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# PSH Programs Training Series Session Three

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# Series Overview

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- Session One - Housing First and Engagement Techniques
- Session Two - Assessment and Housing Planning
- Session Three - Working with Landlords/Property Managers toward Housing Stability
- Session Four - Connecting to Community Resources
- Session Five – Creating a Culture to Promote Moving on
- **CEU's will be available for Social Workers and Counselors–**
  - Must attend all 5 sessions
  - Must complete training evaluation form at the end of the series
  - If you are interested in receiving CEU's, please send an email to Suzanne Wagner at [swagner@housinginnovations.us](mailto:swagner@housinginnovations.us) with your full name, discipline – SW or Counseling, and license number
- **Record!**



# Introductions

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- Housing Innovations
  - Suzanne Wagner
  - Andrea White
- Goals for the Training
- Housekeeping
  - **PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN**
  - **Please put your name as you would like to be addressed as your screen name**
  - **Please put your role/title and program into the chat box**
  - **We will attach the slides in the chat in the chat**
  - **We love interaction – raise your hand, indicate in chat box that you would like to comment or just unmute and talk!**
  - **To begin, think about what is your place of peace? Please put it in the chat.**

# Agenda



Review of Session Three

Introduction

Working with Landlords and Property Managers to Sustain Tenancy

Harm Reduction Plan for Eviction Prevention

# Review of Session Two

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- Assessment: getting a good housing and homeless history
- Getting to what participant has planned
- Setting housing access and stability goals
  - Providing education on housing options
  - Determining long-term goals that increase and maintain motivation
- Negotiating the goals for the plan
  - “So that....” principle in setting goals
- Focused planning
  - No more than three goals
  - All through lens of housing access and longer-term stability
  - Connecting to network of care



**Poll: Assessment and Planning Documents**

# Review: Motivational Goal Setting

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Goals form the core of motivation

As discussed in session two it has to be something real to each tenant

Having housing stability, applying for benefits or getting a new job is usually not motivating.

The process is often anxiety provoking and unpleasant

Having enough money to buy something you want, changing the way people see you or even giving some money to your kids can be very motivational.

If we are talking about increasing income it is important to first focus on what that individual or family will get from this.

**Put in chat or speak out: What techniques do you use to identify the motivating longer-term goals**



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# Working with Landlords to Sustain Tenancy

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# Using the Lease to Structure the Work

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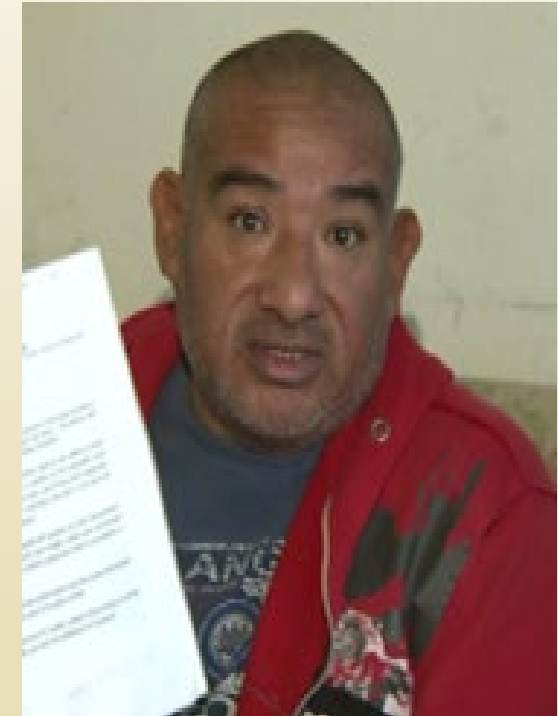
- One of the goals is for each individual and family to be stably housed and to do so, need to learn how to manage tenancy obligations so they may move on.
- Key to achieving this goal is the active coordination between property management and service staff, while maintaining the functional separation of these two staffs.
- Having separation of functions helps tenants learn by being treated no differently from any other tenant. (Don't want to create alternate reality)
- Problems that threaten tenancy may motivate tenants to use services in order to keep their housing.

# Teach Obligations of a Lease/Tenancy

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|   |
|---|
| Allow other tenants the peaceful enjoyment of homes   |
| Make required rent payment on time                    |
| Keep unit free of health and safety hazards           |
| Only allow people on the lease to live there          |
| No criminal activity in unit, common areas or grounds |
| Keep utilities current and paid                       |
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|   |
|   |



# Teach Rights of Tenancy

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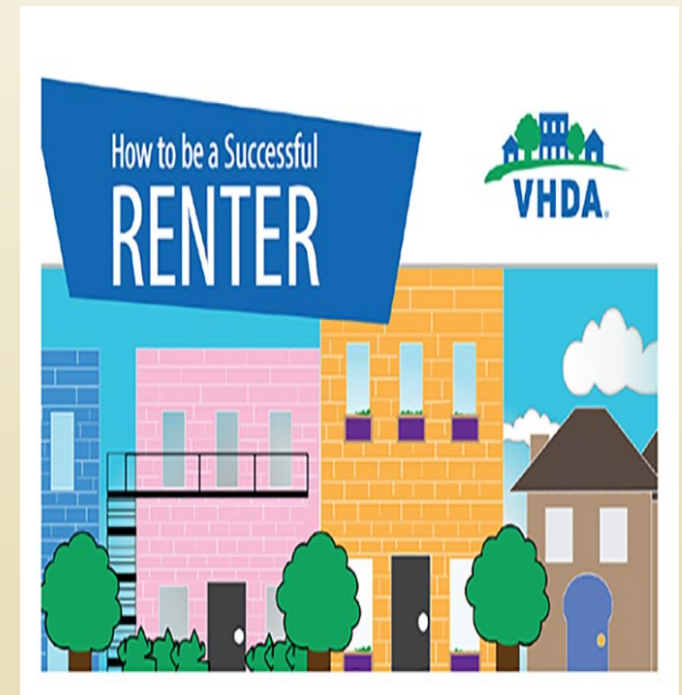
- Right to privacy – no entering apartment without permission or emergency
- Right to safe and well-maintained housing – repairs and safety considerations
- Right to due process – no eviction without proper process



# Resources for Tenancy Education

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- Tenant laws differ by state and locality. You can usually get a tenant's rights brochure by googling your state and “tenants rights and responsibilities”.
- An example of this is: Legal Aid Society of Cleveland Tenants Rights
  - <https://laslev.org/get-help/housing/tenants-rights/>
- A resource to teach tenancy skills: *RentWise Workbook: University of Nebraska*
  - <https://www.rentwise.org/>



# Coordinating for Housing Stability

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Landlords have a key role in helping tenants understand their lease obligations and comply with them.

Assertive approach  
Establish clear and consistent tenancy expectations



Services staff provide and arrange for services needed to maintain housing and also function as advocates for each person / family.

Teach/assist to meet tenancy obligations  
Teach negotiation skills with the landlord

# What we are trying to accomplish

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## Balance

Strike a balance among competing forces - financial demands of the building, safety/security of the community vs. needs of individual tenants

## Collaboration

Foster a collaborative relationship between landlord and services with separate functions.  
What are shared goals?

## Coordination

Develop systems to effectively coordinate between landlord functions and services functions

## Success

Develop buildings that are assets to the community, not liabilities; that tenants want to stay in.

# Managing the Collaboration

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- Landlords and Services staff understand each other's roles
- Input and feedback from landlords and services staff is valued
  - This includes all staff including security and maintenance
- Clear procedures and communication on topics such as: confidentiality, eviction prevention process, lease violations and crisis procedures
- Services copied on all lease violations, and/or services checks in at least monthly with each landlord

Resource: Property Managers Manual

[http://www.csh.org/wp-content/uploads/2011/12/Tool\\_PropertyMgmtManual1.pdf](http://www.csh.org/wp-content/uploads/2011/12/Tool_PropertyMgmtManual1.pdf)

*Poll 2: Coordination with Landlords/Property Managers*

# Discussions – Landlord Coordination

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## PLEASE TURN YOUR CAMERAS ON

### Discussion Prompts:

- What kinds of lease violations are tenants receiving?
- Are the roles clear about which staff enforce the lease and which staff support tenants to meet these requirements?
- What are some of the successes you have had in coordinating with landlords to support stable tenancy?
- What are some of the challenges you experience in coordinating with landlords to support stable tenancy?



# Developing a Culture of Tenancy

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Not all lease rules are obvious they are learned.

We provide education on tenancy, enlist landlords to uniformly enforce the lease and also teach lease rules at every opportunity

Use everything you have: tenant meetings, classes, home visits, time with people at resources visits.

Make sure landlords of formalizing process of lease enforcement– putting it in writing, predictable process

Ask landlords or PMs to write a letter to tenant when they follow the lease for a period of time. Connect this to longer term goals

Establish a regular contact with landlords ( at least monthly) and with property managers (more frequently)




# Eviction Prevention Strategies

## THE TENANT EVICTION PROCESS

The outline below should help to explain the eviction process.


### THE EVICTION PROCESS


**STEP 1**

 **DEFAULT ON TENANCY TERMS**


SERVE SECTION 8 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)  
OR  
SERVE SECTION 21 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)

**STEP 2**

 **APPLY FOR COUNTY COURT ORDER FOR POSSESSION**

 **CALL BURLINGTON ON 0845 520 2000**

**STEP 3**

 **ENFORCE ORDER BY COUNTY COURT WARRANT OF POSSESSION (LEAD TIME 2-16 WEEKS, DEPENDENT ON COUNTY COURT WORKLOAD)**

OR

**ENFORCE ORDER BY HIGH COURT WRIT OF POSSESSION (LEAD TIME APPROX 7-10 DAYS)**

Burlington are used to helping clients navigate this process; so if you have any questions, feel free to give us a call on 0845 520 2000.

**0845 520 2000 | WWW.BURLINGTONGROUP.NET**

Educating everyone on rights and responsibilities of tenancy

Regular communication with landlord to catch lease violations early

Agreement between tenant and landlord about working together

Resources or support & address lease violations (back rent, clean up)


Knowledge of timelines and steps in the eviction process

Legal resources

Crisis planning to avoid eviction/respice

## Harm Reduction Defined for Eviction Prevention

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Harm Reduction (HR) is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problem behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior.

Harm reduction goal here is to prevent  
**EVICTION.**

# Harm Reduction Eviction Prevention Strategies

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- Representative payee or automated rent payments
- Connect to free resources to stretch budget - food, clothing, library, etc.
- Plan to increase income and resources and budget for “recreation”
- Plan for how to socialize without disturbing neighbors
- Carpets, drapes, headphones, air purifiers, fans
- Activities for children and child-care
- Connection to faith community
- Alternative strategies for substance use
- Adding people to the lease
- Engagement in meaningful and purposeful activity
- Find another unit and landlord agreement to end the lease – “no harm, no foul” but.....



# Harm Reduction Plan to Prevent Eviction – Example

| Housing Risk  | Options                                      | Factors in favor   | Factors against  | Non-negotiable  |
|---|--|--|--|---|
| <p>Eviction: landlord smells marijuana coming from apartment; bothering neighbors in building</p> | <p>Stop smoking pot</p>                      | <ul style="list-style-type: none"> <li>• Solve problem with landlord</li> <li>• Save money</li> <li>• Expand possibilities for employment</li> </ul> | <ul style="list-style-type: none"> <li>• Person has no commitment and frequently relapses</li> <li>• PTSD; says marijuana helps</li> </ul> | <ul style="list-style-type: none"> <li>• Landlord: Must address the nuisance behavior</li> <li>• Tenant: Must get relief</li> </ul> |
|   | <p>Find another way to consume marijuana</p> | <ul style="list-style-type: none"> <li>• May address landlord concern</li> <li>• Allows for use for PTSD</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Expense of continuing to consume</li> <li>• Legal and employability risk</li> </ul>               | <ul style="list-style-type: none"> <li>• Landlord: Must pay rent</li> <li>• Tenant: Must have more money</li> </ul>                 |
|   | <p>Find a substitute</p>                     | <ul style="list-style-type: none"> <li>• Resolve nuisance</li> </ul>   | <ul style="list-style-type: none"> <li>• May become addicted to Rx meds</li> </ul>   | <ul style="list-style-type: none"> <li>• LL: Must address nuisance</li> <li>• Tenant: No addiction</li> </ul>                       |

## Harm Reduction Plan Activity

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***Meet people  
where they are,  
but don't leave  
them where they  
are.***

- Using the template provided, develop a Harm Reduction plan for a current participant.
- Identify risk/barrier to stable housing and options to mitigate/ eliminate the risk

# Wrap up and Evaluation

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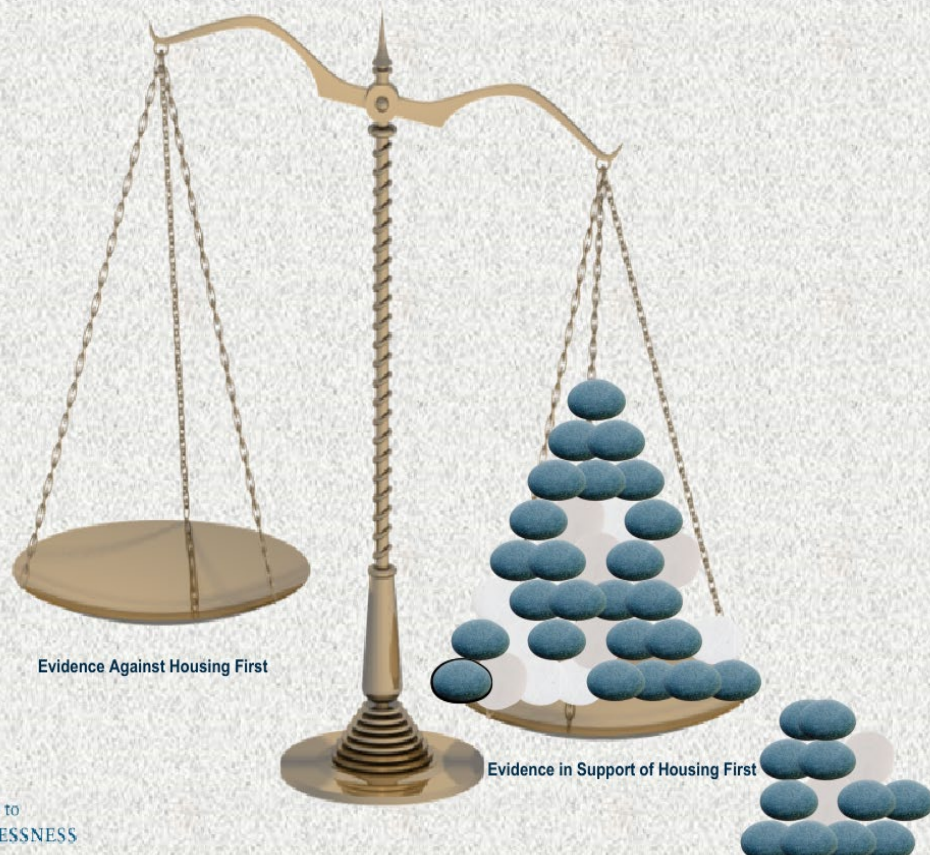
Many thanks!

PLEASE TURN ON YOUR CAMERAS  
TO SAY GOOD-BYE

## The Evidence is Clear: Housing First Effectively Ends Homelessness

Hover over pebbles to see study links. Click a pebble to view the study in a separate window.  
Click on a category in the legend to highlight all pebbles in the category.  
Please note this is not a comprehensive list of all Housing First Studies.

● Domestic Studies



# Resources

## Basic Information on Housing First

- <https://endhomelessness.org/resource/housing-first/>

## NAEH Interactive Tool to Access Research on Housing First

- <https://endhomelessness.org/resource/data-visualization-the-evidence-on-housing-first/>

## Summary of Research on Housing First

- <https://nlihc.org/sites/default/files/Housing-First-Research.pdf>

## Comprehensive Review of Research on Housing First Outcomes

- <https://www.thecommunityguide.org/media/pdf/he-jphmp-evrev-housing-first.pdf>

## Motivational Interviewing Website

- <http://www.motivationalinterviewing.org/>

## CSH Property Management Manual

- <https://www.csh.org/resources/supportive-housing-property-management-operations-manual/>

# References and Research

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