



## **Landlord Incentive Pilot Program (LIPP) NCCEH Quarterly Report**

Report Date: July 18, 2018

Reporting Period: Second Quarter, 2018

### LIPP Community Reports

#### LIPP Communities Activity for Current Quarter

Recruitment	
Number of Landlords Recruited this Quarter	9
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	58
Housing	
Number of Households Housed in LIPP Units this Quarter	14
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	3

#### LIPP Communities Activity Year to Date

Recruitment	
Number of Landlords Recruited this Quarter	21
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	219
Housing	
Number of Households Housed in LIPP Units this Quarter	28
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	7

#### Challenges Encountered:

- This quarter a LIPP entity reported that they had 2 landlords pass on signed up for LIPP. The landlords were not fans of having to have quotes for repairs. Most landlords they work with are "mom and pop" sort of landlords, and they do most of the work themselves. The landlords just want to be able to turn in receipts to show the expenses

and be reimbursed for that, not hire out work. It is more expensive and time consuming to hire it out. NCCEH staff followed up with the LIPP entity that quotes are not a requirement of the pilot project.

- A LIPP entity reported a few scenarios come up with clients in LIPP units who have had damages, but are not being evicted. Obviously, the LIPP entity want to keep folks in housing so they are happy they were able to work things out with the landlords, but it would be nice to be able to pay for damages from these funds for damages when clients are able to stay in the unit rather than just when they are asked to leave. NCCEH staff followed up with the LIPP entity to clarify that eviction is not a requirement for damage payments.
- Communication, coordination, and data quality continue to be primary challenges for one LIPP entity, as they lack information from our participating partner agencies to be able to report accurate numbers of households housed. Each of the LIPP entity's 7 key partner agencies employs multiple case managers or housing locators and coordinating clear and active communication across frontline staff requires a level of staff capacity that they do not currently have. Currently, the LIPP entity send weekly email reminders to a listserv containing partnering agency staff and remind partners verbally at community meetings. The LIPP entity would like to discuss communication strategies with other pilot communities.
- This quarter, one LIPP entity focused their efforts towards coordinating the third Mayor's Landlord Roundtable in their community, which took place in June. At this event, the main challenge was securing attendance of those directly impacted (landlords and tenants). Around half of the landlords who had RSVP'd did not end up attending the event, although a few who had not RSVP'd did arrive on the day of. Given that 70+ community members, elected officials, and agency representatives were in attendance, the approx. 33 landlords, property managers and developers and 10 tenants felt somewhat outnumbered. In addition, only 3 new companies were willing to make a pledge of actual units.
- One LIPP entity reported that their housing market has continued to shift, with rents rising rapidly. Their community experience a net influx of 20 residents every day, and households have found their choices to be increasingly restricted, and available listings are quickly becoming filled.
- The primary challenge in Q2 of 2018 for one LIPP entity was the lack of dedicated staff, after the sudden departure of the project manager in late February. The ED and other staff did their best to continue landlord recruitment and tenant placement during this time, but momentum slowed. The LIPP entity is relieved to have a new manager begin on June 27<sup>th</sup>, at the very end of the 2<sup>nd</sup> quarter.
- One LIPP entity reports that their main challenge is lacking participation from partner agencies to recruit new landlords.

### Success Factors/Strategies Identified:

- A LIPP entity reports that they were able to find multiple landlords this quarter with several units that they are willing to rent to folks exiting homelessness.
- A LIPP entity reports that landlords did have some concerns with our tenants over the 2<sup>nd</sup> quarter, but the participating service providers were extremely responsive, so landlords have remained in the program.
- In June, one LIPP entity received a check for \$25,000 from a local church to use for pulling criminal backgrounds and as a revolving fund to pay first month's rent and security deposits quickly, with service providers reimbursing the fund as soon as they can. This should help allay landlord concerns about having to wait for initial payments.
- One LIPP entity reports that hiring a new manager of the project has injected new energy into the program, so they expect to report having new landlords onboard in the 3<sup>rd</sup> quarter.
- One LIPP entity reports that the third Mayor's Landlord Roundtable event was an overall success. This year, they planned tables to include a mix of stakeholders partaking in a facilitated discussion portion. The mayor indicated strong support for ending homelessness and issued a particular call to action for local housing providers. Property managers and landlords engaged actively and thoughtfully in the roundtable discussions and many were interested in advising the program and committed to taking a meeting with a housing locator. The Roundtable also helped to prompt 3 partner agencies to formally join the LIPP pilot by signing a Key Partner Agreement. The LIPP entity convened a gathering of Housing Locators from 6 participating agencies, in order to divvy up units pledged by landlords at the Roundtable. The group will continue to meet as part of their monthly Housing Results Team meetings and hope to continue exchanging information about available units.
- A summer intern is compiling a research report for one LIPP entity, which will contain findings and recommendations about the program.
- One LIPP entity created a spreadsheet tool that contains active listings from partnering housing providers, as well as relatively affordable local units automatically scraped from Craigslist listings. In addition, they have routine, twice-weekly emails, one which solicits information about available units from partnering landlords, and one which shares the spreadsheet link with partner agencies, respectively. Looking forward, the LIPP entity hopes to look into the Zillow Community Pillar tool as a potential local resource and learn from the design of OneApp Oregon to explore whether they might be able to develop an alternative application method for participants.
- One LIPP entity reports that their best strategy has just been consistency. They try to offer this option to every new landlord they are working with.

### Success Stories:

- At the Roundtable event, an attendee who was seeking housing was able to connect with a key partner landlord seated at their table. The participant is a client of one of our key partners. The landlord took time to write the following email to the organizers as well as the mayor: "Well....he is coming in tomorrow to sign a lease for his new

apartment at [ADDRESS]. We think it will be a great fit, one-bedroom apartment with stove and fridge, central heat and air economical and near transportation to get him to his job. I am very excited to be able to work with him and am thrilled of the outcome from last Monday thus far."

- Marie (not her real name) and her 10-year-old son became homeless in Fall 2017 when they were evicted. Marie had taken a temporary leave of absence from her full-time Certified Nursing Assistant (CNA) job in order to care for her ailing grandmother and fell behind on her rent. She engaged with the program and was referred to the LIPP project in February 2018. Marie was approved and moved into a 2BR unit in April 2018. Her rent will be subsidized by rapid rehousing funds for at least one year, and she has returned to her full-time work as a CNA.
- A gentleman with an extensive criminal background was able to secure his own housing for the first time in many years.
- We recently had a tree fall on a mobile home that one of our LIPP clients is housed in. Thankfully the tree just hit the very edge of the unit and a small shed on the side and barely did any damage to the unit itself. Everyone else in the park lost power and somehow, he didn't. The landlord was amazing. She offered to put him up in a hotel for the first night, had the repairs done quickly and helped keep him calm throughout the event. The success to me is two-fold:
  1. Nobody was hurt and there were minimal damages.
  2. We have established the kind of relationship with the right kind of landlord who really cares about our client's well-being.

## Reimbursement of LIPP Entities

### Reimbursement Information for Current Quarter

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	NA

### Reimbursement Information Year to Date

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0

Average Length of Time from Request to Reimbursement	NA
--	----

Challenges with reimbursement process:

To date, NCCEH did not receive a payment request from the pilot communities.

Successes with reimbursement process:

To date, NCCEH did not receive a payment request from the pilot communities.