

From Application to Expiration

Effective Landlord Engagement



Why is this Important?

**Competitive
rental market**

**Streamlined
application
process**

**Become
proactive to
potential barriers**

**Stress free
move in**

Tenant retention

**Setting up for
self sufficiency**



Preleasing

1

**Become aware of
any housing
barriers**

2

**Educate client on
the parameters of
the program and
voucher**

3

**Provide access to
Padmission for self
navigation and
empowerment**

4

**Provide a short list
of properties you
have worked with**

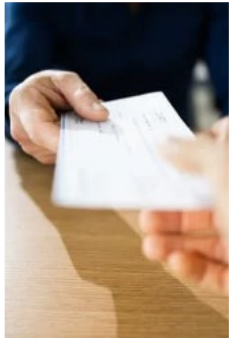
Application



Fill out honestly



Tax Credit Applications must be completed with no marks or corrections



Provide landlord with application funds



FOLLOW UP!

Unit Inspection

- For PHA programs, has the Tenant's RFTA been submitted?
- For CoC programs, units should be inspected within 72 hours of unit being ready for move in.
- Once unit has passed inspection, confirm move in date



Unit Inspection

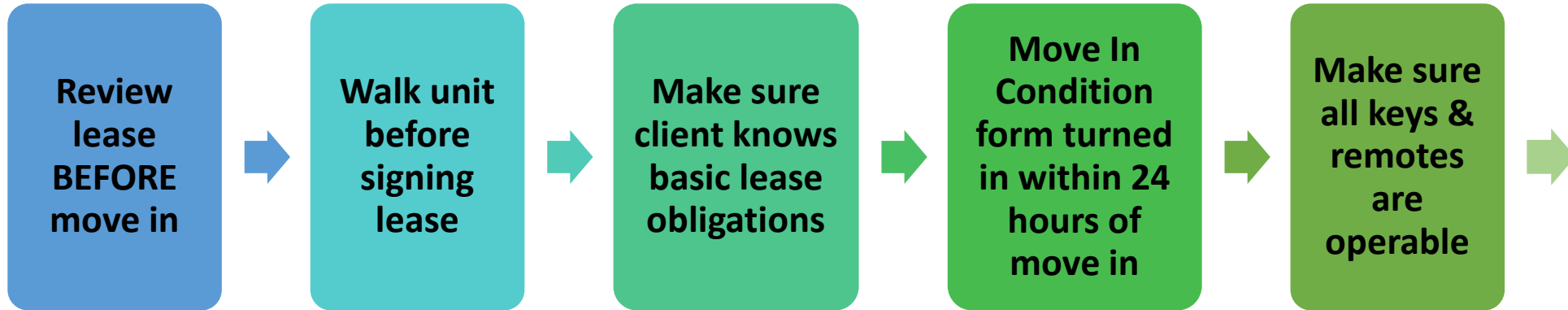
Remember

It's okay to ask for repairs!!!!

Clients should not be present for
any unit inspections



Move In



Maintain Housing

Set **standard check-in process** with client

Confirm tenants' portion has been paid and received by the **DUE DATE** each month.

Remind clients to report maintenance issues **in a timely manner**

Case Managers should visit the client's unit **at least once a month**

Encourage clients to **build a relationship with landlord** for long-term housing success

Refer client to any **additional services needed**



Lease and Program Expiration

My client is going
to **RELOCATE**

Have they given
notice?

Cover the
condition unit
should be left in

Do they have
moving resources?

My client is
STAYING

Does the landlord
know you are no
longer assisting?

Can your client
pay rent
independently?

My client is
**UNABLE TO
MAINTAIN LEASE**

Diversion, shared
housing, RRH to
PSH transfer

Other short term
assistance
programs?

My client is
**UNABLE TO LIVE
INDEPENDENTLY**

Diversion

Assisted living,
group homes,
nursing homes