

Program Enhancements to Address Housing Provider Feedback

*made possible by Moving to Work (MTW) flexibilities

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<p>BARRIER</p> <p>“FINANCIAL RISK & NONPAYMENT”</p> <ul style="list-style-type: none"> ✓ Cost of tenant damages and inability to recoup repair costs from tenants ✓ No rental income between leases ✓ Rent increases too low to keep up with rental property expenses 	<p>INLIVIAN PROGRAM ENHANCEMENTS</p> <ul style="list-style-type: none"> ✓ Increased program rents in high opportunity areas (subsidy payments up to 150% of Fair Market Rent)* ✓ Established a risk/damage fund post move-out to cover tenant-caused damages (up to \$1,000)* ✓ Provide funding between lease-ups to offset the time a unit may go vacant and is not generating rental revenue (“continuity assistance”)* ✓ Rents are now increased by a minimum of 2% each year upon request* 	<p>IMPACT</p> <ul style="list-style-type: none"> ✓ Increased financial feasibility for renting to voucher holders ✓ Providing housing providers with monetary assistance that supplements security deposits to offset costs of preparing units to be leased after a move-out
<p>BARRIER</p> <p>INSPECTION “HASSELS”</p> <ul style="list-style-type: none"> ✓ Frequency (too often) ✓ Time to schedule/conduct lease-up inspections ✓ Re-inspections ✓ HQS too stringent vs. City Code 	<p>INLIVIAN PROGRAM ENHANCEMENTS</p> <ul style="list-style-type: none"> ✓ Inspections conducted every two years instead of annually* ✓ Decreased the average number of days to have a lease-up inspection conducted from the time it is requested (decrease from 12 days to a week) ✓ Housing providers self-certify they have addressed non-health and safety issues instead of having to schedule a re-inspection by submitting proof of repairs via emailed photos and work receipts 	<p>IMPACT</p> <ul style="list-style-type: none"> ✓ Reduced administrative burden ✓ Reductions in the time it takes to lease a unit and thereby begin receiving rental payments
<p>BARRIER</p> <p>COMPLICATED “PROCESS”</p> <ul style="list-style-type: none"> ✓ Staff Responsiveness ✓ Lack of awareness of program 	<p>INLIVIAN PROGRAM ENHANCEMENTS</p> <ul style="list-style-type: none"> ✓ Created a Housing Provider Outreach position ✓ Annual Housing Provider Symposium ✓ Established Housing Provider Advisory group ✓ Established a signing bonus (\$250)* ✓ Housing Provider Briefings held quarterly to go over program processes and new policies ✓ Initiated Media Education Campaign #HousingForEveryone ✓ Established 1st time housing provider Concierge service 	<p>IMPACT</p> <ul style="list-style-type: none"> ✓ Increased number of units in the HCV program through retention and recruitment ✓ Improved understanding of the program ✓ Opportunities to educate current and potential landlords about the program and navigating it