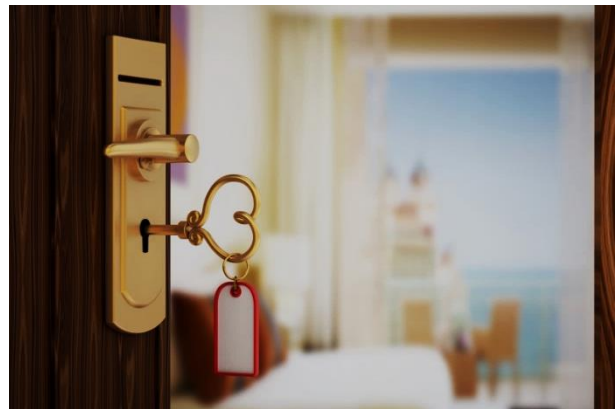


Landlord Engagement



Applying lessons on landlord engagement from across the globe
to the local context of Maple Ridge homelessness service provision

Prepared for Alouette Home Start Society
by the Greater Vancouver Shelter Strategy

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Introduction

Across Canada there is a growing emphasis on providing access to housing for those experiencing homelessness as soon as suitable accommodation can be found. Integral to finding suitable accommodation is engaging landlords who are willing to rent to people who are experiencing homelessness. As a result, many efforts have been undertaken to understand how to engage landlords and in supporting tenants and landlords throughout the tenancy. This report synthesizes findings from a number of key works and projects that outline best practices for landlord engagement and eviction prevention from across the globe. It is intentional that a variety of strategies and approaches are presented. It is likely not possible for all of these interventions to be implemented by one organization – readers should identify solutions that best fit their situation!

On initial inspection, landlord engagement and eviction prevention may seem to have competing agendas. At times, landlords and tenants are on opposite sides of a challenging situation and it may not seem possible to effectively support both parties. However, this report suggests that in many ways, landlord engagement and eviction prevention are two sides of the same coin. Finding landlords that are willing to rent to vulnerable people, and maintaining those relationships, requires an investment of time to develop trust. Effectively supporting clients who maintain their tenancies reinforces the relationship built with the landlord, while also reducing the possibility of evictions for tenants. Even if eviction becomes necessary, strong relationships with a network of landlords increases the possibility of re-housing the tenant. Thus, while they can sometimes have competing priorities, when an organization implements sound eviction prevention practices they increase their success in landlord engagement, and strong landlord engagement practices can ease the risk of eviction for tenants.



Setting up the program

Align organizational philosophy

Successful landlord engagement is best undertaken with a 'do whatever it takes' approach.⁴ This approach stems from a belief that it is possible for individuals to be housed and is about creative problem solving and persistence; seeing road blocks as diversions rather than the end of the road and finding ways to change the first 'no' into a creative 'yes'. In this system, job descriptions are a guide to all of the tasks that may need to be undertaken to assist someone to be permanently housed but will likely never cover all tasks that a staff member may undertake.

A foundation in the belief that eviction prevention is regularly possible is also necessary for success in supporting people to maintain housing.⁴ Program activities should seek to prevent eviction by intervening early and often, recognizing re-housing as a solution to assist in maintaining housing, and seeing eviction as the last resort to solving a tenancy problem.

A program or organization that is successful in landlord engagement will ensure that all elements of its philosophy and operation are built from concepts that support a 'whatever it takes' approach and a commitment to eviction prevention. Prior to commencement and during the deliver of a landlord engagement program, organizations should take the time to evaluate their practices, and the assumptions that underlie these practices, to identify actions that may run counter to these approaches and undermine program success.



Understand participant needs

Because landlords and potential tenants are both integral components of a landlord engagement program, the needs of each must be understood and considered.

	Landlords ^{1,4,6,8}	Tenants ^{4,6}
Needs	<ul style="list-style-type: none">▪ Rent that is reliable and easy to collect▪ Stable tenancies▪ Limited property damage▪ Reduced legal concerns, including with evictions▪ Tenancies that support personal or professional connections/ motivations▪ Giving back/a second chance	<ul style="list-style-type: none">▪ Housing that feels comfortable and safe▪ Housing costs that are sustainable▪ Reduced risk of personal costs due to eviction▪ Support in advocating to prevent eviction
Concerns	<ul style="list-style-type: none">▪ Loss of income▪ Excessive noise▪ Complaints from neighbours▪ Decreasing appeal of the building▪ Safety of the building▪ Extra work or undoing work to create a 'good' building	<ul style="list-style-type: none">▪ Inability to integrate with neighbourhood▪ Experiencing discrimination from landlord and community▪ Inability to move beyond poverty▪ Managing responsibility of renting and operating a house

Programs should use understanding of landlord and potential tenant needs and concerns to design program elements. For example, understanding that some landlords are motivated beyond a pay cheque suggests that programs should tailor their recruiting strategies to engage these types of landlords. Understanding potential tenants' concerns around responsibly managing a house suggests that tenants would benefit from orientation to renting and resources/education on how to maintain their home. This understanding can also be used when engaging landlord and tenant participants by targetting messaging to explain how the program can meet the needs and alleviate the concerns of participants.

Maple Ridge Specifics

Landlords in Maple Ridge are most likely to be **resident landlords** or **investor landlords**.

Resident landlords will operate secondary suites on land where they are required to reside, due to city bylaws. Resident landlords are typically considered to be more selective, preferring low-risk tenants but may also have less knowledge of their responsibilities as a landlord.³ When targeting resident landlords, programs may wish to consider potential tenants that are somewhat more likely to have a successful tenancy, especially for the first tenant. Programs should also plan to provide highly levels of support to the landlord. This may be through the provision of resources about their landlord responsibilities, more frequent visits/connections with the landlord or more liaison work between landlord and tenant. Other programs have found retirees to be the most successful resident landlords.⁶

Investor landlords will have one or more properties where they do not reside with single or multiple tenants. Investor landlords typically have a good knowledge of their responsibilities as landlords and they value a steady stream of tenants for their buildings as well as knowledge about how they can increase income or reduce costs when renting.³ Programs can demonstrate their value to investor landlords by demonstrating how program delivery supports landlord responsibilities and supporting landlords in maintaining stable tenancies through re-housing if needed, and supporting the landlords to identify a new tenant once the old tenant has moved on. Other programs have found those with fewer properties to be the most successful investor landlords.⁶

Landlords that are highly profit-driven or who are considered **accidental landlords** – they have become landlords without intending to, for example, through inheritance – are less likely to rent to tenants who would be considered to have low capital.⁹ These are landlords that programs should spend little time, if any, attempting to engage.

Design the program

Build the right team

Hire the right people

Success in landlord engagement and eviction prevention requires the right staff.⁴ These may or may not be existing staff within the organization. In addition, previous experience working in homelessness is not sufficient qualification for the role. Staff must be aligned in their personal approach with the philosophy of 'doing whatever it takes'. As described by one landlord engagement program,³ "It takes time to build good relationships with private landlords. Consequently, the people or person you recruit should be unfazed by what can be a slow and time consuming process – especially at the beginning."

The right people need the right knowledge. Plan to invest in training staff. Staff should be knowledgeable in:

- Landlord and tenant rights and responsibilities
- All program components and community partners
- Key areas of tenant support work such as building a successful tenancy plan with tenants, specific knowledge of the landlords they will engage with, common maintenance problems and solutions and streamlining access to financial supports

Create an effective structure

The composition of a staffing team can enhance the success of the program. There are three key positions that are often employed within a landlord engagement and eviction prevention program: landlord recruiters/liaisons, tenant case workers and peer workers.^{3,4}



Role description	
Landlord recruiter/ liaison ⁴	<ul style="list-style-type: none"> ▪ Identify prospective landlords, promote program to landlords and maintain landlord relationships ▪ Partner with case workers to connect tenants with appropriate properties ▪ Respond to landlord enquiries and problems ▪ Liaise with tenant case workers on tenancy matters ▪ Problem solve where tenancy sustainment is threatened ▪ Potential: oversee administration of rent supplements, landlord insurance ▪ Potential: manage landlord insurance or repair claims
Tenant case worker ⁴	<ul style="list-style-type: none"> ▪ Interview and assess clients ▪ Support access to financial assistance such as Income Assistance ▪ Respond to tenant enquiries and problems ▪ Agree on and participate in support plans with tenants ▪ Completing tenancy support visits ▪ Problem solve where tenancy is threatened
Peer worker ⁷	<ul style="list-style-type: none"> ▪ Act as an equal member of the landlord engagement/eviction prevention program ▪ Provide accountability and insight to the program to ensure equitable program delivery, including addressing power imbalances ▪ Provide insight into experience of individuals who have been homeless ▪ Collaborate with tenant case worker around tenant engagement Respond to tenant enquiries and problems ▪ Agree on and participate in support plans with tenants ▪ Completing tenancy support visits ▪ Problem solve where tenancy is threatened ▪ Facilitate or participate in peer workshops ▪ Note: While the position may specifically hire for a peer, there is debate about whether 'peer' should be included in the job title

Engage community partners

Community partners are critical to successful delivery of landlord engagement initiatives and time is needed to build the necessary trust for effective collaboration. Excellent communities partners are those that do well in areas that the organization does not engage in or in which it has less expertise.⁴ As well as providing expertise, effective partnerships can increase success in funding applications.

Key actions to community partnership development include^{3,4}:

- Develop a community stakeholder committee to advise the program that includes key community partners such as representatives from Ministry of Social Development and Social Innovation, local police, neighbours and a landlord representative
- Host community forums that allow members of the public to learn more about the program and ask questions or express opinions
- Connect with existing strategies that engage in homelessness such as local housing or homelessness tables, regional strategies, housing programs and landlord tables to promote the program and ensure collaboration
- Consult existing municipal, provincial and federal plans regarding homelessness to ensure the program appropriately aligns with these initiatives and takes advantage of available opportunities; this may include engaging staff and arranging for data sharing
- If partnerships are initially developed through informal means, seek to develop these into formalized partnerships to sustain these partnerships through organizational turnover
- Develop landlord and property sharing protocols with other organizations to work more efficiently with each other and complement service delivery rather than compete
- Develop a relationship with the Income Assistance office, preferably with a named contact, and arrange to access fast-tracking to funding and, based on client consent, a flag on the file to contact the housing program if problems arise
- Based on client consent, arrange for properties where they reside to be flagged with the local police force such that if police need to attend the residence, they also contact the housing program
- Ensure that partnerships are developed with local mental health and addictions services to provide speedy access to support in these areas



Maple Ridge Specifics


Maple Ridge has a number of existing community initiatives that can support the implementation of a landlord engagement project.

Maple Ridge has a Community Network for the Maple Ridge – Pitt Meadows – Katzie region that hosts a Housing Planning Table and an Integrated Case Management table. This Network provides an easy point of access to engage municipal and community partners and ensure that endeavours of community partners are aligned.

When considering landlord and property sharing protocols, it is recognized that Homeless Outreach Programs, Homeless Prevention Programs and Integrated Offender Management – Homelessness Intervention Project programs are funded by BC Housing in the Maple Ridge area. When considering a landlord engagement project it would be beneficial to collaborate with each of these programs to discuss how the community as a whole can benefit from the landlord engagement project to ensure that the efforts of each program to find landlords and house tenants are enhanced and do not compete with each other.

To fast-track access to Income Assistance, BC Housing has arrangements with the Ministry of Social Development and Social Innovation for those who are accompanied by Homeless Outreach Program workers. If a landlord engagement project is partnered with Homeless Outreach Program staff, it is expected that this existing arrangement could be leveraged to support the work of the landlord engagement/eviction prevention project.

Maple Ridge has access to the Riverstone Home/Mobile Detox Program and an Assertive Case Management team. Participants in an eviction prevention program would benefit from formalized arrangements that could provide support for substance use and mental health needs. If formal arrangements are not initially possible, there may be scope for informal arrangements.



Design a program that meets participant needs

As discussed previously, successful program design for landlord engagement is influenced by understanding participant needs. The following outlines how participants' needs as well as those of the organization and community partners can be considered to enhance program success.

Landlords

- Some landlords are interested in giving a second chance/giving back¹

Landlords who are willing to provide tenancies as a way to give back to the community or provide a second chance can be more flexible in how they act as a landlord. They can be more willing to make exceptions to their requirements for accepting tenants, they may persist as a landlord through poor tenancy experiences, even to new tenants, or may waive screening such as credit checks and references. All of these will benefit program tenants if housing organizations are able to partner with landlords who have this view of tenancy.

At the same time, it is important to understand that these landlords may feel as though they have been taken advantage of if their efforts to give someone a second chance do not appear successful. To prevent feelings of disillusionment, it is important for housing programs to provide landlords with clear expectations of tenancy outcomes and provide ongoing support and engagement with the landlord throughout the tenancy.

- Landlords wish to reduce problems associated with evictions^{4,6}

Evictions can be very expensive for landlords; on average, a single eviction costs \$6,600 for private landlords in legal fees, unpaid rent, foregone rent and unit repairs. Help landlords to understand how your program can reduce these costs to assist in engagement. A willingness to support the legal rights of the landlord through the landlord liaison, while still supporting the client, the capacity to re-house tenants and find new tenants as necessary, support to clients to create a stable tenancy and the ability to assist with rent arrears and damage costs can all be effective incentives for landlords.

- Landlords are concerned about increased damage and cost in renting^{1,3,6}

There are a number of ways that a landlord engagement program can work to alleviate landlord concerns about increased costs due to damage. Programs can offer insurance to cover damage claims, they can maintain funds to cover smaller repairs or damage that may not be covered or less than the insurance deductible and they can offer cleaning services if vandalism occurs. For all services, it is recommended that there are clear procedures that are known to staff and landlords about criteria for claims, maximum amounts and expected response time frames.

- Landlord appreciate stable tenancies^{1,6}

One of the benefits of the program that can be highlighted to landlords is amount of support that tenants of the program receive compared with a regular market tenant. Programs should provide clear information about what landlords can expect for support including response times and what will happen in the evening or weekend.

One concern that landlords may have about a supported client program is that they will experience increased difficulty if they need to evict a client. While it is the responsibility of the program to support their client, it is important to support the landlord's legal right to evict, even if promoting it as a last resort. Programs should encourage the landlord to engage with the program for support but not see the program as a barrier to acting on their legal rights. Re-housing as a means to avoid eviction is one option in this situation.

Tenants

- Potential tenants are concerned about managing responsibilities of renting as well impacts of poverty¹

Both landlords and tenants can benefit from the ability to have rent paid directly to the landlord. This can be arranged with direct payments through the Ministry of Social Development and Social Innovation or through the landlord engagement program. It is important to honour tenant choice and self-determination in rent arrangements and there may be times when they wish to manage their own rent. If concerns arise about failure to pay rent, this becomes a learning opportunity within eviction prevention.

Another way to support learning to manage a home is through the use of a 'Flex Funding' program. Flex funding is considered a last resort for funds for short term issues. Funds could be used for participant engagement, setting up a new home, meals and clothing or community inclusion. These additional funds enhance the capacity of staff to take a 'whatever it takes' approach. As with all funds, parameters around using are necessary to avoid over-spending.

Organization

- The organization needs to have a sustainable operating framework^{3,4}

Delivering a landlord engagement program is an intensive undertaking that can often move quickly. Organizations should plan for a learning and adaptation period with the commencement of the program. Implementation can be facilitated by consulting with staff, tenants and landlords to ensure that data management, service standards, communication and performance management works for everyone.

- The program needs to plan for some tenancies to fail³

It is an expected part of a landlord engagement program that some tenancies will fail. Processes to manage unsuccessful tenancies should outline how to support landlords to minimize losing the landlord for future tenants and how to support the tenant to assist them in preparing for a future successful tenancy.

Community

- The community needs to be able to access and partner with the program⁴

Develop a referral process with clear eligibility and referral criteria and a process that is clear to other agencies or internal programs. Consult with potential referral agencies or internal programs while developing the process to ensure it works for everyone.



Effectively communicate about your program

Effective communication with landlords from start to finish of a tenancy is key to a successful landlord engagement program.

Approach	
When recruiting ^{3,8}	<ul style="list-style-type: none">▪ Initially don't try to sell your organization or program, simply work on engaging with the landlord▪ Take the time to understand the needs and concerns of the individual landlord and explain how your program can address these▪ Develop 'Landlord Information Packs' that help introduce your program to the landlord
Before first tenancy ^{1,4,6}	<ul style="list-style-type: none">▪ Establish program standards around who will manage the elements of tenancy▪ Provide landlords with accurate information about what to expect from tenants▪ Ensure the landlord knows how to get in touch with the program and the expected response from the program
During tenancy ^{1,3}	<ul style="list-style-type: none">▪ Plan for regular communication with the landlord▪ With tenant permission, provide general updates to landlords about what is happening for tenants▪ Provide a single point of contact for landlords for all inquiries

Finding new landlords fall within the 'whatever it takes approach'. Methods of connecting with landlords can include:

- Placing notices in local shops, libraries, supermarkets, surgeries, churches, Income Assistance office
- Providing articles and press releases to local media to share stories of successful tenancies (while being mindful of minimizing exposure) and happy landlords
- Creating a landlord email newsletter to share about programs developments and successes

Community engagement can also support program success by recruiting their support. Programs can create lists of what is needed for a housing start up kit and encourage donations. Community can also be encouraged to contribute to Flex Funding by donating to support it's successes.^{3,4}



Maple Ridge Specifics

Landlord engagement in smaller towns has some unique elements.⁵ Typically there is a smaller pool of landlords to work with and limited room for risks for the program or tenant because the reputation of a poor tenancy can follow a program or tenant. One strategy for mitigating this risk is regulation conversations about communal responsibility for program success. All program tenants and staff have the responsibility to support the success of each tenancy because it can affect the success of all other participants. At times, tenants are open to understanding how their behaviour may impact the tenancies of others, even if they are less concerned about how it may impact their own tenancy.

The landlords who are in Maple Ridge will also typically be smaller landlords – they will have one or a small number of available rental spaces. When engaging with smaller landlords, the relationship that they have with their personal contact becomes even more critical.⁵ Their engagement with the program is about the specific staff member they speak with. Staff should expect to have to prove themselves to a new landlord by keeping their word and demonstrating that you will do what it takes to get the work done. When landlords see that staff are not afraid of hard work and are ‘willing to roll up their sleeves’ to solve problems it increases their confidence and trust in the program.

Before tenancy

Establish clear landlord expectations

Clear expectations from the beginning help avoid problems and also establish agreed upon approaches when problems can't be avoided.

- Get to know your landlords and how they operate their building/s and how they normally engage with other tenants⁸
- Agree with the landlord on minimum property conditions and management practices³
- Determine who will be paying for hydro – many landlords prefer the cost to be included in rent so that they aren't stuck with a hydro bill if tenants leave unexpectedly⁵
- Help landlords to understand that they should operate within their areas of expertise – acting as a landlord and potentially providing information about community activities and organizations but not attempting to act as a case manager⁶
- Educate landlords throughout stages of the tenancy, especially new landlords⁸

Set tenants up for success

Setting tenants up for success starts from the moment they engage with the program. Tenants are best supported when the program is catered to meet their individual needs.

- Try to find a good fit between tenants and program staff; this may mean adjusting from the initial case worker or providing respite periods for staff and tenants³
- Take the time to understand the needs of the tenant to ensure that the property is suitable for them; taking the time to find the right property can reduce the need for re-housing^{3,8}
- Assist tenants in developing a tenant resume to communicate to landlords about why they would want to rent to them³
- Provide move-in packs that contain basic items for starting a household to help quickly establish a new home

- If there will be some time before moving into a new place, help a tenant prepare to be a successful tenant, or provide resources while they move in to their new place:^{1,34,8}
 - Renting It Right – an online course that helps prospective tenants learn about practical and legal implications of tenancy, endorsed by Landlords BC: <http://www.rentingitright.ca/>
 - What Every Landlord and Tenant Needs to Know – a quick summary of everything involved in a tenancy from the Rental Tenancy Branch (multi-lingual versions): <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/tools-and-resources/information-sheets>
 - During a Tenancy – information sheets from the Rental Tenancy Branch about rights and responsibilities during a tenancy: <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/during-a-tenancy>
- Provide an orientation to the rental unit at the beginning of tenancy, perhaps as part of the condition inspection with the landlord:^{4,8}
 - Help tenants understand how to be safe in your apartment including fire safety and what to do in an emergency
 - Provide a tour of the rental unit and how to use the various appliances
- Develop a Successful Tenancy Action Plan that is:⁴
 - Individualized
 - In writing
 - Solutions oriented

That outlines:

- Specific triggers and what happens when the tenant is triggered
- Roles and responsibilities of the tenant, case worker and landlord
- Whom to contact when there is a problem
- What constitutes a 'problem'
- Timelines for acting on problems

During Tenancy

Support program staff

Landlord engagement programs require a great investment from staff. In addition to providing training to equip staff to complete their jobs, provide ongoing support for program staff.

Support can include events or activities planned by the organization to provide recognition and relaxation to staff and assisting staff to develop their own patterns of self-care inside and outside of the workplace.

Staff also need support in problem solving in supporting tenants and landlords to maintain tenancy. Provide opportunities for regular team meetings so that staff can share new ideas and learn from each other.⁴

Maintain open communication with landlords

Maintaining regular communication is the key to landlord engagement during a tenancy. Provide many approaches for landlords to receive communication from your program to ensure each landlord receives communication in a style with which they are comfortable.

Provide regular and varied communication

Keys for communicating with landlords include:^{3,5,6,8}

- Take the time to listen and ensure landlords feel heard
- Ensure landlords know who to contact and when
- Answer emails, phone calls and follow through on what you say you will do
- Host a quarterly landlord forum – consider the best time for landlords to attend and focus meeting content on concrete responses to problems
- Regularly ask landlords how things could be improved
- Visit the landlord or property manager or drop them a note, when visiting tenants, even if nothing is wrong
- Keep them informed (as much as possible)

Promptly address problems that arise

- Have a process for dealing with complaints – these could include a failure or delay on a request for service, poor staff attitude or performance, or failure to follow policy³
- Support landlords when difficulties arise from tenant behaviour by suggesting creative solutions and reassuring the landlord of support^{4,8}
- Recognize that effective management of the relationship with a landlord can help avoid eviction even if notice of eviction has been given⁴

Show landlords that they are valued

Building relationships over time with landlords can help increase your access to additional units. As landlords become more comfortable with the program they may offer additional rental units or become a spokesperson for the program. The small things count in these relationships; consider:⁸

- Bringing coffee when you visit
- Dropping in and chatting for no particular reason
- Give small gifts to say thanks or at Christmas time
- Hold appreciation events for landlords to honour the work they do



Help tenants manage daily living

The responsibilities of managing a tenancy are many and varied. Develop programs and provide resources that assist tenants in learning about all related areas.⁴

Skill/Area	Support Topic or Activity
Home maintenance skills	<ul style="list-style-type: none">▪ Cleaning▪ Living in community▪ Money management and banking▪ Damage to unit▪ Fire hazards▪ Hoarding
Successful tenancy	<ul style="list-style-type: none">▪ Understanding criminal behaviour and impacts▪ Understanding definitions of assault, intimidation and on-going disturbance and how to avoid▪ Managing unexpected visitors and home take-over
Personal development	<ul style="list-style-type: none">▪ Personal growth▪ Physical health▪ Dealing with depression▪ Diabetes▪ Smoking cessation
Group activities for community connection	<ul style="list-style-type: none">▪ Cooking demos and classes▪ Music therapy▪ Crafts▪ Movies▪ Games

Plan to develop program delivery overtime to respond to the needs of your program participants.

When problems arise

Because tenants are often new to the responsibilities of tenancy, it is expected that problems and challenges will arise as they learn how to uphold all of the responsibilities associated with tenancy.

Where possible, problems are best managed by addressing issues before they escalate. When staff visit tenants they should identify potential problems and help tenants address them prior to them causing damage or eviction.⁴ Staff should also recognize that isolation can contribute to factors that result in failed tenancy.

If an issue is brought to the attention of staff take the time to investigate fully⁸ – when did it happen (date & time), if it was witnessed and by whom, and who is making the complaint. Taking the time to investigate can assist staff in support their tenants and landlords while addressing the issue.

At times, a problem may not be resolved and a tenant becomes at risk of eviction. Programs should have planned steps of intervention to attempt to avoid eviction. A simple step that can be taken is to increase the frequency of visits for those who are at risk of eviction. This helps the landlord feel that action is being taken to address the problem and also provides the opportunity for additional support, as required by the tenant.

A specific 'Working Together Agreement'⁴ can be developed to create an agreed upon intervention to prevent eviction. In the Working Together Agreement the staff and tenant:

- Develop concrete goals and actions to prevent eviction
- Determine what services are needed to achieve the goals
- List all available supports that can be accessed to support achieving the goals
- Outline accountability for both tenant and staff for success

Working Together Agreements are reviewed on a regular basis, monthly or at three months for the first three months and then every three months, up to a year, if needed. Both tenant and staff are held accountable for the success of the Working Together Agreement.

Completing Tenancy

Support landlords' legal eviction rights

In the event that the efforts of eviction prevention have still resulted in an eviction notice being issued, program staff can best support landlords by being educated about the reasons a landlord can evict and the necessary processes surrounding eviction.⁸

Length of Notice	Reason for Eviction	RTB Resources
10 days	Unpaid rent or utilities	http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/10-day-notice
One month	For cause	http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/one-month-notice
Two months	Landlord's use of property	http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/two-month-notice

Knowledge of the requirements associated with evictions can also help staff advocate for tenants if landlords are attempting to evict a tenant for reasons outside of the established rules. If landlords are acting outside of the rules and do not rectify their actions, these are not landlords with whom the program will want to maintain an ongoing relationship.

Eviction notices can also support program staff to engage with tenants about the impact of their behaviour and create learning opportunities. The issuance of an eviction notice can help:^{4,8}

- Gain the attention of a tenant when they are behind on rent before they are too behind to catch up
- Inform or remind tenants of the rules associated with tenancy
- Act as a 'wake up call' with regards to behaviour that is jeopardizing their tenancy

Staff support when issuing and acting on a legal eviction notice is appreciated by landlords and can help maintain the relationship with the landlord.^{1,8}

Support tenants to find new housing

The final component of eviction prevention involves maintaining support of tenant participants if they lose their housing. Because loss of housing is an expected potential outcome, tenant participants are not dropped from the program but are instead supported to learn about what led to the eviction and how they might avoid this in the future. Program staff also work with the tenant to secure new housing including interim accommodation in motels/hotels or shelters as available.

Use planned moves to support tenancy

A planned move can be used when a tenant is on the verge of eviction to help them avoid formal eviction.^{3,4} When given the choice, most tenants choose a proactive move rather than contesting an eviction.

Some of the benefits of planned moves include:⁴

- A higher chance of the landlord being willing to rent to other program tenants
- The tenant is more likely to receive a reference or at least not receive a bad reference
- Tenant participants are able to preserve their dignity in choosing to move

Planned moves can also be temporary moves to a shelter or other temporary accommodation to act as a form of 'respite' for landlords and tenants. Sometimes the space that is created with the temporary move allows each party to 'cool down' and return to more effective problem solving that avoids the need for eviction.

Planned moves are most effective when:⁸

- The tenant and landlord are not a good fit for each other, for example the tenant started smoking in a non-smoking unit
- The situation does not involve threats of violence
- When the landlord is willing to work with program staff and generally has a comfortable relationship with staff

Additional Resources

These additional resources can provide more detail and supplement the information that has been provided in this resource.

- BC Housing has developed a guide based on service provider input on supporting tenants to maintain housing. http://www.bchousing.org/Partners/Operating/Maintaing_hsg_guide
- Sections within the Canadian Housing First Toolkit on Hiring Staff, Developing Housing Protocols, Involving People with Lived Experience, and Connecting with Landlords (under Plan) can all be helpful. <http://www.housingfirsttoolkit.ca/key-planning-tasks>
- Crisis in the United Kingdom has developed a full toolkit on implementing a Private Rental Scheme. While the context and specifics take a UK perspective, they have developed a comprehensive collection of resources that can be adapted to the local Canadian context. <http://www.crisis.org.uk/pages/prs-toolkit.html>
- Report on including Peer Workers in staff teams by the Mental Health Commission of Canada. Provides insight into some of the stigma and challenges peer workers can face as well as strategies for successful involvement. http://www.mentalhealthcommission.ca/English/system/files/private/Stigma_Discussion_Report_ENG_0.pdf
- The Best Practices Research Report: Holding On!: Supporting Successful Tenancies for the Hard to House provides details of many examples of program details referenced throughout the report. <http://homelesshub.ca/resource/holding-supporting-successful-tenancies-hard-house>
- The Home Takeovers of Vulnerable Tenants: Perspectives from Ottawa also provides substantial information on understanding addressing this issue. <http://homelesshub.ca/resource/home-takeovers-vulnerable-tenants-perspectives-ottawa>

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