



**BUILDING
CHANGES**

**END HOMELESSNESS
TOGETHER**

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Working with Landlords: Engagement, Fair Housing/Landlord-Tenant Law, and the Balance of Both

Webinar | November 19, 2014

Today's Objectives

- Learn best practices to engaging and retaining private landlords, including in tight rental markets
- Learn to identify common fair housing violations and approaches to supporting families and working with landlords
- Increase awareness of existing statewide resources for fair housing and tenant rights services/training
- Connect to others in the field for peer learning

Presenters

■ **Becky Armbruster**

- Journey Home Housing Advocate, Solid Ground

■ **Faith Simonelli**

- Fair Housing & Housing Program Manager, VOA Dispute Resolution Center

■ **Jason Simon**

- Fair Housing Counselor, VOA Dispute Resolution Center

Logistics

- Webinar will last 90 minutes
- Approx. 20 minutes are reserved at the end for Q&A
- Attendees can pose questions at any time through the “Question” function found in the GoToWebinar toolbar
- Attendees are muted due to the high number of participants
- Please fill out the short evaluation that will be available at the end of the webinar

Rapid Re-Housing & Private Landlords

- RRH is...

...moving people experiencing homelessness into their own permanent housing quickly

- This means...

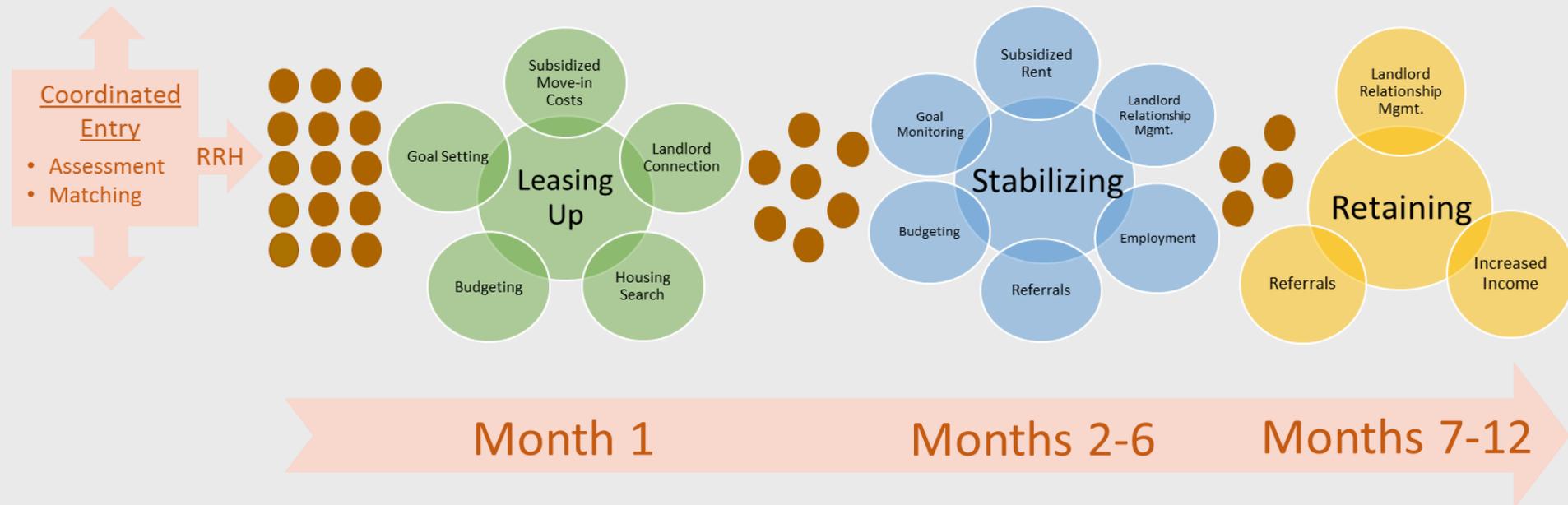
...reliance on landlords to rent to these families

Challenges and Opportunities

- Housing programs vs. private market
 - Limited vouchers/units
 - Long wait lists
 - Entry criteria

 - Vacancy rates
 - Rental costs
 - Prejudiced landlords

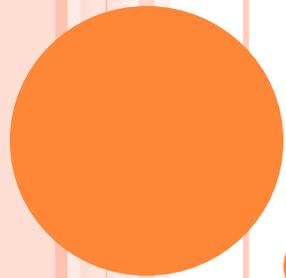
Phases of Rapid Re-Housing



RRH Providers: Food for Thought

- Approach to leasing-up phase of RRH
- Staffing structures, roles and skills sets
- Leverage points





LANDLORD ENGAGEMENT

Becky Armbruster

Housing Advocate at Solid Ground

THE TEAM APPROACH

- Case Managers and Housing Advocates
- The Pros
- The Cons



TIPS AND TOOLS FOR FAMILIES

- Tricks, tips, bells and whistles
- Family strengths are your greatest tool
- “Rapid” isn’t always quick
- Luck



TYPES OF LANDLORDS

- Private Owner



- Property Management Co. or Real Estate Agency



THE MEAT AND POTATOES OF LANDLORD ENGAGEMENT

- Speed
- Money
- Reassurance
- The carrot
- Landlord Liaison Project
- Face-to-Face interactions



RETAINING LANDLORDS

- Being available, no matter what
- Breakfasts, events
- Re-engage



SAMPLE SCRIPT FOR CLIENTS

Things that are helpful to have handy when you call and questions to ask:

- Is the advertised rental still available?
 - If the answer is yes, ask for details on the unit such as bedroom size, price, and if water/sewer/garbage are included
 - Ask about amenities that are important to you (if it's close to a bus line, if it has a washer and dryer, etc.)
- What would be an automatic denial of an application?
 - If you have a criminal history, ask how far they check back
 - If you have eviction history, ask how far they check back
- Tell them that you're working with a program that can pay your move in costs and a subsidy as discussed. If they need a holding fee while they're waiting for approval, we can pay it. Then give them my name, phone number, and email. If you are meeting them in person, feel free to give them one of the business cards that I gave you.
- Call me right away if you see anything you're interested in and if you want me to call. If you get my voicemail, then leave me the name and number of the landlord.



HELPFUL SITES

- craigslist.com
- padmapper.com
- housingsearchNW.org
- aptfinder.org
- rentals.com
- Support systems already in place





Fair Housing & Landlord-Tenant Meet Dispute Resolution

Faith Simonelli – Fair Housing & Housing Program Manager

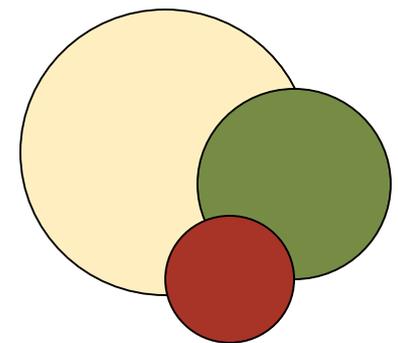
Jason Simon – Fair Housing Counselor





Conflict is Human

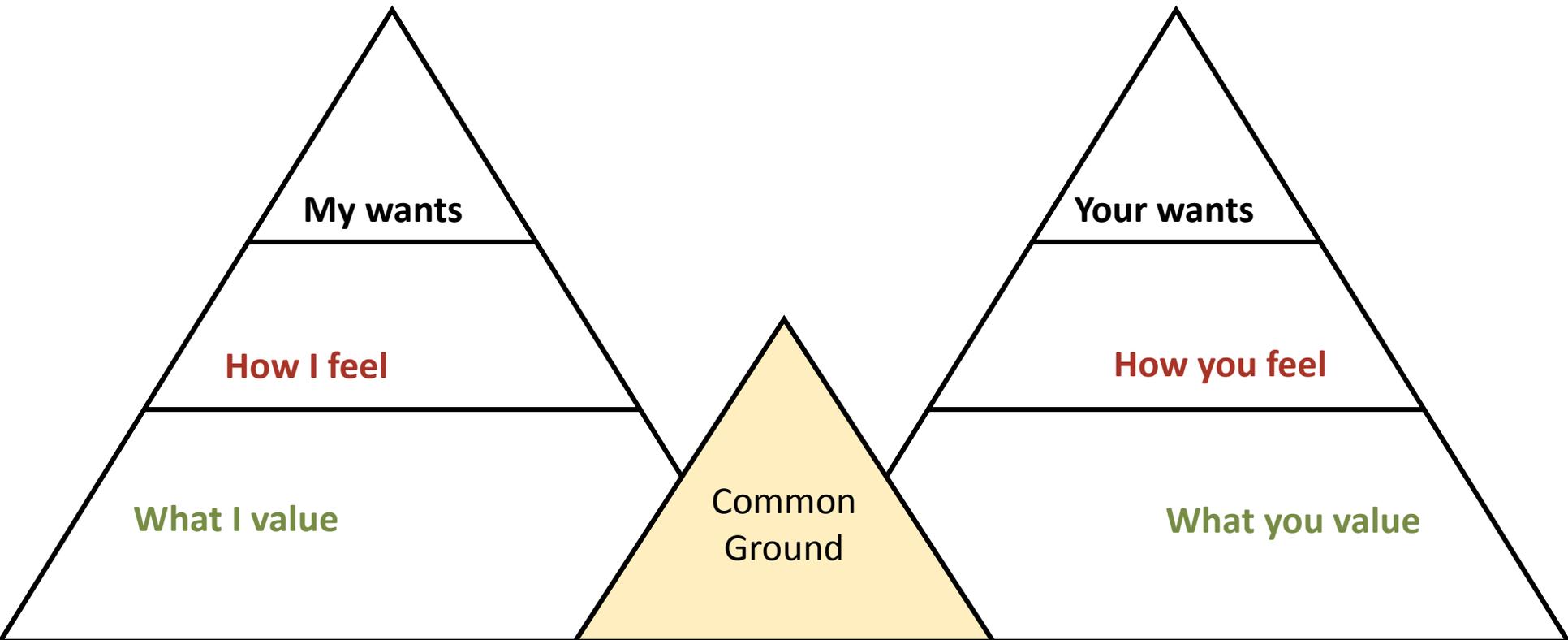
Constructive (without hostility , with a commitment to effective resolution)	Destructive (Behaviors and actions that result in increased antagonism)
Security	Fear
Well being	Anger
Creativity	Isolation
Win-Win Solutions	Broken relationships
Trust	Resentment builds
Deepening of Relationship	No Trust





Dispute Resolution

Bridging the gap between differing experiences, attitudes, beliefs, perceptions and interests.



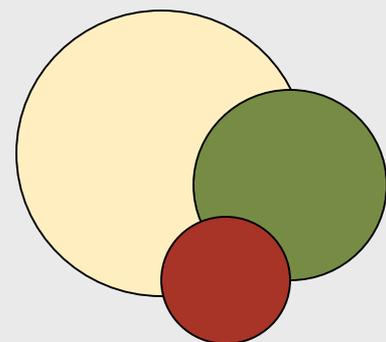


Dispute Resolution

Information

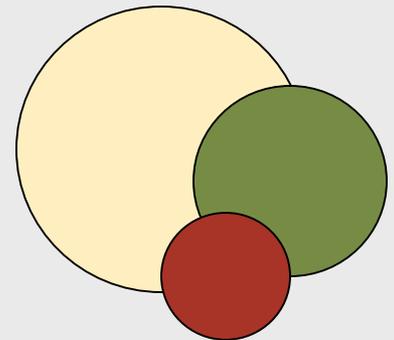
Education

Resources



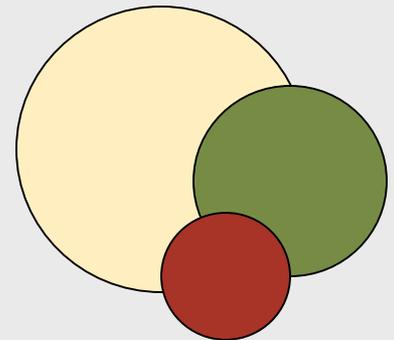


- Shelter is a Basic Need
 - Appreciate inherent power dynamics
- Landlord-Tenant Business Relationships
 - Identify possible shared interests
 - Rent payments = Mortgage payments
 - Typical repairs made now = Fewer expensive repairs made later
 - Lease
 - Understand terms and conditions
 - Document in writing



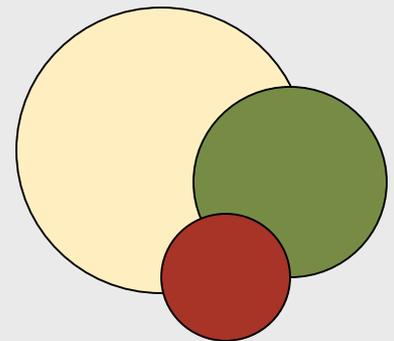


- **Develop Healthy Housing Provider Relationships**
 - Nonverbal
 - Handshake, eye contact...
 - Verbal
 - Feeling statements, open ended questions
 - Writing
 - Paper, email, text



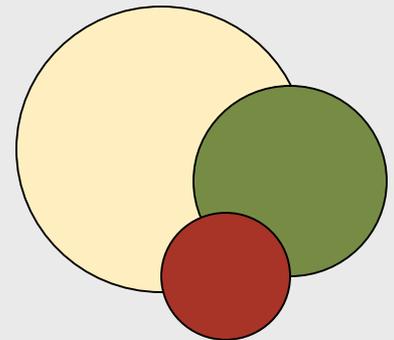


- Residential Landlord-Tenant Act (RCW 59.18)
 - Rights
 - Expectations
 - Responsibilities
- Knowledge is Power
 - The more landlords and tenants know, the easier it is for both to hold each other accountable
- Enforcement?



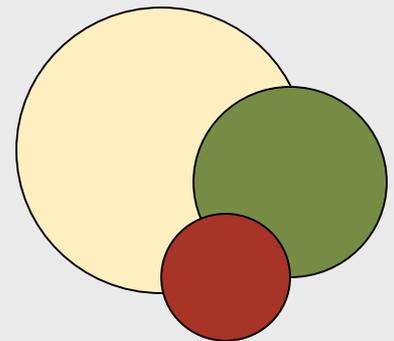


- **Unlawful Detainer Action**
 - Noncompliance with written notice + legal action
 - 3 Day Pay or Vacate
 - 3 Day Nuisance
 - 10 Day Comply or Vacate
 - 20 End of Tenancy



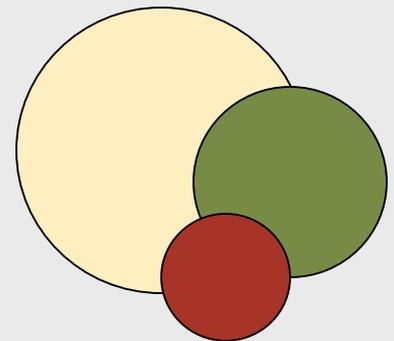


- Common Ground
 - Costly for Landlord
 - Legal expenses
 - Vacant unit
 - Costly for Tenant
 - Possible Homelessness
 - Future Housing
 - Negotiate
 - Shared interests creates an opportunity to negotiate (e.g. repayment plan)





- Fair Housing is the right of all people to be free from discrimination in the rental, sale, or financings of housing
 - Washington State Law Against Discrimination (RCW 49.60)
 - Title VI of the Civil Rights Act of 1964
 - Title VIII of the Civil Rights Act of 1968



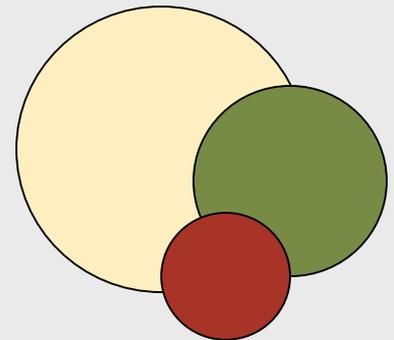


Federal & State Wide Protected Classes

- Sex
- Race
- Color
- Disability
- Marital Status
- Familial Status
- Religion / Creed
- National Origin / Ancestry
- Veteran & Military Status
- Sexual Orientation & Gender Identity

Association

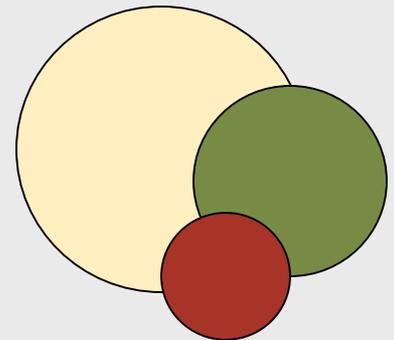
- *Check with local jurisdiction for additional protected classes





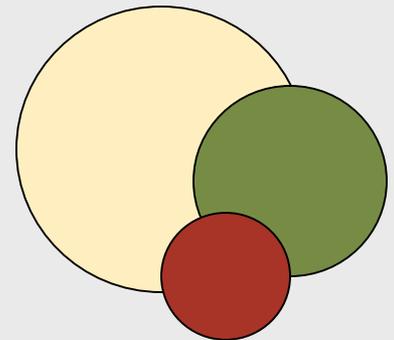
Types of Unlawful Discrimination

- Specific Intent (e.g. advertisements)
- Different Treatment (e.g. failure to rent)
- Disparate Impact (e.g. housing policies)
- Harassment
- Failure to Accommodate & Allow Reasonable Modification
- Retaliation



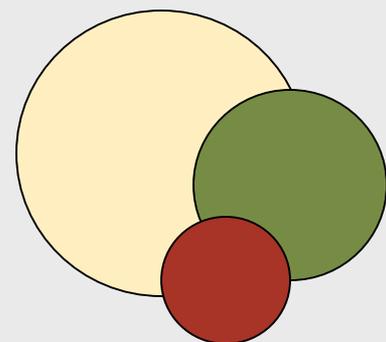


- Common Violation Concerns Voiced (Trends)
 - Reasonable Accommodation / Modification
 - Service Animal
 - Families with Children
 - Policies
 - ESL
 - Deposits, Rates, etc.



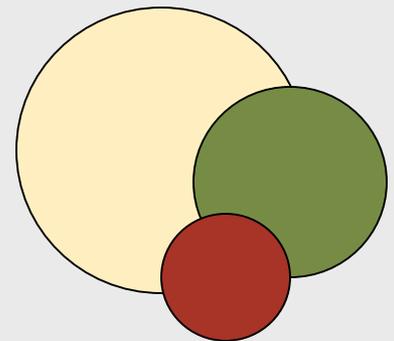


- Unlawful Detainer Actions
 - 10 day comply or vacate given and not complied with
 - Landlord files unlawful detainer action in court
 - Tenant feels that notice and court filing are the consequence of different treatment
 - Tenant files complaint with WSHRC





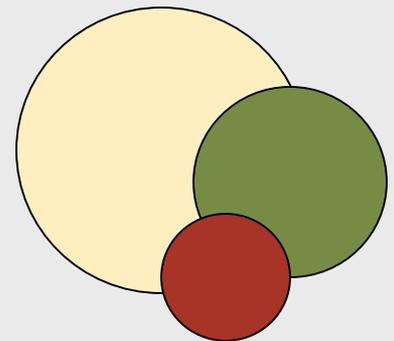
- Volunteers of America Dispute Resolution Center
 - Information
 - Education
 - Counseling
 - 425-339-1335





Resources

- Housing & Urban Development
 - 206-220-5170
- Washington State Human Rights Commission
 - 360-753-6770
- King County Office of Civil Rights
 - 206-263-2446
- Seattle Office for Civil Rights
 - 206-684-4500
- Tacoma Human Rights
 - 253-591-5151
- *Northwest Fair Housing Alliance*
 - 509-325-2665
- *Fair Housing Center of Washington*
 - 253-274-9523



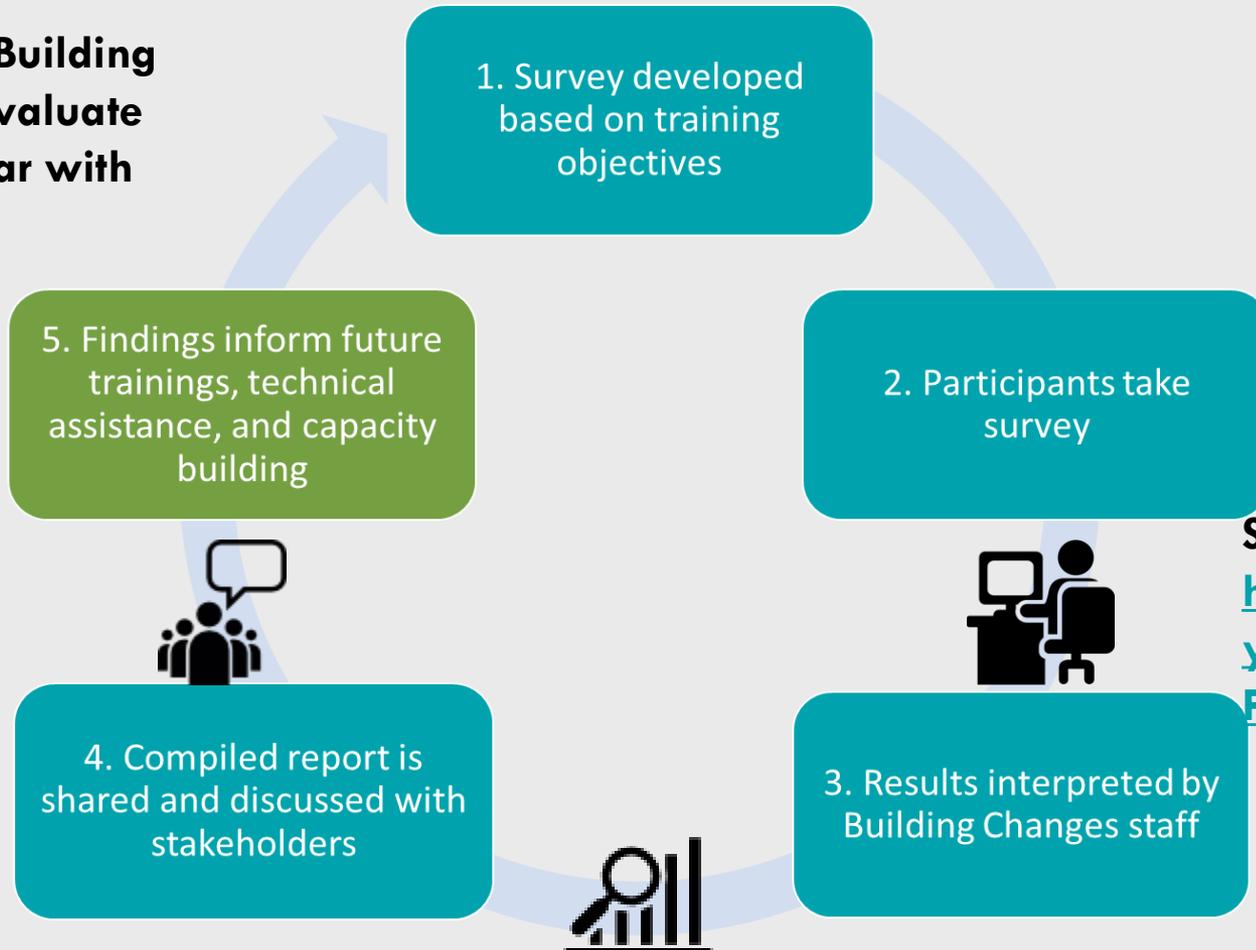
More Resources

- HUD Resources:
www.kingcounty.gov/exec/CivilRights/FH/HUDresources.aspx
- Fair Housing Resources for Housing Providers:
<http://www.kingcounty.gov/exec/CivilRights/FH/HResources.aspx>
- CLEAR/Northwest Justice Project:
<http://nwjustice.org/get-legal-help>

Q&A

Help Us Learn!

Why does Building Changes evaluate this webinar with a survey?



Survey Link:
<https://www.surveymonkey.com/s/8FSYNX9>

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