

ANDERSON HOUSING AUTHORITY

LANDLORD RETENTION

INTRODUCTION

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CHALLENGES FACED BY LANDLORDS IN THE HCV PROGRAM

- **Varying regulations and guidelines**
 - Host a Landlord Symposium
 - Send out mass emails
- **Property damage caused by tenants**
 - Letter sent to landlord asking “if tenant is in good standing?”
 - If not in good standing, they are not eligible to transfer assistance

IMPORTANCE OF GOOD LANDLORD/TENANT RELATIONSHIPS

- **Open communication between landlord and tenant**
 - Policy that the tenant or landlord must try to communicate before we intervene
 - Respect for this relationship is emphasized at the tenant briefing as well as the Landlord Symposium
- **Providing property Maintenance and reporting property damage on a consistent basis.**

IMPORTANCE OF GOOD LANDLORD/TENANT RELATIONSHIPS

- **Offering fair rent**
 - Rents must be reasonable and affordable to be approved
 - Both parties are given estimated break down of said rent
 - if not affordable, tenant and landlord are released from current RTA.

STEPS TO RETAIN LANDLORDS IN THE HCV PROGRAM

- **Timely rent payments**
 - Housing Authority's payments are always made on the 1st of the month
- **Offering incentives such as direct deposit*******

STEPS TO RETAIN LANDLORDS IN THE HCV PROGRAM

- **Streamlining the certification process for tenants and landlords**
 - Implementing our new online services
- **Advertisement for available units**

CONCLUSION

- Encourage landlord to participate in the HCV program