



Landlord Incentive Pilot Program (LIPP) NCCEH Quarterly Report

Report Date: April 17, 2018

Reporting Period: First Quarter, 2018

LIPP Community Reports

LIPP Communities Activity for Current Quarter

Recruitment	
Number of Landlords Recruited this Quarter	12
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	161
Housing	
Number of Households Housed in LIPP Units this Quarter	14
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	4

LIPP Communities Activity Year to Date

Recruitment	
Number of Landlords Recruited this Quarter	12
Number of Units Made Available to LIPP Program by Recruited Landlords this Quarter	161
Housing	
Number of Households Housed in LIPP Units this Quarter	14
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	4

Challenges Encountered:

- One pilot community reports that landlords are reluctant to join due to extra paperwork for payment requests and some of the language in their local MOU.
- Staff turnover of the landlord incentive program manager caused one pilot community to retrain staff on pilot policies and requirements.

- Staff capacity is a challenge for another pilot community that organizes their program as a coalition of agencies. Currently, they need a dedicated staff person to field questions, recruit organizations, and recruit landlords. The pilot community is attempting to fill some of the need with a student intern but identifies funding for a full-time staff as need for their community.
- A pilot community reports that recruiting property managers for larger numbers of units is difficult. The landlords recruited so far have been smaller landlords. They would like to have a bigger company participate.

Success Factors/Strategies Identified:

- NCCEH hosts calls with the pilot communities on a regular basis to discuss program design and implementation. One pilot community reports that these calls are helpful because they can hear how other pilot communities address challenges.
- One pilot community identifies mission-driven landlords as a key factor for success. This past quarter, the pilot partnered with a landlord who owns a small number of properties and is interested in leveraging their properties towards the affordable housing crisis. The landlord knows several other landlords who are similarly mission-driven, and they organized a small 1.5-hour informal event to discuss the pilot project and answer questions. The public housing authority, VA, and partnering agencies sent representatives. This relational approach and the ability to meet with key partners face-to-face, received positive feedback from the landlords. After this meeting, the landlord set up a listserv for small landlords to continue the conversation and helped to disseminate materials and information.
- A pilot community states that the risk mitigation funds are proving to be a draw for landlords and that their staff's ability to sell the program was a key strength.
- Due to an experience of first month's rent and deposit checks being delayed from housing programs, a pilot community secured a commitment from a local faith community for \$25,000. These funds will be used to pull criminal background checks for households to see if issues need to be addressed pre-tenancy and as a revolving fund to provide first month's rent and deposits to landlords quickly. Agencies will then reimburse the funds used for first month's rents and deposits.
- A pilot community sees the pilot being managed by one agency with an experienced housing specialist team as a key strength. The agency does not have to take on the additional stress of organizing partner agencies and uses the pilot project funds in addition to other landlord recruitment and retention techniques learned over the past three years. The LIPP Entity sees having a team focused on landlord recruitment as a key to success.
- One pilot community is looping in the advice and partnership of landlords with a range of portfolio sizes, including a medium-size landlord (45+ units owned total, with 3 made available to the pilot) and larger company (1,200+ units, who have made units available but have not yet signed an MOU). The landlord input is crucial to the partnership, including advising an outreach strategy, sharing feedback about MOU language,

assessing reasonable costs for property repairs, and sharing general issues and priorities from a housing provider perspective.

Success Stories:

- A client served by a partner agency held a voucher that was nearing expiration. The agency staff connected the tenant to an available unit displayed on a spreadsheet that had just been sent out to partner agencies earlier that day. Crucially, this spreadsheet includes relatively up-to-date information (updated weekly) solicited from housing providers about unit availability and includes information that is often difficult for tenants to access. For instance, the unit accessed by the tenant is not posted on any listing websites and would typically only be accessible by inquiring with the company at their office or sent via email/fax.
- One key moment of creating buy-in for the risk mitigation fund came when a LIPP agency sat down with a landlord who was interested in partnering with local non-profits. This landlord attended an agency training, and he gained some familiarity with the risk mitigation fund. When meeting with the agency to consider partnership, the risk mitigation fund seemed to be a deciding factor in his decision to make these units available.
- Sandra (not her real name) had been homeless for over 4 years, sleeping either outside behind a convenience store in Charlotte, or occasionally in the homes of kind people who met her there, some of whom also occasionally brought her food. She engaged with Supportive Housing Communities' program and was referred to the project in January 2018. With help from Emergency Services Grant rapid rehousing funds, Sandra was approved for and moved into a 1BR unit in February 2018. Sandra has been a model resident in her first two months, according to the housing provider.
- A veteran client and his wife and grandson moved into a mobile home owned by a landlord participating in LIPP. The client was suffering from long-term health issues including cancer, and the agency was working hard to get him secured housing so that if anything were to happen to him, his wife would be able to receive ongoing support. The agency got them housed, and two weeks later, the client passed away. Because this landlord worked hard to get the unit ready quickly, this agency was able to get the family into housing and the wife will be able to continue to receive support. It was just great to see everyone working hard to get this very vulnerable family housed quickly.

Reimbursement of LIPP Entities

Reimbursement Information for Current Quarter

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	NA

Reimbursement Information Year to Date

Number of Payment Requests Submitted	0
Total Amount of Payment Requests	\$0
Payment Requests Approved	0
Total Amount of Approved Requests	\$0
Payment Requests Denied	0
Total Amount of Denied Requests	\$0
Average Length of Time from Request to Reimbursement	NA

Challenges with reimbursement process:

To date, NCCEH did not receive a payment request from the pilot communities.

Successes with reimbursement process:

To date, NCCEH did not receive a payment request from the pilot communities.