



Owner & Agent Training

Breaking Barriers

Picking Up the Pieces to Build Solutions

Facilitators: Paula M. Lewis, Senior Manager, Sharde Hondras, Asset Manager and
Asset Management Staff



Icebreaker

If you could change anything about your daily workload, what would you change?



Session Agenda



1

Occupancy Issues

2

Screening

3

Reasonable
Accommodation

4

Putting the Puzzle
Pieces Together



Identifying Affordable Housing Barriers



Occupancy Issues



Occupancy Issues



Common Contributors

Income
Eligibility

Solutions

Review programmatic guidelines and manuals

Develop minimum income standards

Address Tenant Selection Plan (TSP) preferences & income targeting

Follow -up during screening process

Consistent training for leasing activities



Occupancy Issues

Common Contributor

Community
lacks
awareness
of property

Solutions

Effective marketing materials

ILHousingSearch.org

Least likely to apply in Affirmative
Fair Housing Marketing Plan
(AFHMP)

Fair Housing materials and signage



Occupancy Issues

Common Contributor

Applicants fall off during leasing period

Solutions

Review application process

Frequent waitlist maintenance

Communication at application milestones

Primary & secondary contact information



Occupancy Issues

Common Contributor

Accessibility

Solutions

Review application for accessibility questions

Coordinate with Social Service Provider Agency

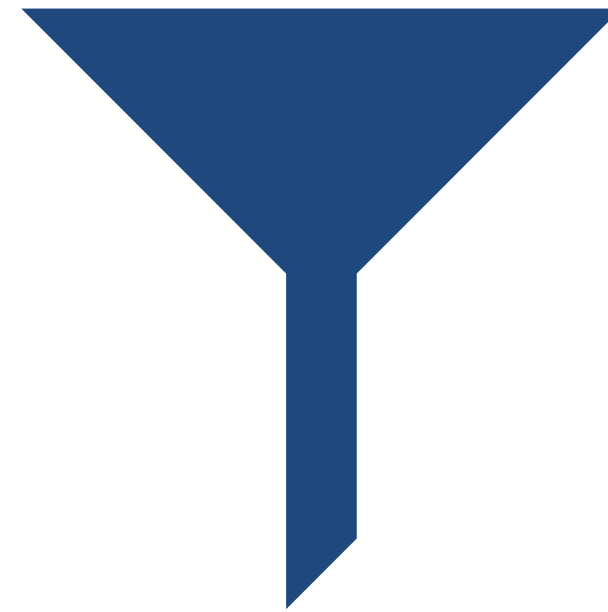
Review accessible unit availability

Maintain consistent communication



Screening

What's keeping you
from your next tenant?





Screening

<u>Pros</u>	<u>Cons</u>
Application Fees: based on financial need of development	No Application Fees: based on the program guidelines - the lack of impact on applicant viability
Drug Testing: increase safety and comfort of other tenants, lower the risk of criminal activity on the property	Drug Testing: deter applicants that are in recovery or who have maintained health from previous drug use
Criminal History: to maintain quiet enjoyment and peaceful environment of community	Criminal History: potential conflict of Fair Housing if not followed or applied consistently with all guidelines
Rental History: make sure that the applicants can fiscally manage unit (pay rent on time)/or no rental history and discover past lease violations	Rental History: inaccurate information, applicant may be penalized, may eliminate applicants with housing instability

Fair Housing & Reasonable Accommodation





Reasonable Accommodation

A change, exception, adaptation, or adjustment
made by a housing provider to a:

Rule

Regulation

Policy

Practice

Program or Service



Reasonable Accommodation

Why is it important?

- Tenant's right to request a reasonable accommodation
- Helps disabled individuals have equal opportunity to access housing
- Increased housing options



Reasonable Accommodation

When is a request unreasonable?

- May be rejected if it causes an undue burden on the development
- If this is the case, clearly document the determination
- Must not discriminate against disabled applicants



We Appreciate Your Feedback!



Owner & Agent Training -
Overcoming Barriers Best Practices

