

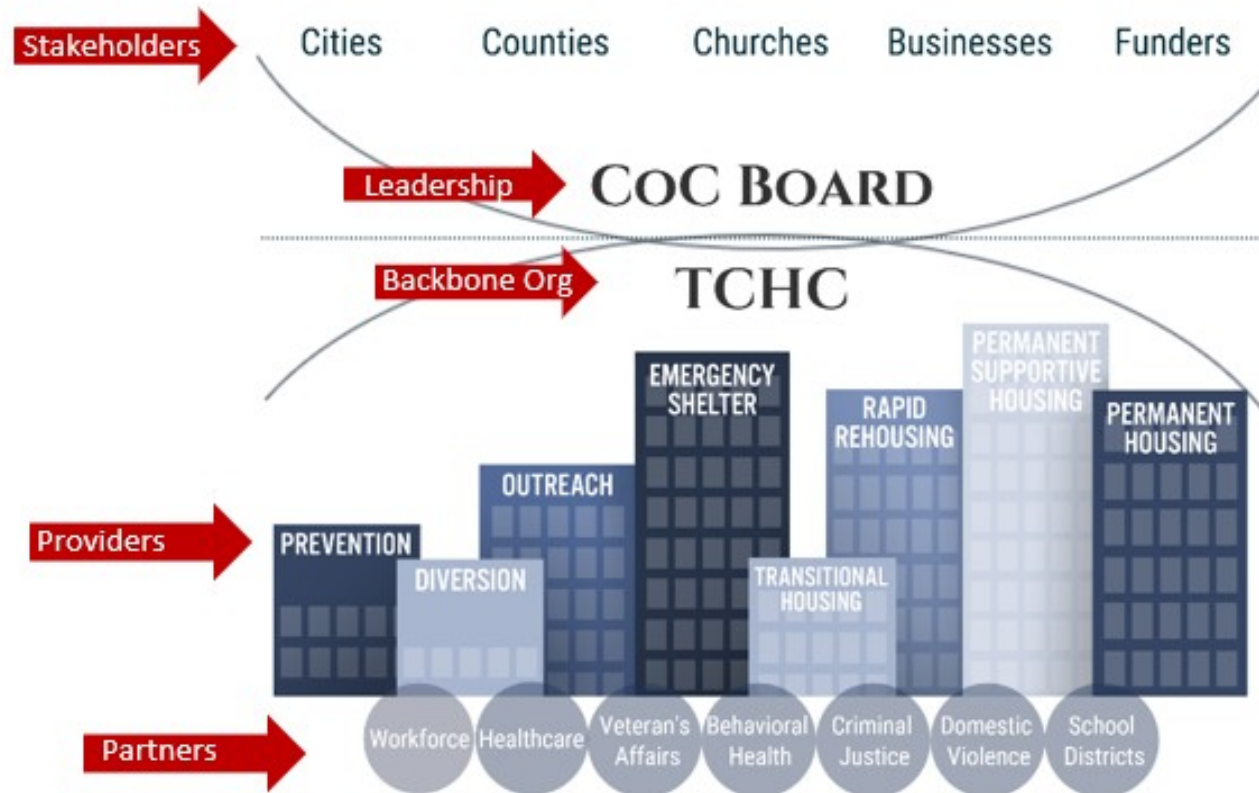
Landlord Engagement

How TX-601 CoC has been successful



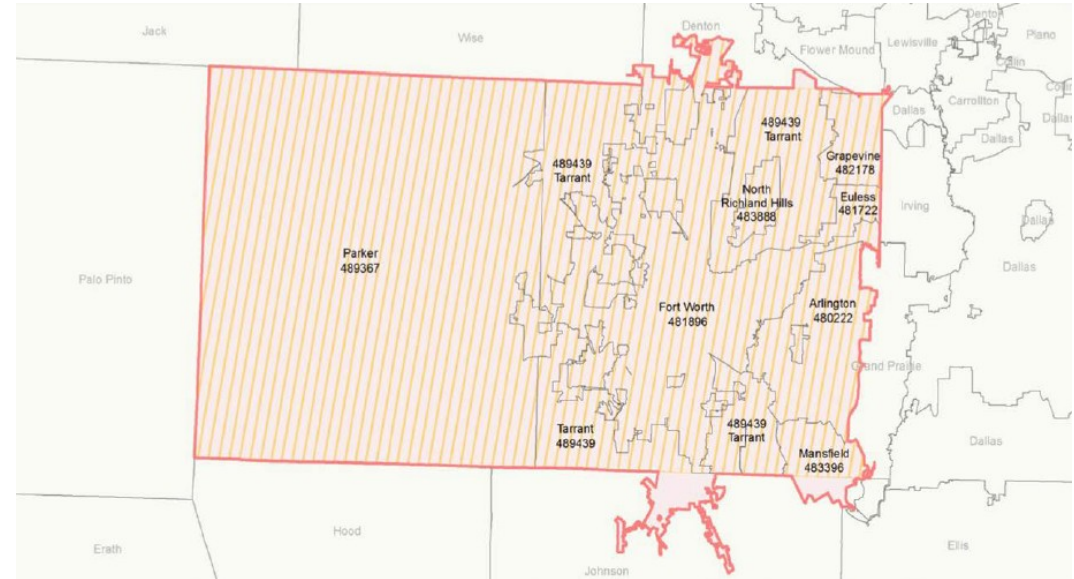
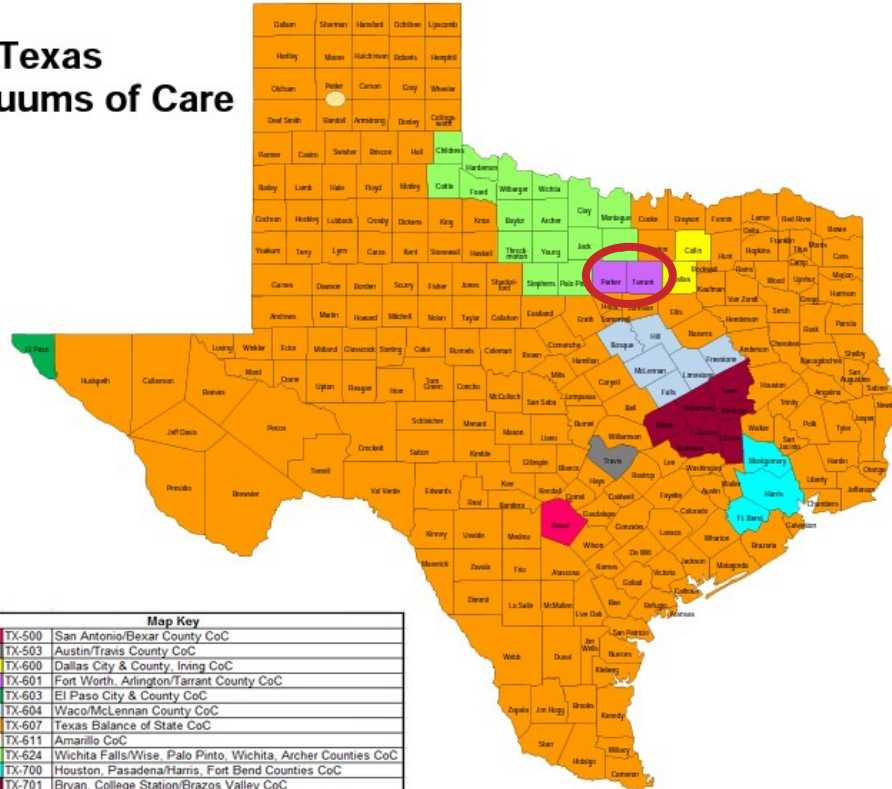
Who is Tarrant County Homeless Coalition?

We are local non-profit working with over 40 partner agencies together to realize our shared community vision of *a vibrant community where everyone has a place to call home and the resources to live their best lives.*

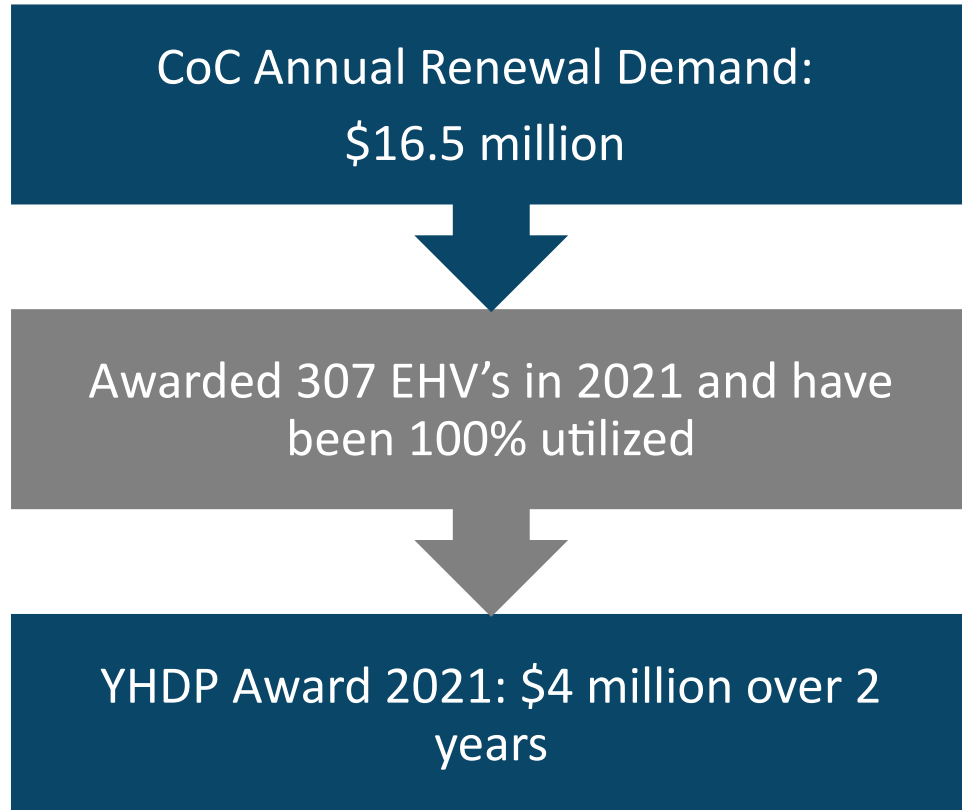


TX-601 CoC Geographical Area

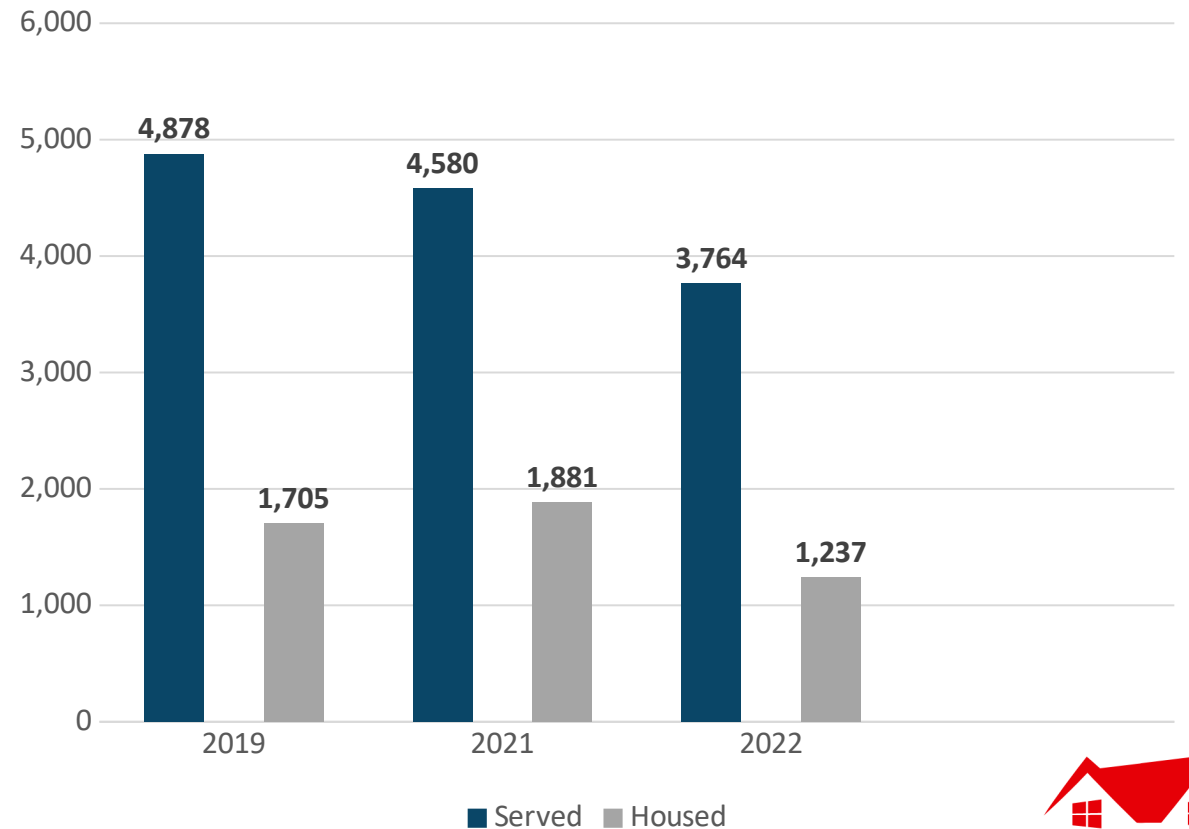
Texas Continuums of Care



TX-601 CoC Highlights



Households Served & Housed



How it Started

August 2019

Developed
Landlord
Engagement
Framework for our
CoC

September 2019

Began to utilize
data resources
such as ALN to find
possible landlord
partnerships

February 2020

Hired a Landlord
Engagement
Program Manager

September 2019

Brought on board
VISTA worker to
assist in piloting
Landlord
Engagement &
implementation

October 2019

Received funding
to pilot Landlord
Engagement
program through
the City of Ft.
Worth

April 2020

Padmission
Implemented
A housing search
tool for clients &
case managers

Program Overview

Daily Landlord
Recruitment &
Support

Daily Housing Case
Management
Support

Landlord/Tenant
Rights & Lease
Language Trainings

Attendance at
Case Conferencing

Free Mediation
Services for
Tenant/Landlord
Obstacles

Landlord Access to
Risk Mitigation
Funds

Free
Advertisement of
Available Units on
Padmission

Eviction
Prevention

Staffing the Program

February 2020

**1st full-time
employee
(Manager)**

**15 years experience
in multi-family
property
management**

January 2021

**2nd full-time
employee
(Coordinator)**

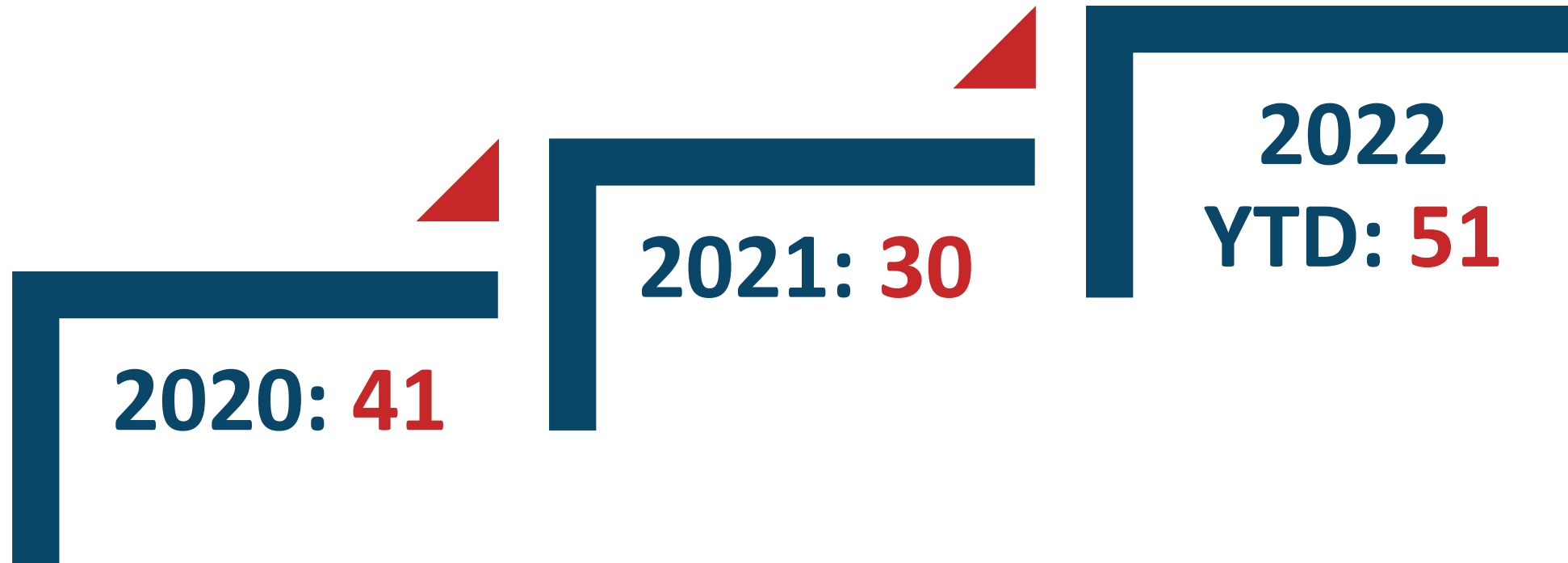
**16 years experience
in single-family
property
management**

January 2022

**3rd full-time
employee
(Specialist)**

**Social services and
property
management
background**

Number of Landlords Recruited



Success Stories- 2020

The Landlord Engagement team was able to convince property management to cancel an eviction filing and utilize lease cancellation forms instead.

By doing this, the client was able to avoid additional barriers to housing and was able to be successfully rehoused.

That client has been successfully rehoused for over 2 years in the same property!

Success Stories- 2021

A client housed at a mixed income property with PBV wanted to move from the property because they felt they were being targeted with lease violations because they received assistance. The property had a 3-lease violation rule and the client had received 2.

The Landlord Engagement team provided mediation services. The client agreed that one lease violation was valid, and the property manager agreed that the second lease violation was based on hearsay and didn't have any concrete evidence to back it up. While in mediation the property physically removed the lease violation from the file and tore it up.

Mediation services provided the client with a safe space to speak, and property management listened. The client remained housed with no further lease violations through

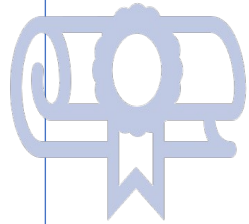
Success Stories- 2022

A site-based case manager and property management reached out to the Landlord Engagement team about a client at risk of losing their housing voucher due to hoarding.

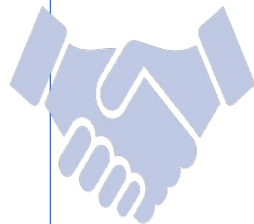
The Landlord Engagement team walked through a hoarding work plan with property management and connected the case manager with another agency who had the ability to provide physical help with cleaning out the unit. The unit was reinspected by the PHA and passed inspection.

We continue to work with the property management on how to properly provide an action plan and what the relationship should look like with the on-site case manager to support the client in carrying out the action plan.

What's Next?



Certifications for property management staff managing single site properties and scattered site PBV units



Creating best practices for single site property management & case management relationships in our community