

Appendix D

Some Common Challenges Landlords Face & Suggestions for Improvements Noted by Landlord Liaisons Based on Their Communications with Landlords

Tenants who are facing housing challenges need case management support to continue beyond finding and setting into a rental unit
Vouchers are helpful <i>and</i>: a) different programs and their requirements are confusing and time consuming to understand, b) there should be an easy reporting system when tenants aren't paying their subsidized rent share or are violating other lease terms; c) the established fair market rents are too low, and d) length of time to find a rental with a voucher is too short.
Damages from tenants can be substantially higher than the allowed amount in the Landlord Relief Program or a community service organization's risk pool
<u>Suggestion</u> : Financial incentives could help landlords rent to those with poor rental histories
<u>Suggestion</u> : Provide incentives for tenants to pay their rent on time and be good neighbors (e.g., for every month paid on time over the lease term, a small amount is put into an account the tenant can access after 6 months, 12 months, etc.)
<u>Suggestion</u> : Have more risk pool resources for landlords that are held locally by the lead housing agency and that can be additive to funds from other programs to cover more of the cost of damages
<u>Best practice suggestion</u> : Have primary points of contact (ideally only 1 – 2) for a tenant receiving case management support to streamline communications and ensure the landlord knows whom to reach out to if there are issues.