

HMJ Landlord Communication Protocol

Brief History

- LHOT
 - Formed in 2005 to address housing needs for individuals with disabilities in Huntingdon, Mifflin and Juniata Counties.
 - Explore system issues and funding opportunities to increase housing opportunities for specific target populations.
 - Late '06 became part of the Mifflin/Juniata Housing Coalition as the subcommittee to address housing issues for persons with disabilities.
 - Project – Landlord Communication Protocol – came out of discussions with property owners, specifically, Mr. Lindsey, Sellers and Elsesser.

Question: We'd like to develop a relationship with rental property owners to increase the availability of units in our area for individuals with serious mental illness. What would you suggest?

Developed a list of issues that confront rental property owners on a daily basis. Non-payment of rent, non-payment of utilities, property damage, more people in apartment than lease allows, etc.

Identifying the problems

Communication and Response Issues

- Not knowing who to call when there's a problem.
- History of communication problems: Often delayed or ineffective responses to landlord's concerns.
- Problems surrounding confidentiality of tenant/client.

Would you be more willing to rent to someone in this situation if you were provided assurances that your concerns as they arise can be addressed in a timely manner?

Developed the infrastructure:

- **Toll free 24/7 phone number to report an issue**
- **Releases in place to assure flow of communication**
- **Immediate crisis response if warranted**
- **Fast response to non-crisis concerns (1 business day)**
- **Feedback about the resolution of a concern**

Most times, issues can be resolved through the intervention of case management and bringing to bear mental health and other community resources.