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LANDLORD WORKSHOPS

- ▶ The HACC conducts at least 2 landlord workshops every month.
 - ▶ Since February, 2012.
 - ▶ Voluntary workshops.
 - ▶ Average attendance: 12-15 individuals.
 - ▶ Attendees: New and current landlords, realtors, maintenance workers, management agents, municipal staff.
- ▶ Purpose.

To educate landlords on the HCV program and the HACC's process. As a result, two important things happen:

 - ▶ Clients are **housed** sooner.
 - ▶ Landlords are **paid** faster.

LANDLORD WORKSHOPS

- ▶ Duration of workshops.
 - ▶ 1½ hours.
- ▶ Question and answer period.
 - ▶ Questions are welcome throughout the presentation.
 - ▶ Time is left at the end for additional questions.
 - ▶ Landlords with specific client questions are asked to discuss with the presenter after the workshop.
- ▶ Workshop topics.
 - ▶ Nuts and Bolts of the HCV Program.
 - ▶ HQS Inspections.

LANDLORD WORKSHOPS

- ▶ Nuts and Bolts of the HCV Program.
 - ▶ The HCV program in general.
 - ▶ The HACC's HCV program.
 - ▶ The HACC's move process.
 - ▶ All steps from finding an HCV applicant to receiving HAP.
 - ▶ Miscellaneous Updates
 - ▶ Real Estate Tax Savings program.
 - ▶ Landlord portal.
 - ▶ Freeze on rent increases.
 - ▶ HACC process updates.
 - ▶ Fair Housing updates.

LANDLORD WORKSHOPS

▶ HQS Inspections.

- ▶ Five types of inspections.
- ▶ The HACC's HQS inspection process.
 - ▶ Initial inspections.
 - ▶ Self-Certification procedures.
 - ▶ Repair timeframes.
 - ▶ Online review of inspection results.
 - ▶ Abatement procedures.
- ▶ HQS Inspection requirements.
 - ▶ Review of the 52580 inspection checklist.
 - ▶ List of common fail items.
 - ▶ Bedroom requirements.
 - ▶ Lead Based Paint protocol.
 - ▶ Municipal inspection requirements.

ANNUAL LANDLORD SEMINAR

▶ Landlord seminar.

- ▶ Once a year.
- ▶ All day event.
- ▶ Variety of topics and guest speakers.
- ▶ Offered light breakfast, afternoon snack and beverages.

▶ Purpose.

- ▶ Educate landlords on the HCV Program.
- ▶ Give tools to be more effective landlords *and property owners*.
- ▶ Opportunity to engage a larger pool of landlords.

ANNUAL LANDLORD SEMINAR

- ▶ Agenda Items.
 - ▶ HACC's HCV program.
 - ▶ HQS inspections.
 - ▶ Public Health department.
 - ▶ Lead Based Paint Hazards.
 - ▶ Smoke Free Housing.
 - ▶ Sheriff's department.
 - ▶ Evictions.
 - ▶ HACC's mobility program.
 - ▶ A tenant screening company.
 - ▶ Real estate tax appeal firm.

ANNUAL LANDLORD SEMINAR

▶ Positive feedback.

- ▶ Very informative.
- ▶ Enjoyed the variety of topics.
- ▶ Different speakers kept the seminar interesting.
- ▶ Appreciated the HACC's efforts to assist landlords to be more educated on areas relating to homeownership.
- ▶ All day event attracted more attendees.

▶ Negative feedback.

- ▶ Attendees want more all day education events.

LANDLORD EDUCATION AND OUTREACH

▶ CHALLENGES

- ▶ Avenue for criticism and complaints.
- ▶ Social stigma.
- ▶ Lack of staff.

▶ BENEFITS

- ▶ Provide current information about the HCV program to the public.
 - ▶ Showcase the benefits of the HCV program to overcome stigma.
 - ▶ Avenue for landlords to communicate concerns about the program.
 - ▶ Tool for PHAs to gather information.
 - ▶ Opportunity to go over other important topics relating to homeownership.
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- ▶ When a PHA consistently performs landlord outreach and education, the benefits far outweigh the challenges.