










Landlord Satisfaction Surveys

- The survey feedback provides employees with an understanding of our Landlord needs.
- We use surveys to evaluate and adjust our services as needed.
- As a result of the surveys, we are performing regular housekeeping checks, offering tenant education.
- Great opportunity for Landlords to express how they feel & what they like/dislike about the program. The need for better understanding the program, services & processes.


Tenant Education & Retention Workshop: Know Your Rights & Responsibilities

How does tenant education & retention workshop makes a positive impression on Landlords?

- Participants have the opportunity to gain knowledge and credibility despite their housing barriers, by identifying ways of creating a more positive tenant and Landlord.
- This method is a helpful "selling point" to Landlords because we are preparing Participants to be successful tenants.



LFH Recent Implementation in 2018



- More aggressive Aftercare and Outreach program provided to all Participants (tenants) who exit the PSH or RRH program.
- Implemented the new LFH Landlord and Participant partnership agreement.
- Case Managers are present during the lease signings and engage with Landlords on a regular, consistent basis (checking in with the Landlords for updates, concerns, support, etc.).
- Send "thank you" & holiday cards to Landlords.
- Invite Landlords to events and meetings.

LFH Future Implementation in 2019

- ▶ Facilitate landlord forum to discuss our program and services and needs of our community partners (Landlords).
- ▶ Provide Landlords with a community resource book that they may find useful for themselves or can use to help tenants.
- ▶ Add Landlords to our constant contact list, so they will receive our monthly e-newsletters.
- ▶ Mail or email quarterly (or biannual) newsletters specifically for Landlords with important information about our programs and services.

“Without landlords who are willing to accept tenants with poor rental income, credit and/or criminal histories, households who are homeless remain homeless.” –National Alliance to End Homelessness



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Thank you!
