

## Housing/Landlord Liaison

### Marketing of the HF Program:

Landlord Liaison shall market the HF program in the community, targeting Property Management companies and Private Landlords. In marketing the program and the supports provided to increase tenant success,

Landlord Liaison shall explain the nature of the program in detail and the benefits of partnering with the HF program in terms of 100% rental rate, no need for advertisements of vacant units, on-time payment of rent, supports provided to the tenant and the landlord, outline the vehicles for communication and make sure that the landlord understands what information can and cannot be shared regarding the tenant.

The Landlord Liaison is responsible for the creation and updating of information to be shared with a Landlord by the Program Staff when preparing to move a Service Participant into a unit, subject to the approval of the Team Leader and/or Program Managers. Information should reiterate the communication processes and what information can be shared regarding the tenant.

### Support of the HF Programming:

Maintain a list of all properties where service participants – past and present – have resided. Maintaining and updating this list monthly is the responsibility of the Landlord Liaison staff member.

On a monthly basis, check with Housing Workers to ensure that rent has been paid on time. Workers report to the Landlord Liaison whether rent has been paid on time and in full, as well as where there are any payment deficiencies. In any month where there are deficiencies, the Landlord Liaison shall report this to the relevant Program Managers and the Team leader by the fifth business day of the month. The Landlord Liaison is responsible for compiling the overall summary of this information.

Ensure that vacant units are identified and shared with Housing Workers. Support HF program in identifying appropriate housing options based on the unique needs of HF clients.

### Monitor for Building and Community Saturation

The Housing First Program shall take reasonable steps to ensure that multi-unit buildings with 6 or more units shall not have 15% or more of the units occupied with active Housing First service participants at any one time, unless there are permanent

on-site supports for the majority of the day provided by a support service agency. The Landlord Liaison is responsible for tracking building saturation levels and informing program staff when saturation levels have been reached.

As possible, the Landlord Liaison with Housing First Program will coordinate with other housing support programs in the community to decrease the likelihood of building saturation with tenants that may have considerable support needs. This coordination is the responsibility of the Landlord Liaison.

From time to time and at the discretion of the Team Leader and/or the Landlord Liaison, specific neighbourhoods or communities may be considered to be saturated when the volume of program participants in the area is having deleterious consequences. The Team Leader and/or Landlord Liaison shall make it known to Program Staff when the community is no longer considered to be saturated and housing access for active Service Participants can begin again.

From time to time and at the discretion of the Team Leader and/or Landlord Liaison, specific buildings may be considered saturated even when it is less than 15% of the units that are occupied by active Service Participants. The Team Leader and/or Landlord Liaison shall make it known when the building is no longer considered to be saturated and housing access for active Service Participants can begin again.

**Promote Ongoing Landlord Relations:**

From time to time certain landlords, superintendents and/or properties may be considered unavailable to even approach for vacant units because of a saturation of units within a building or specific issues that are being worked upon and/or are unresolved. In consultation with the Landlord Liaison, the Team Leader, Program Managers and/or Executive Directors may suspend interaction with these specific landlords, superintendents and/or properties for new units in these instances.

At least twice per year the Landlord Liaison for the Housing First Program shall attempt to connect with each landlord to converse about their satisfaction with the program and any potential issues, in conjunction with the Landlord Liaison.

The Landlord Liaison will host a meeting of landlords involved with the Housing First Program a minimum of three times per year to hear opportunities and address issues that landlords face through their involvement with the program. The Team Leader will be in attendance. Program Managers and/or Executive Directors may also choose to attend these meetings, though the Landlord Liaison shall remain the chair of the meeting.