs. As a tenant, with no pets or children, non-smoker, and good credit and references, I can only imagine what the housing is like for tenants with a different standing.
- Currently somebody is stealing bicycles at my apartments, but because we have a contract that says the landlord does not have any responsibility for that, we cannot do anything about it. There is no time to talk about contracts either.
- Sidewalks and roads have tons of holes. [Property managers] are horrible people to go through for renting.

- Repairs that are reported to landlords are either ignored or are determined not significant enough to fix. Examples include carpeting that folds up, stoves that don't work, mold problems, etc.
- I would like landlords to enforce cleaner grounds by tenants and students living in complexes. On campus some people like [trash] in their own nest. No disrespect to other students because the majority of students are good people.
- I have been approached and/or followed 5 times in daylight since I moved to this neighborhood. I love where I live but never feel safe; the drug clinics are just too close to campus.
- My plans to stay in this area are totally dependent on my employment status at the U or O. I feel lucky to have this apartment. I feel most other apartments in the area at a similar price are poorly maintained or have landlords that have unreasonable expectations from renters.
- PLEASE create and enforce better housing standards. Many students cannot afford to go after their landlords to make places livable – but we still deserve decent housing – we are the future after all! THANKS!!!
- Students are taken advantage of and know very little about our renter rights. This is a sad thing because landlords know this and get away with inadequate living. Landlords should be held responsible for their laziness.
- Too hard to get quick response from police regarding noise and drunken disorder.
- The outside balcony is in BAD condition – parts of it just fall off and we're on the top floor – very dangerous.
- This unit has a parking structure below the actual building and appears to have cracks and leaks around the building base. The "alley" between 15th and 15th – Alder & Hilyard are in disrepair. Also the alley from Alder to the UO Knight Library between 14th and 15th is rock/gravel and pothole based.
- For college students, rent is far too high. There should be more assistance for students, housing close to campus, particularly for students.
- The alleyways that are gravel have very deep ruts throughout. Also, it is very likely that your stuff will be stolen if it is outside your house and not locked up.
- My apartment building is the most kept up apartment building. I've visited in Eugene.
- These are great places for students, but I wouldn't recommend it to anyone else, unless you don't mind lots of music, people, and activity at all hours of the day and night.
- Sometimes I think that the rent is too high for what some people are living in. Also, it is a horrible thing trying to find a place that will allow dogs.
- I have lived in the West U neighborhood since 1971 at my present address. The entire area has changed from an older multi-ethnic senior population to student rentals. This has diminished the attributes of a once nice residential area. Crime has risen; the viable community we once had is gone.

- It would be very helpful to have the name of the property owner/management company visible on all apartments and multi-family houses, especially if it's a property management company. That would make the slumlords easier to identify as well as the better companies.
- I am assistant manager of [complex name]. Our rates are very reasonable. Most of our tenants are low income SSI and disability. As a manager I appreciate this questionnaire. I would like to be informed of further meetings so my husband and I can attend. Thanks. (name/phone number)
- It's pretty cool, except when my tire was slashed. O yeah, and the syringe next to the dumpster, and the nightly beeping of the [name] van.
- There are many bums about.
- With the decline of the large parties with alcohol and/or riots in the neighborhood we are likely to stay while saving to buy a house (which could be a long time due to high house prices – a 1500 square foot house with small yard overlooking many apartments in the neighborhood just sold for over \$240,000 – that's almost twice what we could afford to pay!!). However, should parties become the norm again, we will look in earnest for other housing.
- My apartment is in OK condition. Many signs of water stains, sagging roofs from leaking, bottom floor garage shows MANY signs of leaking.
- Our house at [address] is likely so in conflict with housing codes that it shouldn't even be technically considered a livable home.
- Parking in the area for residents is very aggravating. If the U of O had more parking I wouldn't have to circle the block over and over every time I come home. The alleyways are in a great need of repair. The police need to not only patrol, but also arrest underage drinkers and punish those providing alcohol to minors. The partying in my neighborhood is out of control.
- There's not enough parties!
- It's a shame watching landlords overcharge college students. When someone whose parents aren't paying this high rent wants to live in this (otherwise nice) neighborhood, they have to pay too much.
- Litter is a significant problem in this area. Areas around frats and dumpsters are awful. Broken glass and other sharp debris as well as rotting food items could be a serious health issue.
- Rent is too high.
- How about a \$5 gift certificate to Safeway for just taking the time to fill out this survey?? Thanks much – hope you consider sending a thank you of \$5 + results of this survey.
- Alleyways in bad shape.
- I enjoy the neighborhood's atmosphere and convenience, but the over-building needs to stop. My neighbor used to be a 2-bedroom house with a garage and backyard. Now it's a 4-bedroom house and 3-apartment complex with no parking. This sort of development needs to STOP.

- Property management companies don't take care of their units. Don't fix problems reported and don't return phone calls
- This complex was recently sold and management company changed to [name]. Extension of building was repainted, roof repair was made – looks a lot better. Sink faucet in bath area was replaced. Since moving to Eugene I've only lived at this apartment. I hope to buy a house soon.
- Rent is too high due to proximity to the U of O. I fear that new housing standards will raise rates even more. I consider my apartments to be the best value around, and friends agree that they are nice – for the price.
- I live near Whitebird. The alley behind my apartment building is most often strewn with litter and wayward individuals. This leaves this good, old part of town ugly and less than secure. Can anything be done here? I don't know? Do you?
- Most of all I find it difficult to have repairs made after submitting written request of repairs. Often lied to by management about rent due – told I owe so much for part summer rate and then told I am being charged a late fee when rent is paid 2 months in advance.

Appendix C

External Condition Evaluation Methodology

Housing Assessment Criteria

A key component of this project was an external condition assessment of homes evaluated in the West University Neighborhood. The WUN is roughly within the perimeter of E. 19th St., Kincaid, Broadway, and Willamette.

The first step was to establish evaluation criteria. CPW started by reviewing past housing assessment surveys on the Web, as well as a housing survey Professor Schlossberg (UO-PPPM) had supervised at the University of Michigan. The review identified a number of commonalities in the criteria used by external condition assessments.

CPW used this information, along with criteria identified by City staff, to develop a matrix that assigned a numerical rank to the condition of different housing elements. The eight elements included in the assessment were foundation; stairs, rails, and porches; roof, gutters, downspouts, and chimney; exterior surfaces; windows and doors; driveway; sidewalk; and landscaping. Each criteria was given a numerical ranking that coincided with a short explanation - well maintained, moderate maintenance, minor repair, moderate repair, major repair, and not salvageable. The short explanations/ranking were defined within the matrices (see *Evaluated Elements* table at the end of this appendix). For example, a driveway that was uneven with more than one crack would receive a ranking of “moderate repair” or 3. The better condition of a house element the higher numerical rank it would receive.

The numerical rank is a tool to quickly evaluate the condition of a home when evaluating the completed data. A home in perfect condition can receive a maximum score of 48 if all of the elements are rated as well-maintained.

Where an element could not be seen the element received a 0 ranking. The condition of these homes may be evaluated by using a different numerical formula that discounts the missing element(s). This is done by converting the ranking to a percentage and adjusting what the percentage is based out of, excluding the 0 rankings. Percentages allow all of the homes to be included and compared.

Housing Assessment Methodology

CPW evaluated dwellings in the WUN using “windshield” survey techniques. This was done using a handheld Personal Digital

Assistant, better known as a PDA, and the GIS program ArcPad. First, the housing structure type was documented. Second, conditions of different elements of the housing structure were evaluated and documented. Finally, if there was something unusual that did not fit into any of the descriptive categories but might be important it was documented as well.

A windshield survey is typically done by a person collecting data while in a car, which is why it is called a windshield survey. The methodology is designed to get data quickly. However, this type of survey may not be as detailed as other surveys that require more interaction. The windshield survey for the WUN was conducted on foot. A graduate student from the University of Oregon's Community and Regional Planning Department walked through the streets and alleys of the neighborhoods documenting the condition of homes and input the data into a PDA.

The PDA provides advantages over implementing the survey using a more traditional paper and pencil method. Using the ArcPad GIS program, a data form was designed and integrated with an aerial photo, parcel map, and street map of the area being analyzed. This allowed the user to select a parcel from an aerial photo in the PDA with a stylus and get a data form to come up that already had the address, tax lot, and zip code data filled in. Then the surveyor could quickly fill in the missing data in the appropriate description fields.



PDA with Map View

Tabs

The PDA had some limitations. The biggest problem was the size of the screen. To get beyond this problem tabs were created that opened up four different pages in the PDA where data was input.

Page 1 tab: The first field was a checkbox next to the days date, checking the box would record the day when the data was gathered. The next field is where the evaluator was chosen. Because only residential structures were to be analyzed the next field on this tab allowed the surveyor to pick either “Residential” or “Non-Residential.” If it was a non-residential parcel then the surveyor was done collecting data for it and could move on to the next parcel.

Address data could be changed if it was not accurate using a small touch pad keyboard and the PDA’s stylus. For address data there were four fields that included the street, number, suffix, and direction. The suffix was an indicator for multi-family residence and came up as “½” in the field. Direction was used for streets that had a direction in their name; however, all of those streets came up as “East” because of the size and location of the survey area.

DATE_	<input checked="" type="checkbox"/> 7/30/2000
EVALUATOR	Zach
USETYPE	Residential
MAPLOT	-1778710612
HNUMBER	460
SUFFIX	
DIR	E
STREET	00015TH

Page 2 tab: the first field, the zip code, was automatically filled in. In a handful of records zip codes needed to be typed in. All of the homes in the study area fall within the 97401 zip code area (however, one home was inaccurately entered with a 97402 zip code.) The next field was the construction status. There were three choices: new construction, rehab construction, and no construction. These described the current state of construction for the building. If a building was either being constructed or had clearly been built within the last year it was documented as new construction. If an older home was undergoing major construction; such as being re-roofed, stripped and painted, or a new driveway being laid; then it was documented as rehab construction. The majority of homes were documented as no construction, which meant that there wasn't construction being done beyond just regular maintenance.

ZIPCODE	97401
CONSTAT	No Constructio
CONTYPE	Wood
HOUSTYPE	Multi Family
PARKTYPE	Drive
FLOORS	1
ADDUSE	0
ADDUNUSE	0

What the home was constructed out of was documented in the next field. There were five choices in this field: wood, brick, stone, stucco, and other. It was important for this information to be included in the survey, especially when you were evaluating the condition of the exterior. Knowing what a home was constructed helped illustrate the picture of its condition. Brick buildings usually were not painted and the condition of mortar didn't matter when evaluating a home made of wood. There were a few homes that were constructed of more than one element. Those structures were assigned what appeared to be the dominant construction material. A home that was 75% brick and 25% stucco would be assigned brick in this field. There were also a few buildings that appeared to be built out of something that was not one of the programmed choices; they received the "other" assignment.

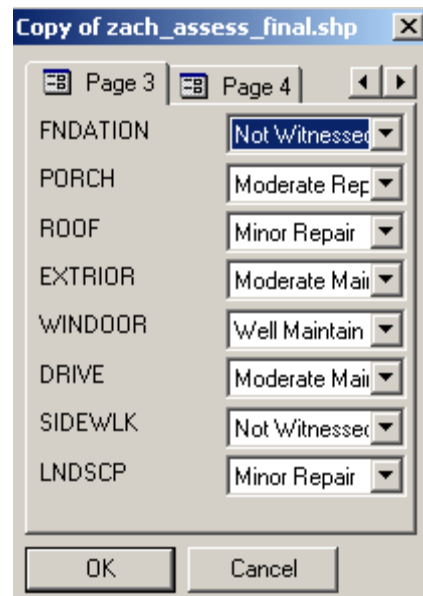
Then the housing type was documented. There were three choices: single family, multi-family, and apartment. This was surprisingly difficult. Single-family homes had to have one main entrance, one mailbox, only one doorbell, and could not have another separate housing structure. However, it was evident that many of the single-family homes had people living in some sort of group living situation. On the other hand, multi-family homes had to have at least one of the following: more than one main entrance, more than one power meter, more than one mailbox, another housing structure, more than one doorbell. At the same time they couldn't have elements that would qualify them as apartments. So the housing structure could not have been designed to house more than 5 families, have a large parking facility, an onsite management office, or any signage calling it an apartment. Conversely, if a housing structure had those elements it would be designated as an apartment.

The surveyor then evaluated the parking that was associated with the structure. There were five choices: street, drive, drive with garage, yard, or other. The parking type might show whether there is adequate parking capacity for the number of people living in the area, which could influence who lives in this part of town. While choices from the matrices are straightforward, CPW encountered some anomalies. For example, a drive could be a driveway next to a house for one or two cars, or a large parking lot next to or under an apartment. A "drive with a garage" necessitated a closed structure to store an automobile. So apartment buildings with large enclosed garages would receive the "drive with garage" designation, as well as houses with garages. It should be noted that a home with a drive and garage did not mean all the automobiles for people living there could be parked in the drive and garage.

The last three fields on Page 2 asked for the number of floors to a living structure and whether there are any additional usable or unusable structures. The number of floors helped to describe the type of structure. Additional usable structures ranged from garages to additional houses or apartments on the same parcel. Unusable structures would be structures that were in such a state of disrepair

that they could not be used at all. There were not any structures that fell within the additional unusable structure category.

Page 3 tab: This page is where the evaluation matrix was integrated into the PDA form. The first housing element to be evaluated was the foundation. Most homes have at least some of their foundations exposed so that a quick analysis can be made. The most notorious problem with foundations was cracking. Small “hairline” cracks generally warranted a “moderate maintenance” categorization. As frequency and size of cracks increased the categorization got worse. There were a few homes where the foundation was obstructed from view and not witnessed.



Then the condition of stairs, rails, and porches was reviewed. Many of the older houses just had a few concrete steps that lead to the front door, often without any railings. Conversely, many two to three story apartment buildings had large porches that doubled as walkways, with many stairs and railings. This provided a challenge to evaluate because there were significantly different sizes of porches. Using the matrices helped since it considered proportionality in ranking.

Evaluating roofs, porches, and chimneys was challenging. This was because there are quite a few barely sloped and flat roofed homes. Since the roof was the main part of the element for this category, if it could not be viewed it received a “not witnessed” or 0 ranking for the element. There was a broad range of conditions for roofs. Many roofs had moss problems; this often was in conjunction rotting roofing material and beams that supported the roof. Roofs were somewhat of an indicator for the condition of a home. If a home had a roof that needed at least moderate repair it almost always needed other significant repairs to its other elements. However, there were homes where it was evident they had recently been re-roofed but the rest of the home needed repairs.

After assessing the roof, the exterior surface of the home was evaluated. To make an analysis of the condition of the exterior, the paint, siding, and any exposed structural elements were examined. This could be difficult because there were homes that had recently been painted but had evidence of rotting or poorly stripped paint underneath the new paint. If there appeared to be rotting then the home received the appropriate ranking based upon the matrices. If a home had been painted and it was textured from older paint that had not been stripped well, but there appeared to be nothing else wrong, it received a “moderate maintenance” ranking. Homes that had undergone this

shortcut maintenance a year or two earlier had bubbling and cracking problems. When examining stucco homes cracks and water damage were important to look for.

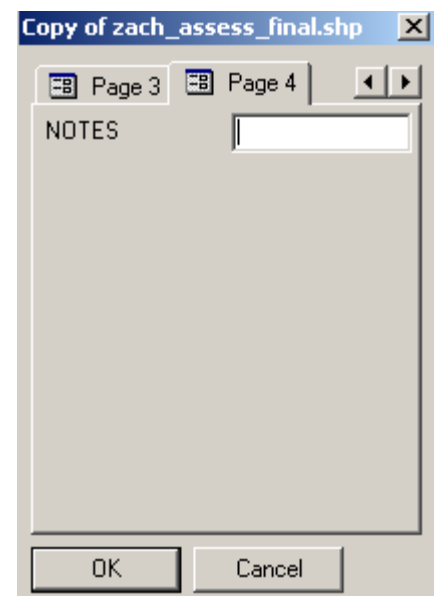
Windows and doors were the next element to be evaluated. This analysis included assessing whether door and window frames were rotting, glass and screens were intact, there were bent parts of frames, and there were holes or bowing in doors. Window frames were made of either wood or metal. But, neither type of frame was considered better than the other.

Driveways were evaluated primarily on the condition of the concrete, and the deterioration caused by the amount of cracking and buckling. However, there were a few gravel driveways. If these driveways didn't have potholes, a clear parking area, and had well maintained gravel they could receive a "well maintained" ranking. However, the driveways with many potholes, deep potholes, and less evidence of maintenance received lower rankings. "Volunteer" parking on lawns received a ranking of "major repair," especially if there was evidence that it was routine.

Sidewalks were evaluated similar to driveways, the amount of cracks and buckling were what determined the condition of a sidewalk. Sidewalks often suffered from being uneven because of tree roots that were pushing it up. Many of these suffered from cracking problems. Still, there were some sidewalks that were uneven but did not have cracks and they received a better rating. A sidewalk that was in the process of being laid received a "well maintained" rating.

The last element to be reviewed was landscaping. The original matrices had to be changed after doing some of the evaluations because it was designed primarily as a tool to determine if a lack of maintenance had allowed yards to become overgrown. It was soon discovered that in late July the other extreme needed to be considered as well. A number of homes had lawns that had areas of exposed dirt that were a result of not watering the yard. The matrices needed to be adjusted to take into consideration barren areas and holes on yards. However, a yard that was completely brown, but didn't have barren spots and seemed to be in good condition otherwise could receive a "well maintained" ranking. Also, trash on a yard was not taken into consideration in the matrices, but it was documented on the Page 4 tab. Without exception, houses with garbage on their yards had poor rankings for landscaping and other elements.

Page 4 tab: This page acted as a catchall for conditions of homes that were unexpected. There was a comment field that would accept up to 200 characters (i.e. letters, numbers, spaces, and punctuation) where the surveyor could type in



observations that may be important but were not represented by the matrices. This field was important when a parcel had more than one housing structure on it. The comment field allowed for a brief analysis of these extra structures.

The PDA eliminated the arduous task of retyping all of the data into a computer. This was because the data being input to the PDA was automatically going into an easily downloadable electronic database. Once all the data was collected it could then be downloaded into a computer where it could be analyzed.

Table C-1. External Housing Condition Assessment Evaluation Criteria

EVALUATED ELEMENTS	6 Well Maintained	5 Moderately Well Maintained	4 Needs Only Minor Repair	3 Needs Moderate Repair (Up to 1/4 of element needs repair.)	2 Needs Major Repair (Up to 1/2 of element needs repair)	1 Not Salvageable (Majority of element needs repair.)	Score
Foundation – The wall of poured concrete, concrete blocks or stones that support the weight of the house.	Does not need immediate maintenance.	Some peeling or cracking in the protective surface over only a small portion.	A few small cracks, small amount of missing mortar, a small hole over a small area of the surface.	Cracks, missing mortar, loose or broken surface over a moderate portion. No evidence of settling or out of vertical alignment.	Cracks, missing mortar, loose or broken surface over a large portion. Some evidence of settling or out of vertical alignment.	Cracks, missing mortar, loose or broken surface over a majority of the foundation. Evidence of major settling or out of vertical alignment.	
Stairs, Rails, Porches – Steps and risers from level to another; the bar used for a handhold; area adjoining an entrance to a building and usually having a separate roof.	Does not need immediate maintenance.	Paint needs minor touch ups.	One missing, broken, or cracked step, riser, baluster, handrail, or railing that needs minor repairs or paint.	More than one missing, broken, or cracked steps, risers, balusters, handrails, or railings that need minor repairs or paint. Not a serious safety concern.	Between 1/4 to 1/2 of the step, risers, balusters, handrails, or railings are missing, broken, rotting, or cracked. Hazard of tripping or falling because of disrepair.	A majority of the steps, risers, balusters, handrails, or railings are missing, broken, rotting, or cracked. Hazard of tripping or falling because of disrepair.	
Roof, Gutters, Downspouts, Chimneys – Material that forms the outer protection against the weather; troughs connected to spouts that route water away from the structure.	Does not need immediate maintenance.	Small leaves on the roof or gutters that may need to be cleaned out.	Need minor repairs to correct a missing or sagging shingle, gutter, or downspout; cracked or missing brick or mortar in chimney; or moss growing on the roof.	More than one missing or sagging shingle, gutter, or downspout; cracked or missing brick or mortar in chimney; cracked or rotting fascia affecting less than 1/4 of the roof and chimney elements.	Missing, buckling, or sagging shingles; holes in the roof or chimney; missing or loose gutters or downspouts; chimney settling or leaning; cracked or rotting fascia affecting between a 1/4 and 1/2 of the roof and chimney elements.	Missing, buckling, or sagging shingles; holes in the roof or chimney; missing or loose gutters or downspouts; chimney settling or leaning; cracked or rotting fascia affecting the majority of roof and chimney elements.	
Exterior Surfaces – protective surfaces including paint, siding, or other material and the structural elements that add strength, bear weight, or insulate the structure.	Does not need immediate maintenance.	Isolated areas where some touch up painting is needed.	Paint and/or siding need some repair work, but there is no evidence of structural decay.	Paint and/or siding need repair work and there is evidence of some structural decay, such as dry rot, affecting up to 1/4 of the surface.	Major repair work is needed to correct paint, siding, or other parts of the protective surface. There are areas of structural decay affecting up to 1/2 of the surface.	A majority of the protective surface is missing, loose, rotting, or broken allowing weather to reach the structural elements of the structure.	

Table C-1. External Housing Condition Assessment Evaluation Criteria

EVALUATED ELEMENTS	6 Well Maintained	5 Moderately Well Maintained	4 Needs Only Minor Repair	3 Needs Moderate Repair (Up to 1/4 of element needs repair.)	2 Needs Major Repair (Up to 1/2 of element needs repair)	1 Not Salvageable (Majority of element needs repair.)	Score
Windows & Doors – All doors and door frames; and windows including panes of glass set in a frame.	Does not need immediate maintenance.	All doors, frames, and glass present; may have an isolated instance needing a touch up, such as replacing a latch or other hardware.	Need minor repairs to correct a broken or cracked frame, rehang a door, or other small hole related to a door or window.	There are missing or broken panes, broken or rotting window or door frames, or other holes related to a door or window failure affecting up to 1/4 of all of the windows and doors.	There are missing or broken panes, broken or rotting window or door frames, or other holes related to a door or window failure affecting between a 1/4 to 1/2 of all the windows and doors.	A majority of the windows and doors are failing. There are missing or broken panes, broken or rotting window or door frames, or other holes related to a door or window.	
Driveways - private road giving access from a public way to a building on abutting grounds	Does not need immediate maintenance.	May have "hairline" cracks; driveway is level and there is no evidence of buckling.	No more than one obvious crack.	Uneven driveway with some cracking.	Uneven driveway is buckling and there is loose or missing cement.	Majority of the driveway is buckling and there is loose or missing cement.	
Sidewalks -paved walk for pedestrians at the side of a street	Does not need immediate maintenance.	May have "hairline" cracks; sidewalk is level and there is no evidence of buckling.	No more than one obvious crack affecting only one slab.	Uneven sidewalk with some cracking in up to 1/4 of the slabs.	Uneven sidewalk is buckling and there is loose or missing cement affecting between a 1/4 to 1/2 of the slabs.	Majority of the sidewalk is buckling and there is loose or missing cement.	
Landscaping – The planning, design, management, and preservation of vegetation on the land.	Yard well maintained (grass mowed, shrubs trimmed, few weeds, etc.) with landscaping.	Mowed yard; no landscaping.	Unmowed; signs of irregular tending. Small patches of exposed dirt in the lawn.	Unmowed; weeds taller than 18"; Patches of exposed dirt in up to a 1/4 of the lawn; potholes.	Half or less of the site is overgrown with shrubs or thick brush; weedy; between a 1/4 to 1/2 of the yard has exposed dirt.; numerous potholes	Entire site is overgrown and unkempt; nearly all plants are dead; trenches; deep potholes. (Area designed to be a maintained yard.)	