



# DC Landlord Engagement Project

## Status Update



September 21, 2020





I. Universal Landlord Leasing Packet

II. Central Unit Repository

III. Landlord communication and engagement

# Universal Landlord Leasing Packet



- ❖ Goals for a new landlord leasing packet
  - Universal across homeless services system
  - Streamlined and easier to complete
  - Improved accessibility/fully electronic
- ❖ Overview of process
  - Mid 2019: Launched working group to develop packet
  - Early 2020: Developed and launched concurrence process across agencies
  - Summer 2020: Final packet design
  - Fall 2020: Launch and roll out
- ❖ Key partners involved
  - DHS, TCP, ICH, DCHA, providers

# Landlord Leasing Packet Preview



## District of Columbia Homeless Services System Landlord Leasing Packet Checklist

The District of Columbia Homeless Services System is committed to making homelessness rare, brief, and non-recurring through meaningful partnerships with landlords. We thank landlords for the opportunity to partner.

### Tenant Information

Name: \_\_\_\_\_  
Current Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_  
Voucher # (if applicable): \_\_\_\_\_  
If voucher # is not applicable, program: \_\_\_\_\_

### Property Owner Information

Name: \_\_\_\_\_ \*

Current Address: \_\_\_\_\_ \*

\_\_\_\_\_  
Phone Number: \_\_\_\_\_ \*

Email: \_\_\_\_\_ \*

### Proposed Unit Information

Proposed Address: \_\_\_\_\_ \*

\_\_\_\_\_  
Proposed Rent Amount: \_\_\_\_\_ \*

Security Deposit Amount \_\_\_\_\_ \*

Approved Rent Amount (Staff): \_\_\_\_\_ \*

### Property Owner's Agent Information

Name: \_\_\_\_\_

Current Address: \_\_\_\_\_

\_\_\_\_\_  
Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

I have a Property Owner/Agent # with the DC Housing Authority. Owner/Agent #: \_\_\_\_\_

### Required Documents Checklist

The below items must be completed, submitted, and approved in order to proceed with the leasing of your unit. If you do not have a Property Owner/Agent # with the DC Housing Authority, please complete and submit the following documents:



Submit & Sign



# Landlord Leasing Packet: Rollout



## ❖ Training and communication

### ➤ Providers

- ✓ Targeted trainings during September and October for providers (to be announced)
- ✓ ICH communicating through committees and list-serves

### ➤ Landlords

- ✓ Focus of quarterly landlord call (10/1)
- ✓ Mass email to all landlords in system

## ❖ Accessibility

- HTH, STEP Tool (for provider and case manager access)
- TCP website and program database

What else should we be doing to roll out packet? Who are we missing in our communications?

# Central Unit Repository



## ❖ Central Unit Repository

- Functionality included
  - ✓ Unit advertisement and tracking
  - ✓ Landlord verification
  - ✓ Unit inspection and lease up process
  - ✓ Landlord feedback and complaints
- Joint governance
- Platform selection
  - ✓ DCHousingSearch.org
  - ✓ DHS-developed .NET platform
- Timeline for next steps



What has been your experience using  
DCHousingSearch.org?

# Landlord Communication



- ❖ Landlord survey (February 2020) and 1:1 follow up
- ❖ Mass emails with updates on resources and government operations during public health emergency
- ❖ *Upcoming:* Quarterly landlord meeting (October 1)

What feedback are you hearing from landlords during the public health emergency? What other outreach would be helpful?