

# Subsidy Management/Landlord Liaison– Core Tasks Checklist

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## *Housing Opportunity Cultivation*

- Identify safe, decent, and affordable housing countywide for rapid re-housing and permanent supportive housing rental assistance programs linked with a specific program. Housing can include non-profit, affordable, and private market housing. Housing can be scattered site or project based and can include individual units, blocks of units, shared living arrangements, licensed board and cares, and master leasing of some units or entire properties.
- Enter into agreements with housing owners/operators to lease or procure housing. This could include entering into a master lease agreement or other mutually agreed upon agreement to secure units for the target population.
- Honor and celebrate the contributions of landlords providing housing units that contribute to ending homelessness through a variety of strategies, such as, thank you cards, public acknowledgement, and regular gatherings.
- Develop and utilize creative strategies to encourage increased landlord participation, such as, covering some potential damages or evictions costs.

## *Move-In Collaboration with Housing Navigators and Clients*

- Work with housing navigators to match clients to available housing opportunities based on client preferences and needs, program requirements, available program resources, and landlord/owner preferences.
- Participate in regular meetings with housing navigators designated to work with particular landlord liaisons.
- Help coordinate access to resources and supplies that clients may need for move-in to housing from homelessness – household furnishings, appliances, goods; application fees, security deposits, utility deposits and payment of outstanding balances.

## *Tenant Support in Collaboration with Housing Navigator/Service Provider and Landlord*

- Help resolve conflicts between tenant and landlord or neighbors.
- Help tenant with building habitability, safety, cleanliness issues with landlord as needed.
- Help tenants with income verification, HQS, and other program requirements related to public subsidies.
- Work with tenants having difficulty paying rent to develop rent payment plans.
- Work with tenants to prevent eviction and to resolve issues that threaten the housing stability of tenants.
- Work with landlords regarding concerns about unit or community issues related to tenant behavior.

## *Administration and Rental Assistance or Rapid Re-Housing Subsidy Management or Collaboration*

- Coordinate with rental assistance management programs to link rental assistance resources with a given housing opportunity.
- Maintain records of clients supported by Subsidy Manager with rent roll information– tenant/client name, address, move-in date, owner, property manager, payment address, total rent, rental due date, security deposit (original deposit and interest, if any), tenant portion, subsidy portion, subsidy transition plan.
- Manage or support completion of required rental subsidy agreements – landlord with subsidy program; client with subsidy program; and client with landlord = lease (“triangle of agreements”); maintain hard copy files with all written and signed correspondence.

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- Manage or support required income verification processes.
- Manage or support required Housing Quality Standard (HQS) inspections at move-in, annually, and when needed due to reported concerns.
- Manage or ensure monthly payments to landlords and ensure tenant portions also getting paid
- Data collection, management, and reporting according to meet funding requirements.
- Maintain incident reports including a plan of how and when issues were resolved. Incidents include incidents, death, disturbances, property damage, etc.
- Taking on full property management responsibility for some master leased units as necessary according to terms of the agreement.
- Need for 24 hour a day, seven day a week responsiveness to address concerns raised by landlords and/or tenants; emergency situations should be handled by calling 9-1-1.
- Participate in regular meetings with other housing subsidy management program liaisons.

*Consider 1.0 FTE for every 60-80 active clients supported  
by a subsidy management/landlord liaison provider.*