

TEST IDEAS AFTER SURVEYING PROPERTY MANAGERS

After surveying property managers on their experience working with the Homelessness Responses System and why they are hesitant to participate, the following change ideas can be tested when these concerns arise.

Concern	Test (Time Limited)	Measurement
<i>Potential Damages to the Unit.</i>	For a certain program, case manager, or Housing Navigator, have them offer double security deposits for their clients moving into permanent housing. Test with clients from one program, for a set period of time (1 week - 1 month).	Housing placement rate. Time from enrollment to permanent housing.
<i>Rent will not be paid.</i>	Offer to have the supportive program for a client pay rent directly to the property manager each month through the case manager. Written into a lease or a support letter, the property can assure that they will accept rent on behalf of the tenant from the supportive program.	Housing placement rate. Time from enrollment to permanent housing.
<i>Rent will be paid late</i>	Included in first rent payment, the program will pay first and second month's rent to create a credit on the client/tenant's ledger that the property manager can pull from in the case of a late rental payment.	Housing placement rate. Time from enrollment to permanent housing.
<i>Potential Behavioral Issues</i>	At time of lease signing, the case manager will provide the property manager with a one pager with contact information for the case manager, program manager, and other applicable community services in the case of behavioral issues arising during tenancy.	Housing placement rate. Time from enrollment to permanent housing.

