

# **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*



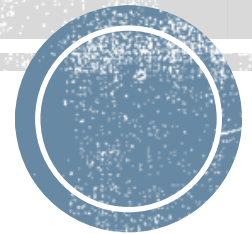
This video was created in  
partnership with Western  
Washington Universities  
Audio Visual degree  
program.

**Visualize Success**

# #knowledge

*Knowing is half the battle.*

~G.I. Joe

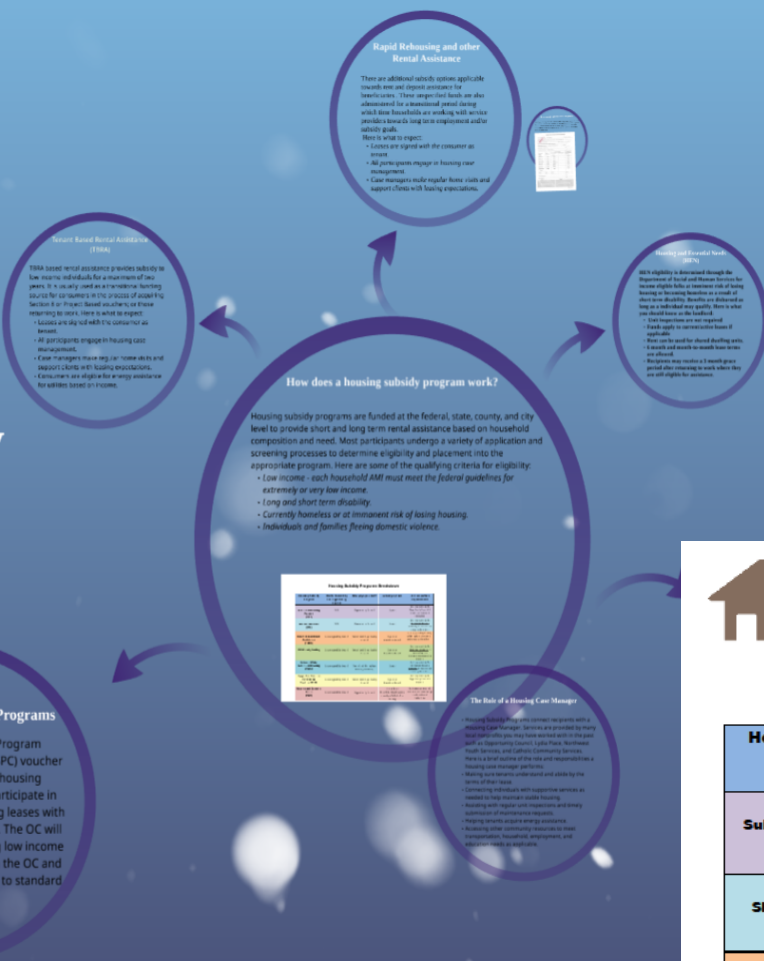






# Understanding Housing Subsidy

Addressed challenges



# Provide Consumer Choice



## Housing Subsidy Programs Breakdown

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 <u>Opportunity Council</u> at move in and annually thereafter.
Shelter Plus Care (SPC)	YES	Opportunity Council	1 year	Unit inspected by the <u>Bellingham Housing Authority</u> 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 of 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 <u>Bellingham Housing Authority</u> 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 <u>Opportunity Council</u> 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 sign confirmation of habitability.

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

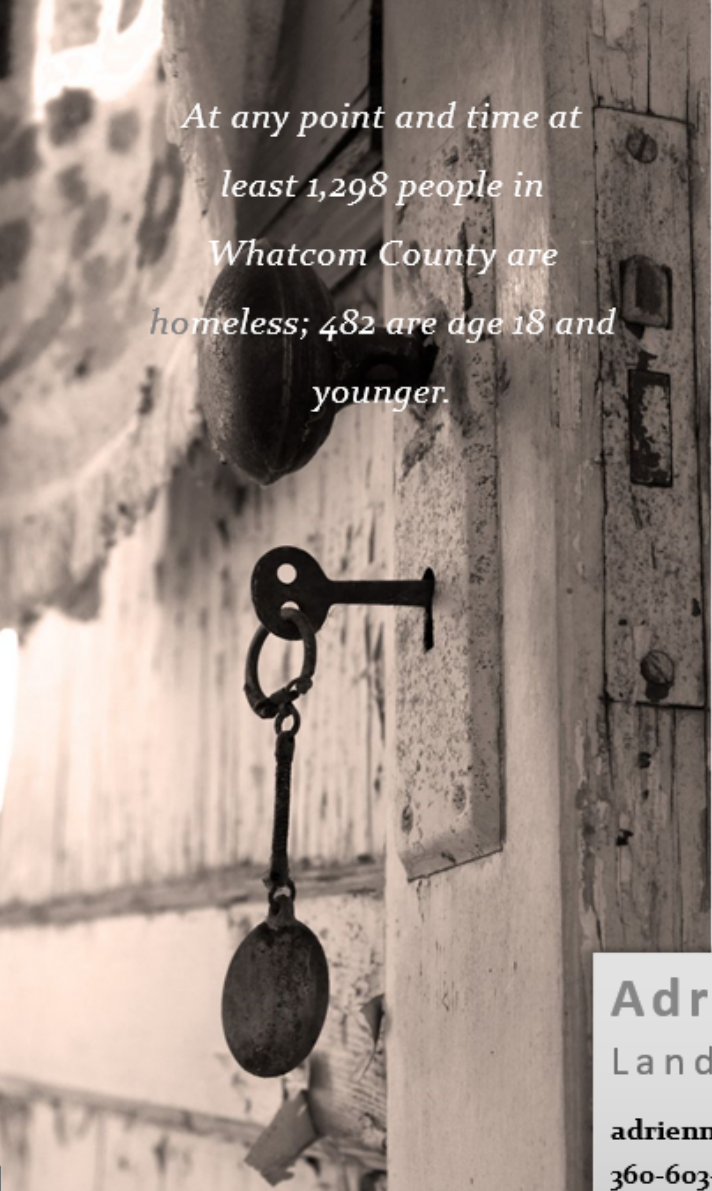


# #incentive

*NO + \$ = YES*







*At any point and time at  
least 1,298 people in  
Whatcom County are  
homeless; 482 are age 18 and  
younger.*

# KEY LANDLORD PROGRAM

*Landlord sign-on bonus!*

**\$1000**

*For tenants leased by  
July 31<sup>st</sup>, 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 owed to former landlord, criminal history, eviction records)
- Offer eviction and mediation funds
- Free advertising for local 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 Cornwall Avenue, Bellingham, WA 98225 (360) 255-2091 Fax: (360) 255-2086  
Landlord Liaison Program



### Housing Termination Agreement

Client Name: "Client" Date: \_\_\_\_\_

Landlord Liaison, Adrienne Solenberger, met with "Client" on month day, year to discuss a housing termination and move-out agreement with Community Landlord. "Client's" request for a 30-day extension to their lease termination will be granted under the following conditions:

1. "Client" will continue to abide by the lease terms and expectations as established by "Management Group" in his original lease agreement.
2. "Client" will apply for supportive services with Supportive Service Agency, these services will include:
  1. Ongoing case management to address barriers to housing.
  2. The assistance of a caregiver to assist in daily living and the maintenance of his dwelling.
3. "Client" will work in good faith with the Opportunity Council Landlord Liaison, Adrienne Solenberger to procure the next available unit he may qualify for. This will include completing any necessary paperwork in the timeframes specified, keeping a good record of communication, and maintaining appointments as designated.
4. "Client" will vacate and surrender thier possession of 123 Bellingham Ave, Bellingham, WA 98225 on or before DATE, 2020 at 12:00PM. The unit will be left in good repair.
5. "Client" will acquire, at thier own cost, the necessary supports for removing all personal items and restoring the unit to its original state of habitability.

I, "Client", understand and agree to follow through with the housing termination agreement as listed above. I further understand that if I fail to follow through the agreement requirements listed that Community Landlord will terminate my tenancy effective immediately and has the right to file a statute for eviction.

\_\_\_\_\_  
Client name Date

\_\_\_\_\_  
Landlord Liaison Date

\_\_\_\_\_  
Property Management Date

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# #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.

~Rob Siltanen



## Housing Preservation Contract

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

Client Name: \_\_\_\_\_

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 10<sup>th</sup>, 2020 HCM and \_\_\_\_\_ discussed a limited visitor contract. \_\_\_\_\_ has reviewed and agreed to the following:

\_\_\_\_\_ I, Client, 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.

2. **LEASING POLICY:** On August 17<sup>th</sup>, 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"

\_\_\_\_\_  
Date

\_\_\_\_\_  
Housing Case Manager

\_\_\_\_\_  
Date

# Payment Agreements

## Housing Retention Agreement

Client Name: "Client"

Date: \_\_\_\_\_

Landlord Liaison, Adrienne Solenberger, met with "Client" on June 1st, 2020 to discuss a housing retention agreement with Funky Townhomes. Due to a repeated failure to pay rent in full and/or on time "Client" will agree to take the following actions to bring her rent current and abide by the terms of her lease:

1. "Client" will apply at the Opportunity Council for eviction prevention assistance on mm/dd/yy.
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:
  1. \$50.00 will be paid in addition to "Clients" standard monthly rent payment of \$150.00 for a total monthly payment of \$350.00.
  2. These payments will be managed by Whatcom Financial Services once the Social Security Administration has approved the transition.
3. "Client" will provide to Funky Management proof of receipt of enrollment with Whatcom Financial Services by June 30<sup>th</sup>, 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.

# #insurance

*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





# 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





# #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

The Beginning. Start yours here

thegoodlonglife

Curious, intelligent, entrepreneurial, hard-working, fun, and adventurous.

Her Story Photos Our History

Like

Online now!

71 year old woman  
New York, New York, United States

Seeking: men 55-70  
Within: 50 Miles of New York, New York, United States

Relationship: Divorced  
Have kids: Yes, they live away from home (1)  
Want kids: No, but it's OK if my partner has kids  
Ethnicity: White / Caucasian  
Body type: Athletic and toned  
Height: 5'9" (175cms)  
Faith: I'll tell you later  
Smoke: No Way  
Drink: Social Drinker

EMAIL HER

WINK FOR FREE

NOT ON IM RIGHT NOW

See more like her >

Forward her to a friend >

Block from contact >

Block from search >

Report a concern >

1 of 2 See all 2 photos

SEE PHOTO SEE PHOTO

SIGN IN TO SEE MORE OF HER PROFILE

Username or Email: Password: SIGN IN

Keep me signed in\* Forgot your password >

New to Match.com? Join for free >

Or Sign in with Facebook

ABOUT HER & WHO SHE'S LOOKING FOR

You may recognize me from my pictures. Yes, it's really me.

- 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.

## ROOMMATE AGREEMENT

Hall: \_\_\_\_\_ Room: \_\_\_\_\_

**A** ROOMMATE A Name: \_\_\_\_\_ **B** ROOMMATE B Name: \_\_\_\_\_

While talking with your roommate it is important to keep an open mind and compromise

### ROOM CLEANLINESS

TRASH

Will be taken out: ☐ Daily ☐ Weekly ☐ When Needed

Will be taken out by: ☐ Rotating Basis ☐ Whoever Sees It First

VACUUMING

Will be done: ☐ Daily ☐ Weekly ☐ When Needed

Will be done by: ☐ Rotating Basis ☐ Whoever Sees It First

RATE YOUR CLEANLINESS (10 = very clean, 1 = very messy)

**A** \_\_\_\_\_ **B** \_\_\_\_\_

### SLEEPING AND OTHER RESTFUL STATES

NORMAL SLEEPING HOURS ARE

**A** \_\_\_\_\_ **B** \_\_\_\_\_

I WON'T BE ABLE TO SLEEP IF THE FOLLOWING IS OCCURRING

**A** Guest in the room ☐ TV is on ☐ Lights are on ☐ Stereo is on ☐ Computer is in use ☐ Other \_\_\_\_\_

**B** Guest in the room ☐ TV is on ☐ Lights are on ☐ Stereo is on ☐ Computer is in use ☐ Other \_\_\_\_\_

WE ALLOW OVERNIGHT GUESTS ☐ Never ☐ Only after notification of \_\_\_\_\_ day(s)

OVERNIGHT GUESTS CAN BE ☐ Same gender only ☐ Any gender

OTHER REQUESTS \_\_\_\_\_

ALONE TIME IN THE ROOM

**A** \_\_\_\_\_ **B** \_\_\_\_\_

### ALCOHOL

I WOULD BE UNCOMFORTABLE WITH THE FOLLOWING OCCURRING IN OUR ROOM

**A** ☐ Alcohol is present ☐ Someone is talking about alcohol or partying ☐ Someone who has been consuming alcohol

**B** ☐ Alcohol is present ☐ Someone is talking about alcohol or partying ☐ Someone who has been consuming alcohol

Having this conversation does not lead to policy violation. However, please review the Implied Consent policy.

### DISCUSSION ITEMS

☐ Decorations on the walls and doors ☐ What is loud according to you ☐ Personal Displays of Affection

☐ Arrangement of room furniture ☐ Things that are important to you ☐ Significant others / Relationships

☐ Alcohol, smoking, drugs etc. ☐ How to confront one another ☐ How you feel about guests

☐ Hygiene (Showering / Laundry) ☐ What you value / honor ☐ How important is room cleanliness

☐ The kind of music you like ☐ Is religion important to you

This is a brief overview of things that need to be discussed. If anything here raises another point that you would like to know about your roommate, it is important to ask them early on. It is much easier to ask them about something you are not sure about before it becomes a problem.

Most importantly don't forget to talk about:

- What you are like when you are angry or upset
- How you let people know that you are upset
- Something that will make you feel better
- Times when you would prefer to be alone
- How you act when you're feeling stressed or pressured
- Pet peeves or other things that annoy you

Our background, race / ethnicity, sexual orientation, religion, values, etc., influence who we are and how we see the world. You are encouraged to reflect on how these affect who you are, share with each other to the degree that you are comfortable. Recognize that these are deeply personal. Don't force your roommate to share these things with you.

Here are some more things you could share:

- Where you were born
- What was growing up like
- What are your attitudes and values around sex and gender
- What is your race and/or ethnicity

Please be sure to discuss what is important to you with your roommate and how that applies to guests of your roommate as well. If anything is unclear in the explanation between the two of you, be sure to ask for clarification.

### SHARING

# #housinglab

*Don't find fault, find a remedy.*

~Henry Ford



# 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

