

Overview

_____ (insert legal name of landlord/ property management company; “Landlord”) agrees to partner with the City of La Crosse (“City”) and approved Service Providers (“Service Providers”) to extend housing opportunities for homeless individuals and families.

As part of a partnership, the City and/or approved Service Providers will offer Landlords the following benefits:

- Clients who are ready to accept case management services in housing.
- Response to landlord concerns within 3 business days
- During the first two years of tenancy:
 - Provide support services including minimum monthly Service Provider visits to the Client’s home
 - Make monthly contact with Landlord.
 - Make all efforts to mitigate an eviction.
 - Provide ongoing rental responsibility and money management training for the Client
 - Provide continuous support services for the Client
 - Assist in processing mitigation funds for the Landlord, if the Client or their guests is responsible for physical damage to the unit, beyond normal wear and tear (per Landlord Mitigation Fund—Policies and Procedures)

In exchange, Landlord agrees to:

- apply alternative screening criteria, which still comply with fair housing laws, to the applicants who agree to receive support services; and
- utilize the Tenant-Landlord Resource Office in an attempt to resolve any Landlord-Tenant issues before (or in lieu of) pursuing eviction proceedings. In the event that any issues are not successfully resolved through a mutually agreeable mediation agreement, the Landlord retains the right to terminate tenancy or file for legal eviction.

Partnership Expectations

Landlord, Service Provider, and the City agree to use their best efforts to meet the expectations set out below:

Expectations of Service Providers:

1. Prior to referring clients for tenancy, one or more Service Providers will work closely with the Client to conduct preliminary evaluation, individualized goal plan development, and rental and financial management training. The Service Provider will help the Client to develop goal plans to address any issues or problems identified in this assessment to help them be successful in their tenancy.

2. When referring a client for tenancy, the Service Provider may send a Referral Letter to the Landlord describing the barriers that the Client faces related to screening criteria and steps that have been and will be taken to address these barriers.
3. Service Provider will ask the Client to sign a Release of Information (ROI) to allow the Landlord to share information regarding the Client's application status and other housing-related information with the Service Provider and the City. The Service Provider will supply the Landlord with a copy of this ROI at the point of referral.
4. Service Provider will provide ongoing support services, individual goal planning, coordination with other community services such as job training and placement and literacy development, referral to community resources, and money management assistance to the Client for at least the first two years of their tenancy. Throughout the first two years of the Client's tenancy, Service Provider commits to meeting with the Client at least once a month in their rental dwelling.
5. Each Service Provider will have an identified, assigned staff member for the Landlord to contact regarding any tenancy issues that arise concerning the Client. Service Provider will respond to the Landlord's calls within two business days.
6. Service Provider will help the Client develop written plans to address any issues that arise related to their tenancy and provide the Landlord with the plan.
7. Though the Service Provider is committed to providing ongoing support services to the Client they refer for at least the first two years of the Client's tenancy, extraordinary circumstances may arise where the case management cannot continue (the Service Provider will do everything they can to re-assign the client to a new agency or case manager). In such situations, the Landlord may continue the lease agreement or contact the Service Provider and/or City with any issues or concerns.
8. Service Provider will actively encourage ongoing feedback from the Landlord regarding the services being provided through this partnership. Service Provider commits to using the feedback from this evaluation process to improve their performance of responsibilities and become even better partners with the Landlord.
9. Service Provider may elect to search for other landlords if there is a mutual agreement between all parties to the lease.

Expectations of the City of La Crosse (Program Administrator):

1. The City will certify Service Providers in La Crosse. As part of the certification process, the City will confirm that the Service Provider is capable of meeting all of the expectations described in this agreement. The City will monitor the performance of all Service Providers and only maintain the certification of Service Providers that continue to meet these expectations.
2. The City is available to address any concerns that the Landlord has regarding the program,

including any client or service provider participating in the program.

3. The City will oversee the Risk Mitigation Fund which will cover damages and/or arrears in rents and/or late fees caused by the Client and/or their guests within the first two years of their tenancy. The City will verify and process all damage claims submitted and pay landlords for damages using the Landlord Mitigation Fund, in accordance with the Landlord Mitigation Fund Policies and Procedures.
4. The City will actively encourage ongoing feedback from the Landlord regarding the services being provided through this partnership. The City commits to using feedback to improve the performance of the program and become even better partners with the Landlords.
5. Every year this Partnership Agreement is in place, the Landlord and the City will provide mutual feedback on this partnership.

Expectations of Landlord:

1. The Landlord will give the Service Provider a copy of the unsigned lease/rental agreement before or during the application process so that the Service Provider can review the rental rules and responsibilities with the Client. The Landlord will provide the City and the Service Provider with a copy of the signed lease/rental agreement and the completed Move-In Condition Report, signed by the Landlord and Client, within 14 days after the Client moves in. Additionally, the Landlord will send the City and the Service Provider a copy of any changes to the lease/rental agreement at the same time the Client is notified of the changes.
2. The Landlord will provide the Client with housing that is affordable and complies with all state and local code over the length of the Client's tenancy.
3. The Landlord will communicate orally and/or in writing with the Service Provider when problems arise with the Client. Problems may include issues raised during the application process (i.e. incomplete information or failure to meet screening criteria) or during tenancy. Specifically, the Landlord commits to notifying the Service Provider in the event of: 1) issues that may lead to a written notice to the Client, 2) any type of written notice to the Client, 3) late payment of rent, 4) any other issues or action that may affect the continuation of Client's tenancy, and 5) awareness of any potential or actual damage to the rental unit. The goal is to communicate with the Service Provider and work together to resolve issues before moving towards an eviction and/or any action that may jeopardize the Client's housing.
4. If damages and/or arrears in rent and/or late fees occur, the Landlord will follow the Landlord Mitigation Fund Policies and Procedures in seeking mitigation funds. The Landlord will submit the supporting documentation and itemized estimation for reimbursement within 21 days of discovering damage or loss or, if the Client has moved out, within 21 days of the Client's move out date.

Termination of this Agreement

This Agreement is hereby effective as of _____ (insert date). This agreement applies to all clients referred by Service Providers until the Partnership Agreement has been terminated.

This Partnership Agreement may be terminated or suspended by either the Landlord or the City upon the intentional or negligent noncompliance by the other party with any of the listed expectations. Termination shall be affected by written notice from one party to the other, and shall be effective immediately upon notice, or at a later date specified in the notice. This Agreement also may be terminated at the discretion of either party upon 30 days written notice to the other party.

City of La Crosse

Date

Landlord

Date

Please return this form to:

Brian Sampson, City of La Crosse Homeless Services Coordinator

[email: sampsonb@cityoflacrosse.org](mailto:sampsonb@cityoflacrosse.org)

If you have any questions, please call 608-789-8687