



Landlord Incentive Pilot Program (LIPP) NCCEH Quarterly Report

Report Date: July 16, 2019

Reporting Period: Second Quarter, 2019

LIPP Community Reports

LIPP Communities Activity for Current Quarter

Recruitment	
Number of Landlords Recruited this Quarter	3
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	10
Housing	
Number of Households Housed in LIPP Units this Quarter	24
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	6

LIPP Communities Activity Project Inception to Date

Recruitment	
Number of Landlords Recruited to Date	37
Number of Units Made Available to LIPP Program by Recruited Landlords to Date	298
Housing	
Number of Households Housed in LIPP Units to Date	116
Of these, Number of Veteran Households Housed in LIPP Units to Date	27

Challenges Encountered:

- One community reported a challenge of staff changes including an intern position ending and a new full time Housing Access Coordinator position being hired and onboarded. The intern had been coordinating LIPP in the community and spent the final quarter creating process documents to be able to pass them along to the incoming full-

time Housing Access Coordinator position. They anticipate that the following quarter will require significant work in onboarding and capacity-building with the incoming Housing Access Coordinator. **The creation and local funding for this position has been partially the result of the pilot project and the recognition of need for local support to ensure success.**

- Coordination continues to be challenging for one LIPP Entity, with partner organizations' staff turnover and capacity limitations making it difficult for them to receive data about lease-ups and landlord recruitment. For example, one partner spoke with the LIPP Entity in January about seeking risk mitigation fund coverage for clients housed during the open period and committed to sending the relevant documentation and data by May. However, they were unable to successfully send the LIPP Entity the information needed after several follow-ups. These challenges continue to affirm the need for additional capacity to manage the community-wide partnership.
- One LIPP Entity reports that there has been a noticeable increase in the cost of housing in our area which has impacted the ability to find housing within Fair Market Rates.
- One LIPP Entity reports that the central challenge this quarter has been locating housing for families that need 3 or more bedrooms. Housing for these families may require a double security deposit. It then becomes almost impossible for the family to move into housing due to lack of resources to pay such a large amount upfront. In addition, a 2-year rental subsidy may be needed but not available.
- Another challenge reported by the LIPP entity is that many agencies have little flexibility in the way they will disperse rental payments to landlords that chose not to accept electronic transfers. One of the LIPP Entity's top property providers only accepts paper checks, which has led to a couple of late rental payments and a negative impact on the landlord's experience in working with the LIPP Entity.
- A LIPP Entity reports that their first tenant was evicted due to nonpayment of rent with a total debt of \$4000 with rent owed and eviction costs.
- A LIPP Entity reports that they had a challenge of ensuring that the execution of the MOA is consistent from the top down. The landlords MOA must be the same as the MOA required by partnering agencies.
- A LIPP entity reports that landlord incentive tools are OK from the landlord's perspective, but not worth the potential legal hassles.
- One of the LIPP Entity states that there is a housing challenge in the affordable price range still. After the recent hurricane, the base rent increased which make it more difficult to house lower income participants. The market is showing some improvement.
- A LIPP Entity reports that recruitment event efforts for area landlords has to be more engaging and time committed to that effort. Therefore, participation from partner agencies has not increased to make offers to tenants and the existing LL has to be engaged.

Success Factors/Strategies Identified:

- A LIPP Entity reports that the key factor in meeting the program purpose includes supportive assistance from Terry Allebaugh and Emily Carmody, at NCCEH. Having help

with training and understanding the claims process has contributed to this quarter's success in initiating the first claim. The LIPP Entity reached out to a few of the partnering agencies to discuss the program in general and to determine if any of the tenants housed meet the criteria for the bonus category and are awaiting responses. The LIPP Entity also has a claim pending, which is a success. They hope to have the reimbursement forms and submission completed at the end of this week.

- Since the lease-up date ended, one LIPP Entity reports that it seems that LIPP has entered a season of "watching and waiting" to see how many claims are made. Thus far, no claims have been formally made. When additional staff capacity is available, the LIPP Entity plans to reach out to partner organizations and landlords to remind them about the Risk Mitigation Fund.
- A LIPP Entity reports that this quarter has involved a lot of capacity-building work in preparation for the new Landlord Engagement project set to begin in July, a City-funded initiative that builds upon the work of the risk mitigation fund to incentivize new landlord partnerships. The launch of this new project itself has already garnered new interest from local landlords and property managers.
- A LIPP entity reports that a LIPP landlord is building apartments and continues to have vacancies. The LIPP Entity reports that 5 veterans signed leases with the landlord.
- Since the last quarter, one LIPP Entity has created a great partnership with the city code enforcement office which could very well be an incentive when recruiting new landlords. Having and sharing information on some of the most recent issues inspectors look for when conducting inspections that can prevent property owners from incurring fines.

Success Stories:

- Mary Jane (name changed) is 53-year old Caucasian female from Charlotte, NC. Mary has been homeless for the past 10 years. She attributes her homelessness to an alcohol addiction and several arrests that resulted in multiple felony convictions. Mary completed substance abuse treatment in January 2019 and was living in a homeless shelter. During this time, she was working one full-time and one part-time job and saving her income. She applied at 6 different housing communities and was denied by all due to her criminal background. After receiving a referral for Mary from the Salvation Army, the LIPP Entity requested letters of recommendation from her employer and 3 counselors. The information was presented to a participating landlord who approved her for housing in a newly renovated duplex. Mary signed her lease and is maintaining her sobriety and employment. She is building a relationship with her granddaughter.
- One of our landlords received a housing stability bonus this month. We are excited to offer this benefit to landlords, and it makes a huge impact. Several leases are coming up for renewal later this summer as well.

Reimbursement Information for Current Quarter

Number of Payment Requests Submitted	1
Total Amount of Payment Requests	\$500.00

Payment Requests Approved	1
Total Amount of Approved Requests	\$500.00
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	11 days

Reimbursement Information Year to Date

Number of Payment Requests Submitted	3
Total Amount of Payment Requests	\$1,500.00
Payment Requests Approved	3
Total Amount of Approved Requests	\$1,500.00
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	15 days

Challenges with reimbursement process:

- No challenges this quarter

Successes with reimbursement process:

- The request for reimbursement was for housing stability bonuses, meaning that a landlord signed a lease renewal with a tenant.