Strategies for Working With
Landlords:
Tool Kit

Compiled by the Campaign to End Homelessness Statewide Training Workgroup

The sample materials included were provided by agencies within Michigan and the National Alliance to End Homelessness. These examples can assist your organization in facilitating landlord forums and in building relationships with landlords.

These documents are only intended as guidance material, so feel free to adapt them to best address your own quality improvement needs.

Summary of Documents

Landlord Forums

- Simple Agenda: Holland
- Annotated Agenda: Montcalm
- Registration: Montcalm
- Mailing: Holland
- Flyer: Grand Haven
- Presentation: Montcalm-Ionia
- Evaluation: Montcalm

*Strategies for Working With Landlords

- Landlord Outreach Tracking Workbook
- Landlord Information Form
- Landlord Marketing Letter
- Landlord Benefits Checklist
- Landlord/Tenant/Case Manager Communications Agreement

*The above documents are from the online training: Strategies for Working With Landlords available at http://www.endhomelessness.org/content/article/detail/3020.
Welcome

Ten Year Plan to End Homelessness

Mediation Services
Connie Corriveau, Executive Director

Inspection Services
Juan Mascorro, City of Holland

Housing Choice Vouchers, good for everybody!
Community Action Agency

Conclusion
LANDLORDS’ LUNCH AND LEARN- IONIA EVENT

ACTIVITY INFORMATION/ANNOTATED AGENDA

Session Coordinator: Leigha Chirstensen (616) 527-5229 or chirstensenlds3858@sbcglobal.net.

Date and Location: Thursday, August 26 at the Ionia County Community Mental Health Building, 375 Apple Tree Dr. Ionia, MI.

Target Audience: Those involved with the management of residential rental property in Montcalm and Ionia Counties including Private Landlords, Public Housing staff, Management Companies. As of August 3, we have 15 people signed up representing all three types.

Event Outcomes:
- Provide a forum to enhance landlords’ knowledge of services and processes in regards to the landlord/tenant relationship, including community resources/supports and other housing resources
- Provide an opportunity to develop working relationships between all persons in attendance

Event Agenda

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<th>Time</th>
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<tr>
<td>8:30am-9:00am</td>
<td>Registration and Networking</td>
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<td>9:00am-9:05am</td>
<td>Welcome/ Overview-CoC and Event, Keynote introduction-Glennes</td>
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<tr>
<td>9:05am-9:50am</td>
<td>Keynote Speaker-Lisa Champmon, Corporation for Supportive Housing</td>
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<td>9:50am-11:50am</td>
<td>Panel Discussion –Robert Kohjlhed Facilitator, Panelists</td>
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<td>11:50am-12:00pm</td>
<td>Wrap-up: evaluation, door prize drawings, how panelists can be contacted after event - Leigha Christensen</td>
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<td>12:00pm-1:00pm</td>
<td>Lunch/breakout sessions</td>
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I. KEYNOTE SPEAKER INFORMATION

Purpose: To engage audience (note their diversity) and be thought provoking about opportunities

Notes to Keynote
- If you want lunch let the session coordinator know so we can include you in the lunch count, ensure to note all persons coming with you.
- If you have need for a Powerpoint, please let me know so I can ensure equipment is ready.
- Bring at least 30 copies of any materials you want to distribute to the audience plus any for other speakers/presenters. If the number is different than this, you will be contacted.
II. PANEL ACTIVITY INFORMATION

**Purpose:** To provide an opportunity for panelists to share information and resources that may be useful to audience members, provide opportunity for audience members to interact with and get to know panelists.

Panel Activity Overview

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| 9:50-10:00 | Introduction            | • Talking points prepared with any further Moderator comments.  
  • Let audience know questions will be taken toward end (usually people ask questions panelists were going to address) |
| 10:00-10:35| Brief Description of Services | • Each panelist will have about 5 minutes to introduce themselves and discuss the services and resources their agency has to offer landlords and/or tenants.  
  • Panelists will be encouraged to bring materials with written, more detailed information about what they offer. |
| 10:35-11:25| Panelist Q&A           | Questions prepared and shared with panelists in advance.                                                                                                                                                |
| 11:25-11:45| Audience Q&A           | Issues/Questions taken from audience members. Remaining questions can be addressed in small groups.                                                                                                     |
| 11:45-11:50| Wrap-up                | Closing comments by panelists                                                                                                                                                                            |

Moderator/Panelist List

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<th>Organization (8)</th>
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<tr>
<td><em>Moderator:</em></td>
<td>Bob Kjohede, Superintendent, Ionia County Intermediate School District</td>
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<td>Community Dispute Resolution Program</td>
<td>Linda Golver- Dispute Resolution Center of Central Michigan</td>
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<td>EightCAP, Inc.</td>
<td>Sue Eller</td>
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<td>Fair Housing Center of West Michigan</td>
<td>Liz Keegan</td>
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<td>Ionia Montcalm Department of Human Services (DHS)</td>
<td>Steve Speiser</td>
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<td>Legal Aid</td>
<td>Kathleen Allen</td>
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<td>Michigan State Housing Development Authority (MSHDA)</td>
<td>Jerrie Lynn Gibbs, TBD</td>
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<td>MSHDA Housing Voucher Agent</td>
<td>Brian Soderberg, Becka Management</td>
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<tr>
<td>United States Department of Agriculture (USDA) Rural Development Program</td>
<td>Aileen Waldron (and Vicky Newton)</td>
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Notes to Panel Moderator

- As facilitator, you will: 1) provide the audience a brief introduction to the activity, 2) ask questions of the panelists, 3) keep the discussion moving using timelines provided, 4) emphasize or pull out issues of interest to the audience, and 5) bring the panelists to conclude by offering them an opportunity to provide any closing comments. We will then move to small groups. You can stay for the remainder of event or leave after panel.
- A list of potential panel questions has been provided that you can choose from. You do not need to ask all these questions. You may develop your own. The panelists have also been provided these sample questions so they can anticipate them.

Notes for Panelists

- You are welcome for the event prior to panel- if you want to attend lunch and keynote prior to panel discussion please let Leigha Christensen know so we can include you in the lunch count and ensure adequate seating. Ensure to note all persons coming with you.
- Panelists are encouraged to stay through the small group activity. Let Leigha Christensen know if you CANNOT. Name tents will be provided.
- One person per organization sitting on the panel unless otherwise arranged.
- A list of potential panel questions has been provided for your information. These questions will likely not all be asked.
- Bring/ provide whatever contact information that you would want participants to use in following up with you after the event (business cards, etc…).
- Bring at least 30 copies of any materials you want to distribute to the audience plus any for other speakers/presenters. If the number is different than this, you will be contacted.
- There is no need for Powerpoint presentations, just verbal with supplemental handouts.

III. SMALL GROUP ACTIVITY

Purpose: To provide an opportunity for panelists and audience members to connect in small groups about more specific issues and develop relationships. This event will be in conjunction with lunch. Panelists are encouraged to sit with landlords and answer questions.
- Ask questions of each other, discuss issues, share ideas.
- Identify the most significant change you have experienced as a landlord in the past 1-2 years.
- Identify 1-3 strategies/next steps based on panel discussion and your discussion (either between housing resources, and/or between housing resources and community resource providers)
- Identify 1-3 future training topics.
The Ionia/Montcalm County Continuum of Care would like to invite you to our second Landlord event. This event will give you an opportunity to find out useful information on your job as a landlord. It will also provide you with a chance to put a face with a name. This event is free to all landlords.

WE HOPE TO SEE YOU THERE.

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**Event Info**

- **Date:** Thursday June 17, 2010
- **Time:** Registration 8:00 a.m.-9:00 a.m., event from 9:00-10:30 a.m.
- **Location:** Greenville Community Church.
- **Coordinator:** Leigha Christensen (616) 527-5229

**WHAT’S IN IT FOR YOU?**

- **Networking** with colleagues and local resource experts – At No Cost!!!!
- **Timely and useful information** provided by local agencies/ housing program experts for you and your renters, including **new funding opportunities**. Confirmed presenters include: Commission on Aging, Michigan State Housing Development Authority, EightCAP Inc., Department of Human Services, Community Mental Health, and Michigan Prisoner Re-Entry Initiative.

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**HOW TO REGISTER...**

Events are free but space is limited. Any landlord owning or managing rental property in Montcalm or Ionia counties is encouraged to attend. Registration deadlines are **June 9th**. Late registrations may be accepted. We will confirm receipt of your registration. Register for the event in one of the following ways:

1. **Call** Leigha Christensen with the information requested below at (616)527-5229
2. **Fax** this page with completed information to: (616) 527-1849
3. **E-mail** the information requested below to: ionia.montcalmCoC@yahoo.com
4. Also available on the **web site**: ionia-montcalmcoc.com

**Number of Person(s) attending:** ____

**Name(s) of Persons Attending:** ____________________________________________________________

I/We Are:  ____ Public Housing  ____ Private landlord  ____ Management Company

**Daytime Phone:** (_______) _____________________________

**E-mail Address:** ________________________________________________________________
You’re invited to a
Landlord Forum

When: November 11, 2008, 6:00 PM –7:30 PM
Where: Leaf and Bean, Too
452 Columbia
Agenda: Mediation Services, Inspections, and Housing Choice Vouchers

Refreshments will be provided
Landlord Forum

When: November 12, 2008, 6:00 PM –7:30 PM

Where: Spring Lake Library
123 E. Exchange, Spring Lake

Agenda:
- Basic Housing Maintenance Codes
- Establishing a Landlord Association
- Benefits of Being a Housing Choice Voucher Landlord
Supportive Housing: Community-Based Solutions Through Partnerships and Collaboration

Lisa Chapman, Director, Michigan Program
August 26, 2009
John L. Peterson, Associate Director, Michigan
August 20, 2009
www.csh.org

The Role of CSH

CSH helps communities create permanent housing with services to prevent and end homelessness

CSH’s Project Related Assistance

- Predevelopment Funding
- Technical Assistance
- Systems Advocacy
What is Supportive Housing?

A cost-effective combination of permanent affordable housing with services that helps people live more stable, productive lives.

SUPPORTIVE HOUSING TYPES

- Apartment buildings exclusively housing formerly homeless individuals and/or families
- Rent subsidized apartments leased in open market
- Apartment buildings with mixed income households, including the formerly homeless
- Long-term set aside of units within privately owned buildings
- Services integrated within existing affordable housing developments
- Single family homes, including shared housing environments
Who Lives There?

Single adults, families and unaccompanied youth who have experienced
- Long histories of homelessness or risk of homelessness
- Long-term poverty coupled with persistent health problems, including mental illness, substance abuse, HIV/AIDS
- Histories of trauma, abuse and violence
- Repeated engagements with temporary institutional settings and crisis care services

Features of Permanent Supportive Housing

Flexible Services
- Participation in a “program” is not a condition of residency
- Services are designed project by project for the target population and the housing setting
- Services are flexible and responsive to individual needs

Cost Effective
- Costs no more, and often much less, than the cost of homelessness and produces better outcomes than the expensive system of crisis care
- Just the right amount of assistance targeted to the right people arriving at the right time
Services Are An Important Ingredient

- Flexible, voluntary
- Counseling
- Health and mental health
- Alcohol and substance use
- Independent living skills
- Community building
- Vocational counseling and job placement

Blended Management Makes The Difference

- Working partnership between landlord/property manager and service provider
- Common goal of keeping the tenant housed

Double bottom line matters
- Positive service outcomes
- Operational Stability
- Eviction as a last resort
Blended Management

- Clear delineation of roles and an agreement on who does what—spell it out in an MOU
- Recognize overlap and built in tensions
- Communication is key!

Why does supportive housing work?

Because it facilitates:
- Stability
- Prevention
- Early intervention
- Self-sufficiency
- Peer support
- Recovery
Role of Property Manager

Priority is to manage the completed project
- Manages rent-up process including marketing, outreach, interview and selection of tenants
- Participates in developing project, selecting materials, and operating budget
- Establishes a relationship with the Service Provider
- Collects rent, fills vacancies, makes repairs, and evicts tenants when necessary
- Assists in tenant organizing and processing of grievances
Role of Service Provider

Priority is to design and implement support service plan
- Participate in the development of the project-design of the units, common space, service plan, house rules and budget
- Raise funds necessary to implement service plan
- Hire on-site staff
- Participate in tenant screening and rent-up process
- Implement service plans and coordinate delivery to individual tenants

Service Plans & Eviction prevention

- Tenant Orientation by Service Provider and Property Manager
- Coordination of move-in checklist
- Operation of items in unit (thermostat, garbage disposal, cleaning protocols)
- Reference folder (lease, rules, community amenities, emergency contacts)
- Set several appointments to review or peer support
Overlapping Roles and Responsibilities

- Supportive services goals and responsibilities
- Property management goals and responsibilities
- Goals that all staff have in common and mutually support

Overlapping Roles and Responsibilities

- Areas of Overlap Between Property Management and Support Services Functions
  - Intake: Tenant Selection and Interviewing
  - Orientation of Incoming Tenants
  - Rent Payment and Arrears
  - Dealing with Disruptive Behaviors
  - Procedures in Crisis
  - Tenant Grievance Procedures
  - Tenant Council
  - Community Building
### Resolving Difficulties with Tenants

- Create an effective atmosphere
- Clarify perceptions
- Focus on Individual and Shared Needs
- Build Shared Positive Power
- Look to the Future and learn from the Past
- Generate Options
- Develop “Do-ables”
- Make Mutual Benefit Agreement

### Inherent Tensions in Blended Management

- Humanistic mission of the organization draws us away from the legally bound agreement with the tenant
- The legal bottom line versus “Oh my God, Betty’s going to be on the street!”
- Property management has hard and fast bottom lines, which don’t exist the same way in Social Services
- When does Social Services stop working with someone and go to the bottom line?
- Trying to be perfect causes tension
Managing the Collaborative Process

- Commit to a shared statement of goals
- Learn about and build trust in your partner’s expertise
- State expectations and assumptions explicitly
- Communicate regularly along clearly understood lines of authority
- Plan for shared decision-making, compromise and conflict resolution
- Plan for emergencies and an end to the relationship
- Memorandums of Understanding (MOU’s)

Advantages of Supportive Housing to Housing Owners

- More stable tenancy
- Help from service provider in resolving problems
- Builds relationships with service community
- Serves those most in need of housing
- Potential access to rental subsidies
- Priority for low income housing tax credits
- Responds to the need for housing and services in the community
- May provide access to specialized funding sources
Supportive Housing Grows a Community

Contact CSH

10327 E. Grand River Suite 409
Brighton, MI 48116
810.229.7712 ext.22
lisa.chapman@csh.org

313 S. Division Ave.
Grand Rapids, MI 49503
616.481.3544
john.peterson@csh.org
Wrap Up & Questions
The ____________ County Continuum on Care would like to again thank you for participating in the Landlords’ Lunch and learn event. The group is working on the next event and would appreciate your input. We ask that you take a few minutes to fill out this survey and return it to _____________________ . The data will be used to further assist us in planning for the next event. Thank you so much for your time.

1. Day of the week works best for you? (circle all that apply)
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday

2. Time of day that works best for you? (circle all that apply)
   - Early Morning
   - Late Morning
   - Lunch
   - Late Afternoon
   - Evening

3. What information was the most helpful?

4. What information was the least helpful?

5. What information would you like added to subsequent events?
**Sample Plan:**

My homeless shelter was recently awarded an HPRP contract to house 40 individuals and 16 families starting in 3 months. Six of the families are large families. As a shelter, we have limited experience placing our clients in housing, and know very few landlords. I am the only full time housing specialist (FT) hired by my program and have been asked to draft and immediately implement a landlord outreach and housing acquisition plan for me and our part-time housing locator (PT).

In order to obtain 56 units, I will have to aggressively target at least 150 units. This is my plan for the first month:

**Cold Calls**
- **Cold calls to "rental" signs**
  - Reach out to 24 Landlords
  - PT will make 24 calls
  - We will see at least 6 "for rent" signs per week, on average
  - Landlords will have 1 unit each, on average
  - 10% return on units
- **Cold calls to ads in the local paper, rental publications, and on internet postings (e.g., Craig’s list)**
  - Reach out to 100 Landlords, at least 25 landlords per week
  - FT will make 50 calls; PT will make 50 calls
  - Landlords will have 1 unit each, on average
  - 10% return on units

**Networking Meetings**
- **Attend 1 community event: "Project Homeless Connect"**
  - Reach out to 10 Housing Providers
  - FT will visit 5 housing provider booths; PT will visit 5 housing provider booths
  - Housing Providers will have 6 available units each, on average
  - 50% of available units will be useable for our clients
- **Attend 1 landlord association event**
  - Reach out to 8 Landlords
  - FT will attend this event
  - Landlords will have 2.5 units each, on average
  - 10% return on units
- **Attend 1 faith-based community event**
  - Reach out to 8 Landlords
  - FT will attend my church's annual community empowerment event
  - Landlords will have 1.5 units each, on average
  - 25% return on units, given the nature of the event and my relationship with the church

**Information Session**
- **Host 2 Landlord information sessions**
  - Invite 25 Landlords to each event, approximately 8 landlords will show up to each event
  - Invitees will be Landlords whom I have met through networking meetings, other events, or word-of-mouth referrals
  - FT & PT will co-host both events
  - Landlords will have 2.5 available units each, on average
  - 40% of available units will be useable for our clients

**Word-of-Mouth Referrals**
- **Encourage all of the Landlords tied to my organization to refer other Landlords to our program**
  - Invite all 5 Landlords currently associated with my organization to participate
  - Offer incentives to encourage participation (e.g. free unit cleaning or gift card for every successful lease up based on a referral)
  - 7 referrals expected
  - Referred Landlords will have 2 available units each, on average
  - 70% of available units will be useable for our clients

**Direct Mail Marketing**
- **Mail materials to large housing providers in my community**
  - My community recently put forth a requirement that new development have a minimum number of affordable housing units
  - "Pilot" mailings to affordable housing developers in my community, couple with follow up phone call and meeting request from FT
  - Target number of units TBD
Instructions:
This chart is intended to assist new housing search programs with creating and implementing a landlord outreach plan. It should be used to track and compare the number of landlord partners and units targeted and acquired, monthly. At the beginning of each month fill in the target number of landlords whom you will target using each outreach method, each week. At the end of each week, insert the actual number of landlord partners you successfully acquired through each method. Repeat the same process for the target number of units you intend to acquire and the actual number of acquired units, respectively. The "Totals" column tracks your monthly totals automatically, and automatically updates your quarterly tracking log, which is also included in this workbook.

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Instructions: STOP! Do not enter data into this worksheet. This worksheet updates automatically.
Landlord Marketing Letter

About this tool: Use this marketing letter separate or in combination with the “landlord benefits checklist” to advertise your program to landlords in your community. Customize it based on your own program and print it out on your agency letterhead. Also, remember to include a telephone number so that landlords know how to get in touch with your agency.

[Name]
[Address]
[City, State, Zip Code]
[Date]

Dear [Name of Landlord]:

We would like to take this opportunity to introduce you to our organization and one of our most exciting programs. [Name of organization/program] is a unique program designed to help [individuals/ women/ children/ youth/ families/ etc.] who have lost their housing find permanent homes. The individuals in our program are working hard to transition their lives, and stable housing greatly enhances their ability to succeed.

Our program is committed to helping our clients’ make the most of a fresh start; yet, we cannot do it alone. Landlords who are willing to house our clients literally hold the key to our clients’ futures, and our program invites you to join us and them in this endeavor. We know that it can feel risky accepting tenants who have not maintained housing stability in the past. Therefore, our landlord partners enjoy a number of benefits and incentives for working with our program, including:

- **Security deposits.** Our organization aims to help individuals get back up on their feet. We have found that many of our clients can afford the monthly rent, but have difficulty saving enough money for their security deposit. As a result, we help clients put together this one-time payment.

- **Guaranteed rent payments.** Our clients are pre-screened and have a stable source of income. However, should one of our clients run into a problem, we have a pool of funds set aside to help get clients through those rough spots. We will also co-sign leases in some situations to virtually eliminate any risk to landlords.

- **Problem prevention through regular home visits.** Our case managers conduct regular home visits to ensure that clients are stabilized in their new environments, that their jobs are going well, and that they are getting the support they need. Regular follow up with clients allows us to identify and address potential problems early on.

[Name of your agency/program] has found permanent housing for many formerly [individuals/ women/ children/ youth/ families/ etc.] since its establishment in [date]. Our program’s success is based upon regular communication with our clients and program partners, and a commitment to following through on our promises.
We certainly hope you will consider joining us in this exciting opportunity, and we are available to answer any questions you may have. Additionally, if you would like to speak with other landlords we have worked with, we would be happy to provide you with some references.

We look forward to hearing from you in the near future.

Sincerely,

[Your Name]
[Your Number]
LANDLORD BENEFITS CHECKLIST

Why do landlords like working with [name of your organization]?

About this Tool: This checklist is a tool to advertise your program to potential landlords. The benefits listed are just examples of services provided by housing search agencies based on interviews with providers around the country. Be sure to modify the list so that it represents your program accurately.

User Tips: As part of your marketing materials, it is important that the piece looks professional and catches people’s attention. You may want to customize the checklist by including your organization’s name and logo. Similarly, you could use graphics, photos (e.g., a photo of one of your program participants talking to one of your participating landlords), and/or colored paper to give it more of a polished look. This checklist could be mailed out to landlords in your community along with other program materials (e.g., a program brochure, newsletter, or annual report). Or, your housing advocates can use it as a “leave behind” piece when they meet with prospective landlords. Finally, send copies over to your local landlord organization to distribute at their next meeting. Even better, see if you can do a short presentation at their next meeting!

[INSERT 2-3 SENTENCE INTRODUCTION ABOUT YOUR PROGRAM.]

Landlords gain several benefits from participating in our program. Consider the following advantages:

✔ Eliminate advertising costs. Working with our program gives you access to a pool of ready-to-rent tenants. Just call us up when you have a vacant unit, and we’ll immediately match you up with a client that is looking for housing.

✔ “Smart” renters. Our clients have attended training on such topics as personal budgeting, understanding rental agreements, housekeeping and general apartment maintenance, being a good neighbor, etc.

✔ Damage/security deposits. Our organization aims to help individuals get back up on their feet. We have found that many low-income clients can afford the monthly rent, but have difficulty saving enough money for their security deposit. As a result, we help clients put together this one-time payment.

✔ Clients have access to time-limited subsidies. Again, our organization aims to help individuals get back up on their feet. As a result, eligible clients receive a subsidy to help them cover the first three months of their rent. This allows clients some time to stabilize and build an emergency fund for the future.

✔ Guaranteed rent payments. Our clients are pre-screened and have a stable source of income. However, should one of our clients run into a problem, we have a pool of funds set aside to help get clients through those rough spots. We
will also co-sign leases in some situations to virtually eliminate any risk to landlords.

- **Clients are attached to needed services.** Some of our clients have special needs, but we work with our clients on an ongoing basis to make sure they have the support they need to succeed. We work with clients to correct past mistakes and prevent future problems, and through our network of partners, clients have access to an array of supportive services.

- **Problem prevention through regular home visits.** Our case managers conduct regular home visits to ensure that clients are stabilized in their new environments, that their jobs are going well, and that they are getting the support they need. Regular follow up with clients allows us to identify and address problems early before they become irreparable.

- **Neutral party to mediate problems.** Despite the best efforts, problems are sometimes inevitable. However, when problems arise, it can be reassuring to know that there is someone to call. We care as much about our relationship with our landlords as we do our clients. We need everyone to make our program work. The job of a case manager is to be a neutral party, ensuring that everyone is treated fairly and that problems are resolved quickly and impartially. This includes help evicting a client (and covering eviction costs) when warranted.

- **Satisfaction from helping others.** Everyone deserves a safe and affordable place to live. Some people make mistakes, but everyone deserves a second chance. By helping house our clients, you are playing an integral role not only in helping individuals take charge of their lives, but also in making your community a better place to live.

Interested but still unsure? Why don’t you give one of our participating landlords a call:

- [NAME, NUMBER]

- [NAME, NUMBER]

  *[Note: Remember to ask for permission before listing someone’s name. And, make sure they will give your program a good reference!]*

And, of course, feel free to call us at anytime. We’d love to hear from you!

- [PROVIDE YOUR CONTACT INFORMATION]
**LANDLORD-TENANT-CASE MANAGER COMMUNICATION AGREEMENT**

**About this tool:** This communication agreement should be filled out and signed by the tenant, landlord and case manager with copies provided to the all parties to promote open communication. The form can easily be modified, but already includes those communication issues that frequently cause problems. Note that before this agreement is used, you may want to have your client sign an information release authorization form.

My goals are to:
- Fulfill my obligations as outlined in the lease
- Ensure rental payments are received on time
- Maintain the rental unit in good condition
- Help maintain a safe, pleasant and decent housing community

One way to achieve these goals is to help maintain a positive and communicative landlord-tenant-case manager relationship. Therefore, I will immediately inform the signors of this agreement (unless otherwise indicated), both verbally and in writing, if any of the following occurs (initial next to all that apply):

**Landlord**

- I have not received full rent by the 3rd day of the month.
- I have received a complaint that there is too much noise from the tenant’s apartment.
- I have significant concerns about the condition of the tenant’s unit. (Examples: Landlord has seen damage or received complaints about bad smells that could be related to garbage.)
- I think someone is living in the tenant’s unit who is not named on the lease.
- I think someone in the tenant’s unit may be doing something illegal.
- The behavior of someone living in or visiting the tenant’s unit is causing other tenants to complain.
- Provide the tenant with 24 hours notice prior to entering the unit.
- Follow up / Respond quickly to inquiries and concerns.
- I see something that is a violation of the lease. Describe: __________________________
  ____________________________________________________________
  __________________________
- Other: ____________________________________________________________
Tenant

_____ A rare, but serious emergency occurs that will impact my ability to pay rent on time
_____ I will be away from the unit for an extended time period (Examples: 30, 60, 90 days)
_____ Inform the landlord of maintenance issues
_____ I observe or experience an issue or event that impacts the safety of the community
_____ Follow up / Respond quickly to inquiries and concerns.

Case Manager and/or Housing Coordinator

_____ Inform the landlord if I become aware of a situation that will impact the tenant’s ability to pay rent on time
_____ Inform the landlord if I become aware of a circumstance that will impact the tenant’s occupancy of the unit (Examples: tenant is hospitalized for 60, 90 days)
_____ I observe a maintenance issue
_____ I observe or experience an issue or event that impacts the safety of the community
_____ Participate in problem solving / trouble shooting only in the event that the tenant and landlord are unable to resolve an issue without my assistance
_____ Follow up / Respond quickly to inquiries and concerns

Please contact me using any of the following:

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(Signature of Landlord)  (Date)

(Signature of Tenant)  (Date)

(Signature of Caseworker)  (Date)