



OREM HELP CENTER

56 N. State Street | Orem, UT 84057

801.229.7000 | utilities@orem.org

Dear Rental Property Owner, Manager, or Tenant:

If you have received this letter but do not own or occupy a rental property in Orem, please call 801-229-7275 as soon as possible so we can update our information.

In December 2019 the Orem City Council passed a new city ordinance requiring the following changes to be implemented by July 2020:

1. City of Orem utilities (water, sewer & garbage) must be put in the name of the property owner. This applies to all residential properties whether they are owner occupied or tenant occupied.
2. All landlords with properties in Orem must maintain a rental dwelling license. The cost of this license will be \$50 per year, per landlord (not per rental property). An annual bill for the license fee will be mailed to property owners beginning in July 2020.

You may need to make changes to your utility account(s) to comply with this ordinance. Please see the instructions below to help you make the necessary changes. If you use a property manager, you have the option of working with them to coordinate this change. You may be asked to provide additional information to allow a property manager to act in your behalf.

More information can be found at orem.org/landlords. For additional help you may call us at 801-229-7000, visit the Orem Help Center at 56 N State Street, or go to orem.org to chat with a representative.

If you are a PROPERTY OWNER/LANDLORD:

1. To transfer a rental property into your name: go to orem.org, New Utilities, and fill out the service application. You will be asked to submit current government ID (driver license, state ID, or passport) and proof of ownership (warranty deed, loan documents, or current property tax records). The tenant's account will be closed when you put the utilities in your name. Your tenant will receive a final bill for past services.
2. After you have put the account into your name, you can log into billpay.orem.org and select Edit Account to add or remove users. You will need the email address of each user you add. This gives tenants or property managers certain rights to access the account or pay utility bills. Please note, you are still ultimately responsible to make sure payments are made.
3. Watch for a rental dwelling license invoice to be mailed by the end of July.

If you are a PROPERTY OWNER/LANDLORD with more than one property in Orem:

1. If you have more than one property in Orem, you can add other properties by logging into your account at landlordreg.orem.org and following the instructions there. You do not need to fill out a new utilities application each time you add an account.

If you are a PROPERTY MANAGER:

1. Alert your property owners about this change (they should have been sent a copy of this letter as well).
2. Ask your property owners to put utilities in their own name by following the above instructions, or make the changes for them if you are authorized to do so. The city will require proof that you are authorized to act in the owner's name (such as a scan or copy of your management contract).
3. If you manage many properties in Orem, you may contact the Help Center at 801-229-7275 to request a spreadsheet for transitioning accounts in bulk.
4. As a management company you are required to fill out a short registration form. Please go to orem.org/landlords/ and select Register as a Property Management Company. This allows property owners to designate you as their property management company.

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5. Watch for rental dwelling license invoices to be emailed by the end of July. The licenses will be in the names of property owners, but you will receive a copy if you are listed on the account.

If you are a TENANT:

Please contact your landlord to make sure they are aware of these changes. Under the new system your landlord may choose to pay the bills or give you access to see and pay bills. If the utilities are currently in your name, your account will be closed when the property owner puts utilities into their name. You will receive a final bill for those past services.

FOR MORE INFORMATION AND A LIST OF FAQ'S, PLEASE VISIT OREM.ORG/LANDLORDS

Frequently Asked Questions

I have always had my tenant pay the City of Orem utility bill. Can they still pay the bill?

Yes. Any property owner or property management company can add a tenant to their utility account using the online portal found at orem.org/landlords. The tenant would then have the ability to pay the bill (including with autopay), but would not be able to make changes to the account. Please note: any issues with the account, including non-payment, will be the responsibility of the property owner. Property owners/managers will have access to the account at all times, and will receive any notices pertaining to the account.

How does this impact me if the utilities for my rental are already in my name?

The only change for these landlords will be the requirement of a rental license. In July 2020, this will be billed automatically using the information on your utility account. No further action is required.

If I charge a flat fee for rent that includes utilities, how do I account for utilities since they can fluctuate?

We have a budget billing system (similar to Rocky Mountain Power) that allows for equal payments throughout the year. This service is available once the account has been in your name for at least 1 year. However, you can login to your account at any time and see what the average utility bill has been on the property for the last year.

What is the purpose for the rental license?

One of the biggest challenges facing our police department is trying to resolve issues at rental properties without prompt owner/manager involvement. The police department generally works with the tenant and in some cases, this is sufficient. For many other issues, however, the tenant is not the only one responsible (abandoned vehicles, overgrown lawns, too many tenants, constant noise complaints, etc.). In these situations, it is imperative that we make contact with the landlord. Currently, the only avenue our police department has is to comb through county records just to obtain the name and address of the property owner. This problematic for a few reasons:

- Phone numbers & email addresses are not listed in county records so landlords are only contacted via mail. This is both slow and unreliable. In contrast, if we were able to quickly call and email the landlord, we could resolve any problems much more effectively.
- Many rental properties are held in an LLC. This makes it even more complicated to contact owners as contact information is not readily accessible from LLC filing documents.
- Many property-specific challenges take months to address. We want to be reasonable in giving occupants the time they need to clean up the property and come into compliance with city and state laws. It is common that the tenant will move out before a problem is resolved, so our ability to work with the landlord provides the continuity needed to get to a solution.

The rental licensing system will automate notifications to landlords. Any time there is a property-related citation or any other issue that the landlord needs to know about, they will be notified by email.