



## Landlord Incentive Pilot Program (LIPP) NCCEH Quarterly Report

Report Date: January 25, 2019

Reporting Period: Fourth Quarter, 2018

### 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	3
Housing	
Number of Households Housed in LIPP Units this Quarter	17
Of these, Number of Veteran Households Housed in LIPP Units this Quarter	3

#### LIPP Communities Activity Year to Date

Recruitment	
Number of Landlords Recruited to Date	31
Number of Units Made Available to LIPP Program by Recruited Landlords to Date	242
Housing	
Number of Households Housed in LIPP Units to Date	64
Of these, Number of Veteran Households Housed in LIPP Units to Date	14

#### Challenges Encountered:

- A LIPP Entity states that they continue to go through staff transitions at the agency.
- A LIPP Entity reports that slowdowns occurred due to the holidays and an engaged landlord having construction delays due to snow and flooding.

- A LIPP Entity reports that a central challenge this quarter has been recruiting additional apartment communities. They have had success in recruiting a few townhomes and houses for rent. In addition, they have experienced some difficulties receiving referrals from agencies who have housing choice vouchers.
- Another LIPP Entity reported that the winter holiday season brought a somewhat “in limbo,” stagnant period of change in the affordable housing market. Understandably, the schedules of many agency partners and landlords/property managers was different than normal, which brought some barriers to engagement. They are hoping to send targeted engagement emails to partner agencies in order to provide them with one-on-one LIPP updates, as well as introduce new agency staff.
- A LIPP Entity reports that there has been a lot of turnover in agency partner staffing (particularly for housing locator positions), which has impacted their program and its reporting greatly.
- A LIPP Entity reports that a continuing challenge related to this and last quarter has been gaining housing update information from partner agency case managers/housing locators regarding individuals housed through LIPP. This is largely due to staff capacity, as well as the fact that the emails on the listserv do not reach every individual in the partner organizations. After discussing the issue with LIPP program staff, they edited the data points that they asked for, which was: the number of families or individuals that you have housed using rapid rehousing, permanent supportive housing vouchers, Housing Choice Vouchers, and/or HUD VASH since January 16th, 2018, a copy of the tenant’s lease, and whether or not they have access to information about the quality of the unit upon move-in. LIPP benefits were extended to all of these households.
- Another LIPP entity reports continuing to struggle with partner agency participation and a lack of housing in the area due to a disaster which has further challenged landlord recruitment.

#### Success Factors/Strategies Identified:

- A LIPP entity reports that their best strategy continues to be consistency when talking to landlords and explaining the benefits of the program.
- A LIPP entity reports that they have had continuing success in creating partnerships with property management companies by working with the local apartment association and utilizing additional funds to support the program.
- One LIPP Entity reports that although recruitment and housing numbers may be low, there has been a lot of progress in regard to a new Landlord Engagement position through the City. This position has been created as the direct result of landlord engagement projects and the LIPP pilot. LIPP Entity staff have been participating in the brainstorming meetings for this position with other key players in the realm of affordable. A substantial portion of their energy has been put into co-designing the request for proposal (RFP) for this new position, which the activities within LIPP have been key in informing. The City is hoping to have the Landlord Engagement position starting within the next few months and will take on leadership the landlord engagement initiative, including collaborative system-wide landlord engagement work.

- A LIPP Entity reports that they have also met with two local property management companies to talk about the work that they are doing, as well as start the recruitment process. They both were interested; one has allowed the LIPP Entity to begin listing their units (though have not yet signed an MOU), the other does not have any units that are ready (most of their units are early in the development pipeline) but has verbally expressed interest in becoming a partner. One of them is interested in joining monthly partnership meetings. They also have continued to send weekly emails to property managers and landlords asking for available housing unit updates, as well as to housing locators/case managers to share the spreadsheet of housing that the LIPP Entity compiles.
- A LIPP Entity reports that there have been no changes this quarter, and tenants who have been housed with LIPP remain housed with no claims.

Success Stories:

- One of our clients vacated his unit, and we worked with the LIPP landlord to fill the unit with minimal vacancy between tenants. The landlord was happy to have the unit filled so quickly, and the client continues to do well.
- Garry and Melody Jenkins (names changed) have been married for 8 years and moved to the area with their 3 children. Gary served in the US Army for 10 years. Due to several difficult ordeals in the past few years, the family found themselves living in a shelter veteran program. The LIPP Entity assisted the family with finding a 3-bedroom home by paying covering a holding fee, security deposit, and a month’s rent with another funding source. The family moved into their home on November 8, 2018.
- Although not related to tenants, a great success this quarter has been the City agreeing to fund the new Landlord Engagement position. This support shows the investment that the City has towards expanding these coordinated housing services, as well as expanding the number of landlords/property managers accepting housing subsidies.
- The tenants housed through LIPP all continue to be successfully housed.

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
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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:

NCCEH did not receive a payment request from the pilot communities in the fourth quarter of 2018.

Successes with reimbursement process:

NCCEH did not receive a payment request from the pilot communities in the fourth quarter of 2018.