






# CommonBond Communities: A Housing Providers Approach to Tenant Selection and Housing Stability Services

 <p>CommonBond COMMUNITIES</p>	<p><b>Jessie Hendel &amp; Annie McCabe</b></p> <p><b>Nov 2018</b></p>				
					

## About Us



## Our Mission

CommonBond builds stable homes, strong futures, and vibrant communities.



## Overview

- Established in 1971
- One of the largest affordable housing nonprofit in Upper Midwest
- 110 housing communities
- Over 7,000 apartments & townhomes
- 57 cities
- Over 300 units for individuals who have experienced homelessness
- Minnesota, Wisconsin, Iowa
- Rural, suburban, urban



# People We Serve

## Serving more than 11,000 people

- Families
- Children
- Older adults
- People living w/disabilities
- Individuals who have experienced homelessness
- Average household income: \$21,000



## Approach to Tenant Selection

- CommonBond recognizes that there are many barriers that prohibit some from finding stable housing
- We wanted to do more to screen individuals in vs. screening them out of housing
- Engaged property management and services staff to review our criteria with a goal to recognize and reduce disparate impact that was highlighted in HUD's April 2016 guidance
- Revised TSPs greatly reducing barriers to housing due to criminal or housing histories
- All applicants have the opportunity to appeal if denied housing



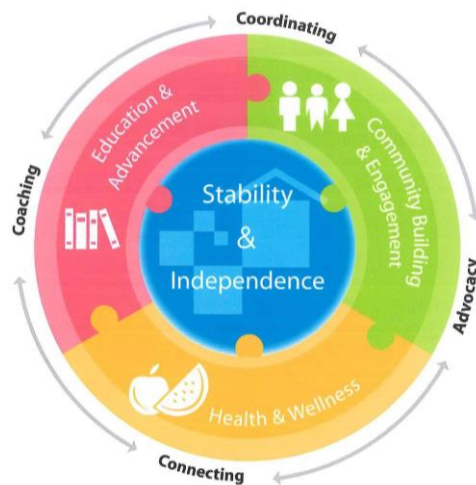
## Talk to your neighbor



- What are some strategies you've seen be effective in supporting housing stability?
- What are some challenges in supporting individuals with housing stability?
- Report back



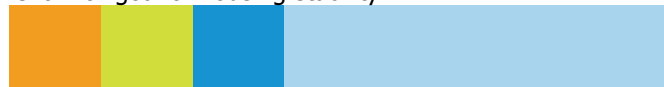
## Advantage Services Model



## The Eviction Prevention Program



- Eviction prevention at CommonBond is actually the **prevention of negative move outs** (Reason for Exit-lease violation, unpaid rent, and skip).
- Eviction prevention programming includes:
  - Property management practices including payment policies
  - Early and proactive engagement and relationship building with services staff
  - Employment services
  - Strong collaboration between services and property management with goal of housing stability



## Why we are committed to Eviction Prevention

Evictions have long-lasting effects that impact kids for years, even generations.

Housing instability harms the social and economic well-being of surrounding communities.

When residents maintain stable homes, they can focus on other area of life to reach their full potential and achieve their goals.



## Who we serve

In a year of Eviction Prevention efforts, we serve:

- About **450** households
- Average income: **\$16,000**
- **70%** female headed with children
- **80%** due to financial issues
- Average age: **41**
- **60%** African American
- **29%** Caucasian
- **1%** Asian, **1%** other, remainder unassigned

## Eviction Prevention best practices

### **Integrated model between property management, asset management and resident services**

- All team oriented towards goal of housing stability. Unique roles within.
- Site team meetings
- Annual training aligns us to shared purpose
- Frequent review of exit and length of stay data across team
- Integrate yardi data with services database-lease violation example

## Eviction Prevention best practices

### **Shared Services and Management Practices**

- New Resident Orientations
- Community Building and Engagement
- Trauma Informed Care—trauma of Homelessness
- Acknowledgement of tenancy skills of resident
- Commitment to the language we use in letters and discussions
- Training services staff have access to is helpful to property managers!

## Eviction Prevention best practices

### **Services Practices**

- Harm Reduction
- Assertive Engagement
- Motivational Interviewing

## Eviction Prevention best practices

### Property Management Practices

- Last Chance Agreements
- Reasonable Payment Agreements
- Use of Mutual Lease terms as a last resort

## Eviction Prevention-Data

Metric	2018 Goal	Q2 2018 Actual	2018 YTD Actual	Q2 2017 Actual	Indicator
<b>Stability &amp; Independence</b>					
% of households maintaining housing that have had a lease violation in the past 12 months	90%	93%	90%	New Measure	Green
% of housing exits that are positive or neutral	75%	85%	84%	79%	Green
% of seniors that are maintaining housing who have been screened as "at-risk" in the past 12 months	70%	78%	80%	79%	Green



## Eviction Prevention

### **Negative Turn Over Costs the Property**

- Negative Turn over has negative financial implications at the property level: vacancy cost, legal fees, physical turn
- We calculated about \$5,000 per turn after the cost of services. For CommonBond, that's almost 2 million dollars saved in a year!

## What would you do

### **Scenario 1**

A Resident has been observed by other Residents and Staff (Property Management and Services) of being intoxicated while on the property, which is a chemical-free living environment (meaning that no drugs or alcohol are allowed on the property). The Resident has also had several guests, who also appear intoxicated, wandering the halls and disrupting other Residents (knocking on doors, yelling in hallways, etc.). The Resident has also received 2 lease violations for this same situation within the last 3 months.

What would you do as the Property Manager or Service Provider?

## What would you do

### Scenario 2

A Resident has not paid her rent portion for 3 months. Her rent portion is \$250.00 and she currently owes \$750.00 in rent.

What would you do as the Property Manager or Service Provider?

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