# Our Landlords Program Contacts

Our landlords recognize that second chances can make all the difference in the life of someone who has faced adversity. They are part of the solution to ending homelessness in Maple Ridge.

#### **We ask our landlords to**:

* Know their responsibilities and act on their rights as landlords
* Provide a safe and secure residence that meets agreed upon minimum standards
* Share their knowledge about the community
* Contact us if they are experiencing challenges in a tenancy

##### Attend a quarterly landlord forum

**We support our landlords by**:

* Providing a personalized landlord liaison
* Providing tenants who have references and complete training on how to be a responsible tenant
* Being honest about tenant information
* Guaranteeing the payment of rent during tenancy
* Providing insurance and a small repairs fund to cover damage that may occur
* Supporting tenants to know and act on their rights and responsibilities as a successful tenant
* Finding new tenants if the previous tenant moves
* Reducing costs associated with evictions

It’s important to us that you can easily contact us and receive timely responses.

#### **Your Landlord Liaison is**:

**Phone**:

(Responses within 48 hours)

#### **Email**:

(Responses within 24 hours)

**This is your ‘go to’ point of contact with any questions or concerns you might have during tenancy. They will connect with you on at least a monthly basis**.

Your tenant’s Case Worker is:

They will keep you updated about your tenant when possible and may call or visit as needed.

# Other Contacts

We value informed landlords and want to support you in experiencing a successful tenancy. If you would like to find out more about your rights and responsibilities as a landlord, you can contact the Residential Tenancy Branch.

**Website**: [http://www2.gov.bc.ca/gov/content/housing-](http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies) [tenancy/residential-tenancies](http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies)

**Phone**: 604-660-1020

**Email**: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

If you’d like to contact our Head Office for more

##### information about the program, you can contact us at:

**Address**: 101-22207 Brown Avenue Maple Ridge, BC V2X 9B5

**Phone**: 604-466-3031

[Landlord Engagement

Project]



Finding the right fit for landlord

## and tenant success

prepared in partnership with the Greater Vancouver Shelter Strategy

# Our Program

The [Landlord Engagement Program] supports people who have experienced homelessness and other adversities to find and maintain permanent housing. We believe that by using a ‘whatever it takes’ approach, we can help our program’s participants to learn what it means to be a successful tenant. With housing as a stable base, we support our participants to realize their goals of meaningful participation in and connection with their community.

We work with program participants to understand their housing needs and connect them with housing that sets them up for success. Based on their needs, new tenants receive:

* + A dedicated case worker who visits them on at least a weekly basis
  + Rent supplements to ensure they only pay 30% of their income towards housing
  + Move-in packs of basic household items
  + Training on tenancy rights and responsibilities and how to manage their home
  + Supports to promote personal health that covers all aspects of health and well-being
  + Mediation with landlords and other tenants
  + Support to connect with volunteer, employment and other community engagement opportunities

# Our Commitment

It is important to us that the [Landlord Engagement Program] contributes positively to building a vibrant community in Maple Ridge.

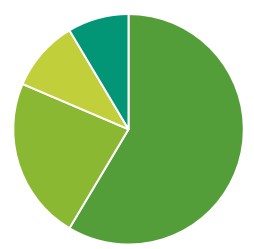
#### **We commit to**:

* + Valuing our landlords and our community as partners in this initiative
  + Providing opportunities for meaningful feedback on our program and responding to concerns as they are identified
  + Collaborating with other service providers to ensure that the [Landlord Engagement Program] enhances support for people experiencing homelessness
  + Partnering with municipal, regional and provincial decision makers to align program goals and share data to support their initiatives
  + Supporting both tenants and landlords if problems arise during tenancy and re-housing tenants if the tenancy relationship cannot be mended
  + Living up to our word - when we say we will do something, we will do it
  + Being accountable for our program success by constantly learning how to improve and reporting on measurable outcomes

# Our Results

## # of program tenants:

# of program landlords:

% of tenants permanently housed:

Time taken to find housing

<1 month

1 - 3 months

3 - 6 months

6+ months

# Success Stories

Research shows that shows that using the practices employed within the [Landlord Engagement Program] prevents the need for eviction in 80-90% of tenancies.

##### Here’s what some of our landlords and tenants say:

*“[Landlord quote regarding their experience with the program.]”*

- Program Landlord

*“[Another quote by a landlord or tenant talking about program success.]”*

- Program Landlord/Tenant

### “[Tenant quote about the impact of housing and supports.]”

- Program Tenant