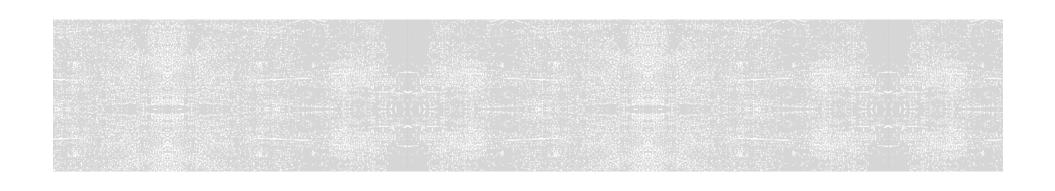
Tools for the Landlord Liaison



#promotion

People don't get promoted for doing their jobs really well. They get promoted by demonstrating their potential to do more.



~Tara Jaye Frank



This video was created in partnership with Western Washington Universities Audio Visual degree program.

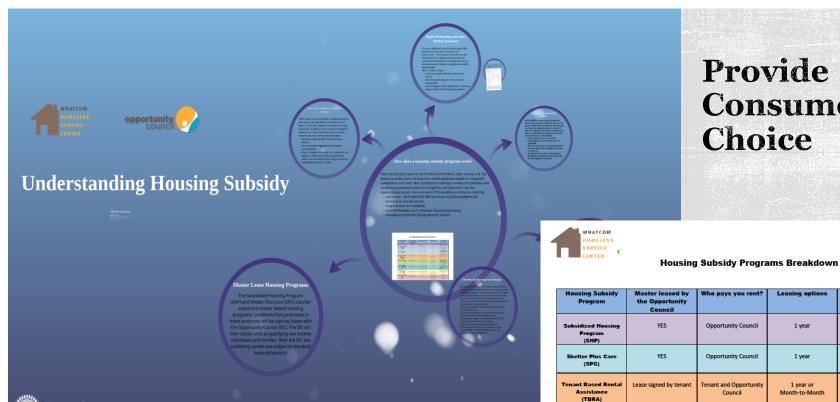
Visualize Success

#knowledge

Knowing is half the battle.

~G.I. Joe





Providing resources to help landlords understand the diversity of subsidized housing options is the same concept as providing consumer choice.

Consumer Choice



Housing Subsidy Program	Master leased by the Opportunity Council	Who pays you rent?	Leasing options	Unit inspection requirements
Subsidized Housing Program (SHP)	YES	Opportunity Council	1 year	Unit inspected by the Opportunity Council at move in and annually thereafter.
Shelter Plus Care (SPC)	YES	Opportunity Council	1 year	Unit inspected by the Bellingham Housing Authority at move in and annually thereafter.
Tenant Based Rental Assistance (TBRA)	Lease signed by tenant	Tenant and Opportunity Council	1 year or Month-to-Month	Unit inspected by the <u>City</u> of <u>Bellingham</u> at move in and annually thereafter.
ESG/County funding	Lease signed by tenant	Tenant and Opportunity Council	1 year or Month-to-Month	Unit inspected by the <u>Opportunity Council</u> or sponsoring case management program at move in.
Veteran Affairs Subsidized Housing (VASH)	Lease signed by tenant	Tenant and Bellingham Housing Authority	1 year	Unit inspected by the Bellingham Housing Authority at move in and annually thereafter.
Supportive Services for Veteran Families(SSVF)	Lease signed by tenant	Tenant and Opportunity Council	1 year or Month-to-Month	Unit inspected by the Opportunity Council at move in.
Housing and Essential Needs (HEN)	Lease signed by tenant	Opportunity Council	6 months or Month-to-Month unless already established in housing.	No inspection required. Landlords are asked to sig confirmation of habitability.

#incentive

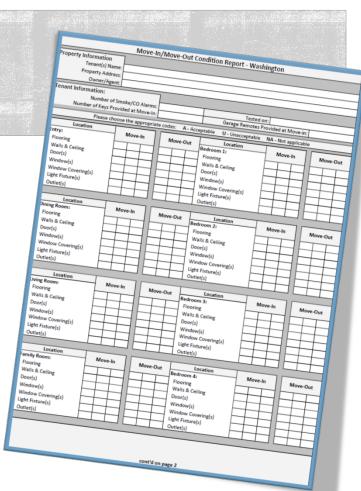
There are risks and costs to a program of action. But they are far less than the long-range risks and costs of comfortable inaction.

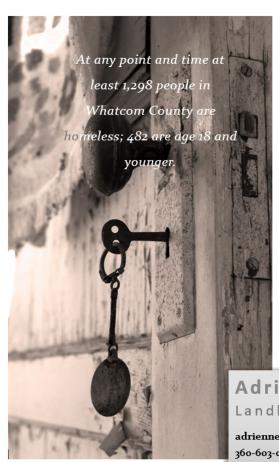


~JFK

WA State Mitigation Funds

- □ offers up to \$1,000 to the landlord in reimbursement for some potentially required move-in upgrades
- □ up to fourteen days' rent loss
- □ up to \$5,000 in qualifying damages caused by a tenant during tenancy





KEY LANDLORD PROGRAM

Landlord sign-on bonus.

\$1000

For tenants leased by July 31st, 2017

Adrienne Solenberger
Landlord Liaison

adrienne_solenberger@whatcomhscorg 360-603-0377





Landlord incentive programs boost participation...

- Provide holding deposits during longer wait periods for inspections
- Added security for higher barrier households (monies owned to former landlord, criminal history, eviction records)
- Offer eviction and mediation funds
- Free advertising for local property owners





Renter's Insurance

A straight in the face offer

What renter's insurance can offer...

- Coverage of property damage when tenant, or tenant's guest, is liable (even due to MH and SUD)
- Personal property protection if damaged or stolen (ID cards, birth certificates etc.)
- Displacement coverage during 'natural' disasters (e.g. fires, sewer line ruptures!)
- A bargaining point for landlords and property owners



#bargaining

If "Plan-A" didn't work, the alphabet has 25 more letters.

~ Claire Cook



Be creative and take charge beforehand.

Housing Agreement / Lease Addendum

May 1st, 2018

I, LL Cool Jay, met with the Landlord Liaison, Adrienne Solenberger, to discuss the terms and conditions of my tenancy agreement with ABC Landlord for the unit located at 123 Street Ave. #4, Bellingham, WA 98225. The intent of this agreement is to support a successful tenancy by agreeing to engage in the supportive services and community resources that will best support my goals in maintaining safe and stable housing. In addition to following the terms and conditions of my lease agreement with ABC Landlord I also agree the following items:

- To engage in Housing Case Management services with the Opportunity Council and conduct weekly check-ins to ensure I am completing my compliance requirements with my housing, recovery, and DOC obligations.
- To continue to attend IOP with ABC Recovery three times a week or as mandated by my CDP.
- I will submit weekly progress reports from ABC Recovery to my Housing Case Manager.
- To continue to stay in compliance with the requirements established by DOC in my parole order.
- To maintain compliance with my lease agreement as established by ABC Landlord.

I, LL Cool Jay, understand that any violation of this agreement may result in the termination of my housing.

Be preemptive in addressing liability and loss concerns.

- Client led lease addendums
- Move-out Plans
- Tenant relocation
- Mitigation funds
- Preplanned appeals
- Services incentive
- Crisis Plans







1111 Comwall Avenue, Bellingham, WA 98225 (360) 255-2091 Fax: (360) 255-2086 Landlord Liaison Program

Client No.	Housing Te	Deter
Chent Na	me: <u>"Client"</u>	Date:
a housing	termination and move-out agreen	et with <u>"Client"</u> on month day, year to disc sent with Community Landlord. "Client's" request tion will be granted under the following condition
	"Management Group" in his orig	by the lease terms and expectations as established imal lease agreement. we services with Supportive Service Agency, these
		nt to address barriers to housing. iver to assist in daily living and the maintenance o
3.	"Client" will work in good faith Adrienne Solenberger to procure include completing any necessar	with the Opportunity Council Landlord Liaison, the next available unit he may qualify for. This w y paperwork in the timeframes specified, keeping and maintaining appointments as designated.
4.	"Client" will vacate and surrend	and maintaining appointments as designated. er thier possession of 123 Bellingham Ave, fore <u>DATE</u> , 2020 at 12:00PM. The unit will be le
5.		wn cost, the necessary supports for removing all unit to its original state of habitability.
agreemen requireme	t as listed above. I further underst	ollow through with the housing termination and that if I fail to follow through the agreement rd will terminate my tenancy effective immediatel
Client nar	ne	Date
Client nar	-	Date Date

Housing Termination Agreement

11 ml 11 11	Date:
Client Name: "Client"	
Landlord Liaison, Adrienne Solenberger, met with	granted under the following conditions:
"Client" will continue to abide by the lease "Management Group" in his original lease a "Client" will apply for supportive services	terms and expectations as established by
services will include: 1. Ongoing case management to addre 2. The assistance of a caregiver to assistance.	ess barriers to housing. sist in daily living and the maintenance of
his dwelling. 3. "Client" will work in good faith with the C Adrienne Solenberger to procure the next a include completing any necessary paperwork good record of communication, and maints "Client" will vacate and surrender thier possible Bellingham, WA 98225 on or before DAT in good repair. 5. "Client" will acquire, at thier own cost, the personal items and restoring the unit to its	ork in the timeframes specified, keeping a aining appointments as designated. Dessession of 123 Bellingham Ave, E., 2020 at 12:00PM. The unit will be left the necessary supports for removing all
I, <u>"Client"</u> , understand and agree to follow thr agreement as listed above. I further understand that requirements listed that Community Landlord will te and has the right to file a statute for eviction.	rough with the housing termination

#retention

Here's to the crazy ones. The misfits. The rebels. The troublemakers. The round pegs in the square holes. The ones who see things differently. They're not fond of rules. And they have no respect for the status quo. You can quote them, disagree with them, glorify or vilify them. About the only thing you can't do is ignore them. Because they change things. They push the human race forward. And while some may see them as the crazy ones, we see genius. Because the people who are crazy enough to think they can change the world, are the ones who do.



In an effort to save both my apartment at 123 Home Street, and my Housing Authority (HA) issued Sect. 8 Voucher, I, "client" agree to the following stipulations:

- 1. With a referral from my Housing Case Manager, I will make and meet an appointment for a Psychiatric Evaluation. I further agree to consider any treatment recommendations that stem from the assessment.
- 2. I will participate in individual counseling sessions with my Mental Health Provider.
- 3. I will participate in an Anger Management Class and complete the coursework.
- 4. I agree to develop a Crisis Plan with my Housing Case Manager.
- 5. I agree to make a payment plan to provide restitution for the damages that I have caused to my apartment.
- 6. I have requested in writing a hearing to appeal the HA decision to terminate my Sect. 8 Voucher and I will attend to that appointment date and time.
- 7. I will follow through with all my legal obligations in Municipal Court that stem from the Assault 4 misdemeanor charge

Client	Date	
Housing Case Manager		Date
"Agency" Staff		Date

Housing preservation contracts address client's barriers to retaining housing.

- MH engagement
- SUD concerns
- Repeated instances of domestic noise complaints
- Hoarding
- Guest traffic
- Visitor violations
- Reoccurring late payments
- Habitability standards



No Visitor Contract

NO VISITOR CONTRACT Date: MM/DD/YY Housing Case Manager (HCM) met with __Client on August 10th, 2020 to discuss guest and leasing policies. The following was discussed: 1. GUEST POLICY: On August 10th, 2020 HCM and discussed a limited visitor contract. has reviewed and agreed to the following: I, <u>Client</u>, agree to have no more than ____ guests in my unit at a given time. I, Client, agree to limit guest hours to no later than 10PM. I, Client, agree to inform and, get approval from my HCM for any overnight guest stays. LEASING POLICY: On August 17th, 2017 HCM and Client discussed participating in the following actions in order to avoid leasing violations. *Client* has reviewed and agreed to the following: I, Client, agree to avoid interactions with my upstairs neighbor. I, Client, agree to inform my guests to avoid any interactions with my upstairs neighbors. I, Client, agree to contact Bellingham Police Department to report any threatening behavior from other residents. Client understands that failure to follow through with any of the initialed items above will be a violation of their housing compliance agreement requirements. This contract is to insure no incidents occur and to assist them in retaining housing. I, Client", understand and agree to follow through with the housing compliance agreement as listed above. I further understand that if I fail to follow through with any of the agreement requirements listed that I am placing my services and housing in serious jeopardy and can be terminated from the Housing Case Management Programs. "client" Housing Case Manager

Payment Agreements

Housing Retention Agreement						
Client Name: "Client"	Date:					
Landlord Liaison, Adrienne Solenberger, met with housing retention agreement with Funky Townhon and/or on time <u>"Client"</u> will agree to take the follo abide by the terms of her lease:	nes. Due to a repeated failure to pay rent in f					
 "Client" will apply at the Opportunity Omm/dd/yy. 	Council for eviction prevention assistance on	ı				

- 2. "Client" will commit to a good faith repayment plan for the legal fees incurred by Funky Townhomes in the amount of \$600.00. The details of repayment are such:
 - \$50.00 will be paid in addition to "Clients" standard monthly rent payment of \$150.00 for a total monthly payment of \$350.00.
 - These payments will be managed by Whatcom Financial Services once the Social Security Administration has approved the transition.
- "Client" will provide to Funky Management proof of receipt of enrollment with Whatcom Financial Services by June 30th, 2020.
- 4. Funky Townhomes will issue a conditional 20-day termination for July 2020; "Client" understands failure to follow through with the terms and conditions of this agreement will result in termination of her housing at Funky Townhomes. In addition, they understand that they will also incur the Housing Authority's penalty of a 3 year wait period before housing assistance eligibility again.

#housinglab

Don't find fault, find a remedy.

~Henry Ford





LANDLORD LIAISON PROGRAM

ADDIENNE SOI ENREDGED: 360-603-0377

HOUSING LAB (HL) EVERY TUE: 10-NOON AT 625 CORNWALL AVE

Housing Lab addresses our local housing crisis and the result of homelessness by using a community based service model aimed to address barriers to safe and stable housing. Each HL participant is provided a Housing Advocate who can assist with the development of a virtual renter's portfolio, offer renters education, referrals to community resources as well as roommate/landlord meditation and roommate matching. We have additional support from LAW Advocates for any client with Landlord/Tenant related issues.

ROOMMATE CAFE EVERY THURS: 10-11:30 AT 625 CORNWALL AVE

Our NEW Roommate Cafe session provides individuals a safe place to meet others who are interested in shared housing. Participants have access to browsing roommate profiles within our secured Roommate Board network as well the option of creating their own to post. Participants choose who, when, and how they meet a new perspective roommate and are given guidance on pre-housing conversations and planning. HL advocates are available to assist matched roommates find a unit. New participants should come to HL for intake to Roommate Cafe.

GENERATIONS HOUSING PROGRAM (GHP)

GHP is a home sharing program that reduces elder homelessness by identifying opportunities for shared housing. GHP provides a solution to displaced elders 55+, in jeopardy of losing their current housing or currently unsheltered due to increased local living costs and fixed limited income. This program will identify Host Homes consisting of other retirees, empty nesters among others. Those without ongoing housing subsidy and/or income may be provided with the opportunity to trade services for part of their home living costs.

LANDLORD SUPPORT

Landlord Liaison (LL) support facilitates relationships and communication between the landlord and their tenants. The LL can provide mediation services to navigate lease violations, tenant behaviors, and eviction/homeless prevention. Support is also provided to landlords around accessing state mitigation funds as an additional reassure of property/investment protection. LL is the local resource for landlords/investors interested in providing affordable units to the coordinated entry system.

Housing Advocate:

Email: housinglab@oppco.org





Laboratorio de Vivienda

MARTES 10:00AM-12:00PM

625 Cornwall Ave, Bellingham, WA 98225

LO QUE PODEMOS HACER

-Completar una evaluación de necesidades de vivienda y un plan de acción con un defensor de vivienda

-Asistir individuales en el encuentro de alojamiento

-Ayudar a crear portafolios de inquilinos y cartas de explicación

-Referencias a recursos comunitarios según sea necesario

-Proporcionar asistencia con la retención de vivienda

-Ayudar navegar leyes de arrendatario inquilino

-Ayudar con la coordinación de reubicaciones

AYÚDENOS A AYUDARTE

-Ofrecer mediación de compañero de cuarto y / o mediación de propietario

- Asistentes

LO TENEMOS!

- Computadoras

- Tiempo para

Trate te llegar a las 10:00am los Martes a 625 Cornwall preparados con lo que pueda. Si tiene acceso, por favor traiga:

Hablamos
 Español

-Informaccion historial de alquiler

-Informaccion de cualquier fuente de ingresos que tenga



CHERI CARIVEAU@WHATCOMHSC.ORG Diana Perez@whatcomhsc.org Adrienne Solenberger@whatcomhsc.org



360-734-5121 ext. 136 360-734-5121 ext. 136 360-603-0377



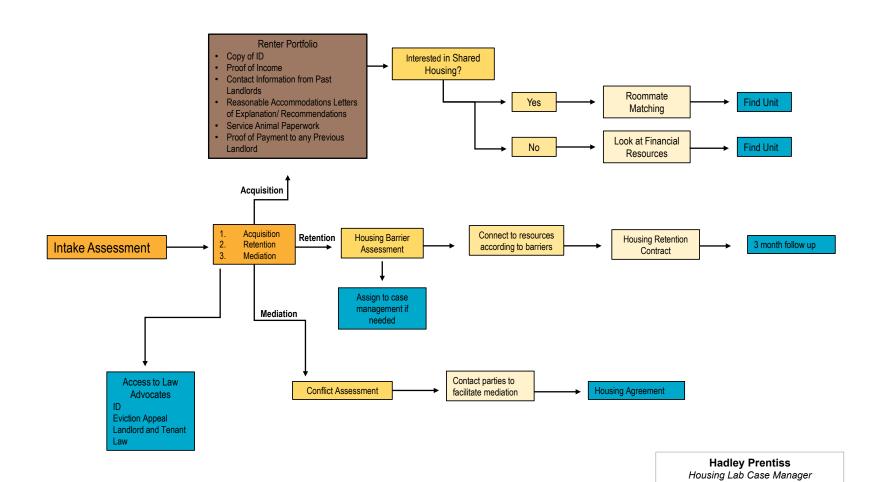
Housing Lab is a resource for both tenant and landlord...

For the tenant

- Housing search
- Housing need assessment
- Renter's portfolio
- Landlord/tenant Law
- Fair Housing
- Housing retention mediation

For the landlord

- Landlord/tenant law "clarifications"
- Mediation
- Assistance addressing lease violations
- Connecting tenants with resources
- MH crisis support
- Rental registration and HQS standards



#roommating

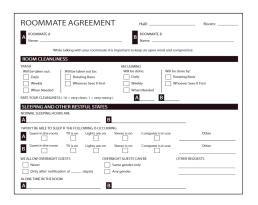
I object to rows because my nerves are shaken, and I get up at all sorts of ungodly hours, and I am extremely lazy. I have another set of vices when I'm well, but those are principal at present.

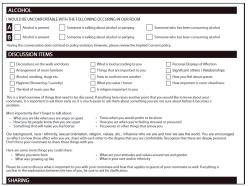
~ Arthur Conan Doyle



Shared Housing

- Maximizes limited stock of affordable housing
- Reduces tenant isolation
- Can decrease recovery time
- Waitlist diversion
- Decrease the amount of time unsheltered
- Allows for subsidy blending
- Decrease underspent housing dollars







- Western Washington University's IT students will be working on developing program software to help us match roommate algorithms.
- Western's Human Services
 department will partner with the
 Housing Lab to assist in light
 touch case management and
 housing advocacy.



#generationshousing

Many generations have passed away /Fighting for the same cause, we fight for Today

Now people say when will this happen/And I tell them what, we say My generation will make the change/

This generation will make the change.

~ Ziggy Marley



GENERATIONS HOUSING PROJECT

Generations Housing Project (GHP) is a home sharing program that reduces elder homelessness by identifying opportunities for shared housing.

- GHP provides screening, roommate matching and co-housing navigation services to eligible sponsor homes and housing recipients.
- Sponsors may consist of other empty nesters, retirees, fixed income seniors among others.
- Work trade in exchange for rent may be an option for participants.
- GHP can connect qualifying participants with local resources to provide home health care as needed.

If you or someone you know are interested in providing an affordable room for rent to a local senior (55+), please contact: Housing Advocate: 360-734-5121 ext. 142 Email: housinglab@oppco.org Landlord Liaison: 360-603-0377

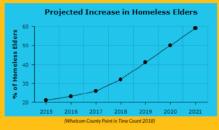






The Reality

Recent studies shows that the number of homeless adults in the U.S. aged 62 and over will more than double from about 44,000 in 2010 to over 95,000 in 2050



The GHP Solution

- **Benefits of Homesharing with Seniors**
- Preserve retirement income Ability to age in place
- Companionship
- Independence
- Improved health Avoiding isolation

Community Well-being

Supporting a local senior with housing will create stability for future generations while promoting greater community integration.







- Caregiving shortage
- Assisted living displacement
- Death of spouse/life partner
- Rising living costs on a limited fixed income
- Overcrowded households
- Shortage of late stage medical care
- Shortage of dementia skilled facilities

