# Dear Landlord,

We are excited to welcome you as a new landlord participant in the [Landlord Engagement Project]. We appreciate your willingness to support your community and provide someone who has experienced homelessness and other adversities a ‘second chance’ to find and create a home. We want to give both you as a landlord, and your tenant, the best chance for success in this tenancy relationship.

Here is some information that we think can be helpful.

## Landlord Liaison

We provide you with a personalized contact called a Landlord Liaison. They are there to answer questions you might have and to respond to concerns throughout your tenancy. Landlord Liaisons make sure to connect with our landlords at least once a month to see how the tenancy is progressing. From time to time, you will also receive contact from your tenant’s Case Worker but your best initial contact for any issues related to tenancy will always be the Landlord Liaison.

Your Landlord Liaison is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

They can be contacted at:

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Response within 48 hours)  
Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Response within 24 hours)

Your tenant’s Case Worker is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Landlord Forum

Every quarter we host a landlord forum. The forum allows you to meet with other landlord participants and program staff to share ideas and solutions to create successful tenancies.

Details for the landlord forums are as follows:

Date: The first [Tuesday] of the last month of the quarter (March, June, September, December)  
Time: 7.00pm to 9.00pm  
Where: [location of meeting]  
Light refreshments are served

## Landlord Information

There are a number of resources that are available to assist you in understanding your rights and responsibilities as a tenant. The [Landlord Engagement Program] encourages you to learn about your rights and responsibilities and supports you in acting on these.

Some links to helpful resources are:

* **What Every Landlord and Tenant Needs to Know** – a quick summary of everything involved in a tenancy from the Rental Tenancy Branch (includes 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>
* **Reasons for Eviction** – Information about justified reasons for evictions and the lengths of notice required for eviction:
  + Unpaid rent or utilities (10 days): <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/10-day-notice>
  + For cause (One month): <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/one-month-notice>
  + Landlord’s use of property (Two months): <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/ending-a-tenancy/landlord-notice/two-month-notice>
* **How to: Condition Inspections** – RTB video on completing the joint condition inspections:   
  <https://www.youtube.com/watch?v=FiLyqHnHo68&feature=youtu.be>
* **How to: Online Dispute Resolution Application** – RTB video on completing an online application for dispute resolutions:  
  <https://www.youtube.com/watch?v=NbOTn-DBxgA&feature=youtu.be>

## Landlord Expectations

As a participant landlord of the [Landlord Engagement Program] we ask you to commit to certain standards of operation:

* **Oversee a tenancy in line with your rights and responsibilities outlined by the Residential Tenancy Act**: See above for relevant information
* **Provide a residential unit at agreed upon minimum standards of safety and up-keep**: These standards will be reviewed with you and agreed upon when starting each new tenancy
* **Contact us if you are experiencing challenges in your tenancy**: We will always support your rights to act as a landlord but we can also support you in this process. When you contact us we will work proactively to resolve issues before they lead to the need for eviction. If you need to issue an eviction notice we will work to remedy the situation, consider options for re-housing and support your rights to complete an eviction if necessary.
* **Make claims to the organization about damage that may happen to your property**: The [Landlord Engagement Program] provides insurance to cover damage that may occur during the tenancy of our tenant participants, as well as maintaining a small repairs fund. We have provided you with information about how to make claims for reimbursement of costs related to damages.
* **Act within your areas of expertise**: We recognize that as a community landlord you have expertise in overseeing your tenancy such as screening tenants, managing your property and communicating with tenants. We encourage you to act as you would with any other tenant when engaging with [Landlord Engagement Program] tenants. We also encourage you to share your expertise of the local community with tenant participants. When it comes to work that falls within the expertise of case workers, social workers, medical professionals or legal professionals, we ask that you refer tenant participants back to us – this is what we are here for!

## Thank you!!

Once again, thank you for your willingness to be part of the solution to ending homelessness in Maple Ridge. We look forward to a long relationship that bring success for all involved,

[Name], [Landlord Engagement Program] Manager