



## **Yukon Anti-Poverty Coalition**

### **Landlord Collaboration “Rent Well” Project**

**May 2013**

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## **Acknowledgements**

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We appreciate feedback from Yukon Housing, the Residential Landlords Coalition, the Yukon Condominium Homeowners Association, Grey Mountain Housing Society and dozens of individual Whitehorse landlords.

Support from the Community Development Fund to conduct the project is also gratefully acknowledged.

## **Executive Summary**

In 2013, the Yukon Anti-Poverty Coalition conducted a project to seek Whitehorse landlords' input and collaboration into Yukon programming towards increasing the provision of stable, safe and healthy rental housing.

The project activities included research into landlord support programs in other jurisdictions, information-gathering from Whitehorse landlords, and a community workshop with landlords with the intent to improve collaboration and develop next steps.

A high degree of interest and feedback was received from Whitehorse landlords, with 51 landlords participating in a survey and 16 landlords participating in a community meeting.

Landlords expressed many barriers to their ability to provide affordable rental housing, many of which were related to the Social Assistance system and the lack of support for risk management for landlords, as well as challenges with specific tenants.

Concerns about social assistance/housing allowance management included: the systemic inefficiency of having clients meet in person with workers every month to confirm housing needs; the fact that these meetings are often poorly scheduled, resulting in inevitable delays so that rent cheques are not paid on time; lack of certainty and lack of information flow from government that creates recurring tension between landlords and tenants; lack of damage deposits and government accountability for clients who have barriers to maintaining sustainable housing arrangements.

Tenant education programs were supported by 60% of landlords. The idea of workers available to help landlords and tenants address problems and mediate conflicts was also supported by 60% of landlords.

Almost half of respondents (24) provided comments in response to the request for "other ideas" to help reduce challenges in providing affordable housing. Ideas included damage deposits for social assistance clients, education, reduced operational/utilities expenses, changes to the taxation regime for rental units (currently taxed at more than double the rates of general business activities), and others.

Based on information gathered during the project, the following recommendations were developed for YAPC:

1. Work with Yukon Housing to increase options for delivering tenant education programs, including use of the YAPC "Tenant Wisdom" curriculum.
2. Develop a waiver/authorization form that tenants and landlords can sign to permit appropriate information flow from service providers regarding issues affecting the tenant's ability to maintain housing.

3. Advocate for a change in policy so that YG Social Services provides damage deposits for tenants receiving housing allowances. Consider making some portion of the deposit available to tenants who successfully complete their tenancy.
4. Ask Social Services and AANDC to provide direct deposit rent payments to landlords.
5. Encourage YG Social Services and AANDC to enter into medium and long-term leases with landlords who provide safe, affordable rental units to at-risk clients. Make reasonable provision for damages incurred by clients. Remove clients who do not comply with expectations in a timely manner, making the space available for other clients. Develop the housing option such that clients must first complete a tenant education program.
6. Promote the development of a housing worker program to link at-risk tenants to affordable housing options, liaise between landlords, tenants and other support programs, and help tenants and landlords mediate concerns.
7. Work with Yukon Housing to develop more supported housing options by entering into agreements with NGOs where YHC manages the physical operations and an NGO is responsible for client care.
8. Continue to collaborate and advocate with Yukon landlords on issues related to housing for low-income Yukon people. Develop appropriate email lists for sharing information between landlords and YAPC on a monthly basis.
9. Provide a briefing to the Yukon's Member of Parliament to highlight concerns about the impact of federal policies on local landlord/tenant relations and the availability of affordable rental units.
10. Explore the possibility of YAPC member organizations, Yukon government Health and Social Services, and AANDC staff providing one or more information session(s) for Yukon landlords to highlight services that may be relevant for their tenants, brainstorm opportunities to have more services provided on-site in larger apartment buildings, and resolve communications issues in the best interest of long-term tenancies/stable housing arrangements for low-income Yukon people.

There are many possibilities for enhancing collaboration between YAPC and the landlord community to the benefit of people experiencing housing challenges. The project successfully demonstrated a high degree of interest from Yukon landlords in seeing improvements to the current system of providing housing to low-income people.

Recognizing that there is a wide continuum of housing needs in our community, and that private sector landlords are not responsible for social programs, the project highlights the need to be more proactive in solving systemic issues that reduce the number of rental units available for low-income people, and to collaborate on ways to enhance supports that help people maintain stable housing.

## **Background**

The Yukon Anti-Poverty Coalition's "A Home For Everyone" Action Plan identifies the need to educate and support landlords and tenants about their rights and responsibilities, and development of programs to alleviate barriers that make it difficult for landlords to rent to low-income tenants.

The objectives of the 2013 landlord project were to seek landlords' input and collaboration into Yukon programming that aims to achieve stable, safe and healthy rental housing. The project intended to do this by:

1. researching tenant and landlord education and support programs in other jurisdictions
2. soliciting information from Yukon Housing, Grey Mountain Housing, Yukon College, individual landlords and members of the Residential Landlord Coalition, and
3. designing and conducting a community workshop to discuss findings, build networks and develop next steps for collaboration on measures to alleviate barriers identified by landlords.

The project was scheduled to run from January to May 2013, and timelines were successfully met.

## **Project Activities**

Project activities were designed to help YAPC engage Yukon landlords to find out what would help them provide more low income tenants with safe, affordable housing.

The project activities included research into landlord support programs in other jurisdictions, information-gathering from Whitehorse landlords, and a community workshop with landlords with the intent to improve collaboration and develop next steps.

The facilitator conducted a web-based resource review, telephone interviews and email communications with organizations across Canada involved in education and support around landlord/tenant issues. A list of these resources and contacts is provided as Appendix B.

Landlords, property management companies, housing organizations and realtors were contacted invited to participate in an online survey (see Appendix A). The survey was created using SurveyMonkey and linked to the YAPC website at [www.yapc.ca](http://www.yapc.ca), advertised in Whitehorse newspapers, and linked in individual emails sent from the facilitator using MailChimp to ensure anonymity. A list of survey distribution information is provided in Appendix C. A communications plan for the project is provided in Appendix D.

The facilitator conducted phone and in-person interviews with local landlords and housing agencies. A community meeting format was developed, and the meeting took place in April 2013 as planned, with good participation from a diverse cross-section of local landlords.

Limitations to the project included the anonymous nature of the survey, which was posted online and was intentionally confidential. While survey respondents were not restricted a controlled-access system, responses indicated a good cross-section of local perspectives and none of the comments were inconsistent with anticipated findings.

## **Consultation Findings**

### Surveys

Surveys were completed by 51 people. Of these, 46 were completed online, 4 as a phone survey and 1 as an in-person survey.

Survey results represent the views of a good cross-section of Whitehorse private sector, non-profit and government landlords and property managers. Twenty-five respondents have 1-5 units, two have 6-10 units, thirteen have 11-50 units, and eleven have more than 50 units under their responsibility.

Just over half of the landlords (56%) have tenants who receive housing allowances paid directly to the landlord, and just under half (44%) do not.

Landlords were asked to describe the frequency of challenging situations such as non-payment of rent, loud or aggressive tenants, damage to rental unit, and difficulties receiving housing allowances. The majority of landlords rated these incidents as happening “rarely” or as “somewhat common”, although over 10% of landlords also rated them as “very common.”

Almost half of survey participants provided responses about “other challenges.” The majority of these were concerns about process with the Social Assistance and Northern Affairs offices, followed by “horror stories” of specific tenant damages or situations.

The survey asked landlords to indicate which steps they normally take in dealing with prospective tenants. Most landlords (88%) have their tenants sign a written lease. The survey results are somewhat skewed by inclusion of hotel owners who also receive housing allowances for temporary shelter but do not have the occupants sign a lease.

The majority of participating landlords ask for and check references (70%), sign condition of premises reports (74%), and understand Yukon Human Rights Act limitations on the questions they can ask prospective tenants (54%).

Over 80% of landlords have read the Yukon Landlord and Tenant Act Handbook, and 74% receive informal advice from other Yukon landlords. Comments about lack of support for landlords included the need for better communication with social workers and restrictions under privacy laws; and the perception that laws are set up to protect tenants rather than landlords.

One landlord emphasized the importance of good screening; another recommended tenants sign a clear agreement about home heating fuel.

Landlords were asked about their interest in exploring resources that are used in other jurisdictions. Many (74%) were interested in a user-friendly handbook on landlord and tenant issues, with sample forms. One landlord commented that this information would be more useful as an online resource than a handbook.

Tenant education programs were supported by 60% of landlords. The idea of workers available to help landlords and tenants address problems and mediate conflicts was also supported by 60% of landlords.

Almost half of respondents (24) provided comments in response to the request for “other ideas” to help reduce challenges in providing affordable housing. Ideas included damage deposits for social assistance clients, education, reduced operational/utilities expenses, changes to the taxation regime for rental units (currently taxed at more than double the rates of general business activities), and others.

Almost half of the landlords (47%) said they currently rent to low-income tenants and are interested in more tools or supports. Thirteen landlords (29%) said they would not rent to low-income tenants. The remaining respondents either rent to low-income tenants and do not need supports, or might rent to low-income tenants if they had more supports.

The full survey results and complete comments from landlords are provided as Appendix E.

### Community Workshop

A community workshop was held April 24, 2013 in Whitehorse. There were 16 landlords who participated, plus the YAPC Coordinator Kristina Craig and the project facilitator.

The goal of the meeting was to begin a collaborative conversation between YAPC and the landlord community. It was a lively meeting with much information-sharing.

One key theme that arose from the meeting was the need for improved partnerships between government and private sector landlords in the provision of housing for low-income tenants. Landlords are willing to provide housing if government can be responsible for mitigating risks.

Another prevalent theme was the recognition that landlords cannot provide the social supports required for some clients to maintain housing, and there is a need for service providers to provide more effective interactions with their clients.

Landlords expressed general support for the idea of improved, collaborative communications with YAPC and government agencies.

Concerns, successes and suggestions are summarized in Appendix A.



## Whitehorse Interviews

The facilitator met individually with owners at the Family Hotel and the Stratford Hotel, and had a phone conversation with the owner at the Chilkoot Hotel. She also met with Dale Kozmen and Marc Perrault from Yukon Housing, and Heather Saggars from Grey Mountain Housing Society. Input from the YAPC Coordinator Kristina Craig was also received by phone and in-person at several points during the project.

A variety of perspectives and feedback was gathered during these interviews.

Landlords reported that evictions often result in extensive damage to the unit, take up a huge amount of time, money and emotional resources, and that successful tenancies may require supports beyond their capacity to provide.

Social housing providers are clear about the need for more service agreements with SIL workers, Mental Health providers, front-line workers from NGOs and related supports to increase supports for at-risk tenants and increase safety for neighbouring tenants.

Landlords expressed concern about extreme partying, alcoholism and a “revolving door” pattern created by “subsidized drinking”. One landlord also expressed despair about the lack of police response, including several examples of situations where she was physically at risk. The level of conflict does not “seem worth it” for the amount of rent received.

Landlords also reported frustration when eviction stories go to the media and landlords are villified without recourse to tell the full story of why the eviction was necessary.

Landlords expressed concern that Social Assistance staff have said “we’re not the tenant, we just pay the rent” without taking responsibility for trying to help their client maintain housing or work through the eviction process.

Social housing providers also expressed concern about the fact that clients who are on waiting lists due to affordability issues (and may in practice be more stable tenants), are lower on the list than people experiencing priority barriers as victims of violence, requiring medical relocation, or homelessness. Although the people with these priority issues may not be able to maintain housing for long, there are priority waiting lists as well, so new tenants come and go while people with affordability challenges stay on the waiting lists for a long time.

More supportive housing arrangements designed to deal with these priority issues would free up current spaces for low-income tenants.

While some landlords do not want tenants to try their hand at repairs, others are interested in teaching basic drywall repair and painting skills. Other maintenance issues like mould prevention, HRV filters, lightbulb replacement and basic cleaning skills would be good additions to tenant education programs.

## Resources Review

The facilitator gathered resources from a variety of organizations in order to develop options for initial landlord feedback on possible areas for collaboration in reducing the challenges to provide affordable housing for low income Yukon people.

The original proposal for this project focussed on the “Rent Well™” program in Portland, Oregon, which supports landlords by providing tenant education in the context of wraparound services with a wide range of housing-related supports. The Home Forward program (umbrella organization administering Rent Well™, formerly called the Housing Authority of Portland) serves over 8,500 families. Landlords are supported by having access to tenants who have completed tenant education, have tenancy arrangements that are partially funded by government, and have access to housing workers and other resource people. Landlords are further supported by a “landlord services” office, 1.5 months rent if the tenant breaks the lease, and up to \$2K in damages if a tenant who has been through the education program causes damage beyond normal wear and tear.

Research indicates that other jurisdictions have about 7% per capita social housing inventory, where Yukon has only 4%. The Nunavut Housing Corporation “Housing and Homelessness Strategy” provides clear statistics about its public housing operational costs (\$16/day per person) as compared to a shelter bed (\$74/pp/day), jail (\$306/pp/day) or hospital (\$1720/pp/day).

Although public housing is a more cost-effective option even than private sector rental units, there are ways to more effectively partner with private sector landlords to help low-income tenants access and maintain stable housing.

Other jurisdictions in Canada and the United States offer a range of supports to landlords and tenants in order to help people secure and maintain housing. These supports are provided by governments, NGOs under contract to government, NGOs funded by donations/foundations, and private sector associations for landlords, realtors and/or property managers.

The range of possibilities is extensive, but research done during this project identified the following groups of services.

**Housing workers:** may help link at-risk tenants to affordable housing options; act as a liaison between landlords, tenants and other support programs; help tenants and landlords mediate concerns.

**Tenant Education:** may include rights and responsibilities, basic home maintenance, financial literacy, communications skills and other topics. May be linked to a broader housing program where landlords receive compensation if a “graduate” of the education program causes damage or breaks a lease.

**Tenant Rent Support:** may include financial literacy programs; “rent bank” for short term, low-interest loans; savings circles to help tenants reach rental or housing goals, among others; fair market housing allowances.

**Landlord Rent Support:** may include government-funded damage deposits; payment of rent if tenant leaves unexpectedly; a “landlord guarantee fund” if tenant who

has been through a tenant education program causes damage; or rental contracts between landlords and public sector rather than individual tenants.

**Landlord Risk Management Support:** may include education programs for landlords provided by government or professional associations on a range of topics including mediation, legislative changes, special needs client groups, awareness of social service supports for tenants (“who to call when...”), safety, building maintenance and more. May also include collaborative initiatives with housing workers, NGOs, police and other service providers to help reduce risk for landlords and promote well-being for tenants.

**Supported Housing Services:** may include NGO care for a specific client group within a government-owned building; NGO ownership of buildings and programming; government services contracted to private sector businesses. May include on-site staff to help resolve problems; access to a range of social programs including vocational, addiction supports, financial literacy programs, counselling, educational programs, among others.

A list of resource websites and contact information is provided as Appendix B.

## **Recommendations**

The facilitator recommends the following possibilities be considered as part of future decision-making and YAPC initiatives:

1. Work with Yukon Housing to increase options for delivering tenant education programs, including use of the YAPC “Tenant Wisdom” curriculum.
2. Develop a waiver/authorization form that tenants and landlords can sign to permit appropriate information flow from service providers regarding issues affecting the tenant’s ability to maintain housing.
3. Advocate for a change in policy so that YG Social Services provides damage deposits for tenants receiving housing allowances. Consider making some portion of the deposit available to tenants who successfully complete their tenancy.
4. Ask Social Services and AANDC to provide direct deposit rent payments to landlords.
5. Encourage YG Social Services and AANDC to enter into medium and long-term leases with landlords who provide safe, affordable rental units to at-risk clients. Make reasonable provision for damages incurred by clients. Remove clients who do not comply with expectations in a timely manner, making the space available for other clients. Develop the housing option such that clients must first complete a tenant education program.

6. Promote the development of a housing worker program to link at-risk tenants to affordable housing options, liaise between landlords, tenants and other support programs, and help tenants and landlords mediate concerns.
7. Work with Yukon Housing to develop more supported housing options by entering into agreements with NGOs where YHC manages the physical operations and an NGO is responsible for client care.
8. Continue to collaborate and advocate with Yukon landlords on issues related to housing for low-income Yukon people. Develop appropriate email lists for sharing information between landlords and YAPC on a monthly basis.
9. Provide a briefing to the Yukon's Member of Parliament to highlight concerns about the impact of federal policies on local landlord/tenant relations and the availability of affordable rental units.
10. Explore the possibility of YAPC member organizations, Yukon government Health and Social Services, and AANDC staff providing one or more information session(s) for Yukon landlords to highlight services that may be relevant for their tenants, brainstorm opportunities to have more services provided on-site in larger apartment buildings, and resolve communications issues in the best interest of long-term tenancies/stable housing arrangements for low-income Yukon people.

There are many possibilities for enhancing collaboration between YAPC and the landlord community to the benefit of people experiencing housing challenges. The project successfully demonstrated a high degree of interest from Yukon landlords in seeing improvements to the current system of providing housing to low-income people.

The challenges in providing safe, affordable rental housing to low-income citizens have common threads across North America. A wide range of possible models can be drawn from as made-in-Yukon solutions are developed in our community.

Recognizing that there is a wide continuum of housing needs in our community, and that private sector landlords are not responsible for social programs, the project highlights the need to be more proactive in solving systemic issues that reduce the number of rental units available for low-income people, and to collaborate on ways to enhance supports that help people maintain stable housing.

## **Appendices**

### ***A: Landlord Meeting Feedback***

*The meeting was held from 3pm to 5pm April 24, 2013 in a Whitehorse hotel. There were 16 landlords who participated, plus the YAPC Coordinator Kristina Craig and the project facilitator.*

*It was a lively meeting with much information-sharing. Concerns, successes and suggestions are summarized here.*

Yukon Government (YG) rent cheques are often late, sometimes by 18 days. Regular tenants pay \$10-\$25/day for late payments. Social Assistance (SA) tenants may pay their personal portion on time, but are not responsible for the SA payment being late. SA does not take responsibility for the late payment. The refusal of the SA office/government to take more responsibility for timely rent payments was described as a “critical cog in the wheel” that is dysfunctional.

Landlords have heard that YG is considering direct deposit for their payments, this would be a good idea.

Landlords are aware that they are sometimes a cheap alternative to caring for clients who should be in supported housing. In these cases, the rental arrangements should be with government, not with the tenant. Leases between landlords and government (instead of tenants) provide for access to housing that is cheaper than a shelter or other supported service. If individual clients cannot maintain their housing, social workers maintain access to housing that can be accessed by another client. Landlords are provided with the security of knowing that rent will be paid and damages will be covered.

It is only about 5% of the tenants who are causing big problems, damage, etc. but they take up hours of time and money for private landlords.

Landlords have no route for making their concerns known – “where do you go to complain as a landlord?”. The most frustrating problems are with the SA office: late payments, lack of information, no damage deposit even though clients are high risk, not enough caseworker supports or interventions for clients who clearly need help.

Suggestion from landlords to call the prior landlord (not the current-and-leaving, but the one before that) for reference checks, since the current landlord may give a glowing response in order to have the tenant leave.

Discussion re: what is “low-income” and how there is no poverty line in the Yukon. Yukon Housing uses 25% of before-tax income to calculate “affordable housing.”

All landlords, including Yukon Housing, want responsible tenants. There needs to be more recognition that not all tenants have the skills to be responsible tenants, and clearer supports and consequences when tenants are not responsible.

There is a misconception that landlords are “evil” and they can afford rising expenses, damage costs... and a need to help both tenants and governments understand the pressures that landlords are under.

Federal taxation regime is a disincentive to providing affordable housing, since the tax rate on rental accommodations is more than double the regular business tax rate.

Government should consider incentives to help motivate landlords to provide rental units.

Some bylaws and other government regulations are a stumbling block to investing in rental accommodations – for example, a new rule that driveways must be paved, and minimum building sizes that make it hard to build small units for single tenants.

Although there is a human rights issue (illegal to discriminate on the basis of income), some landlords (not represented at the meeting) are known to refuse SA clients; prospective tenants will often ask “do you take SA?” since some Whitehorse landlords refuse to. While some of these landlords may do so because of negative experiences with tenants in the past, the landlords at the meeting indicated that the more difficult frustration is with the SA office.

Challenges with the SA system/SA staff include:

1. lack of information about the client’s status with paperwork/rent eligibility,
2. late payment of rent,
3. mailing (rather than direct depositing) cheques,
4. lack of damage deposit, and
5. a refusal to take responsibility for risks associated with people who experience barriers to successfully maintaining housing.

A landlord recommended that tenants be asked to sign access to information waivers that would allow for better communication with Social Assistance, Mental Health or other community support services as the issues relate to maintaining housing.

Another recommendation was that if SA was the tenant (entered into the lease, perhaps a 5 year lease for a unit) it would improve timeliness of rent payments, would allow for better monitoring of client behaviour in the house, and would allow for SA/government to be more involved in the decision to evict the client rather than leaving it all to the landlord.

The point was made that policies for the provision of contracted housing services already exist for group homes and supported living arrangements, so it would be relatively uncomplicated to create agreements with private sector landlords.

Landlords expressed frustration that SA workers provide little in the way of actual support or intervention for their clients, and do not take responsibility when one of their referrals ends badly.

Landlords report frustration with inconsistent application of human rights issues, such as the newspaper refusing to print an ad that says “no pets” even though it does not say “no service animals.”

There was support for the idea of housing workers to support clients and landlords and help mediate conflicts. Landlords wondered whether this would fit as a contracted responsibility of an NGO? or fit into the new expansions to the Landlord Tenant office? Or as clearer (new) responsibilities for Social Services caseworkers?

There was concern about risk for any kind of housing worker, and stories of personal threats/risk that landlords face when tenants are partying/aggressive/destructive. At the same time, there was a recognition that any effective housing worker/ mediator has to have the capacity and resources to do on-site work (out of the office and in the tenant's building).

One landlord has arranged for AA and NA meetings in his building, but pointed out that these kinds of services should be arranged by government or NGOs that have a mandate to promote wellness. Tenants need more access to programming that helps them change their patterns of addiction.

There was support for the idea of a rent bank/savings circle to help low-income tenants save up for damage deposits and/or pay the rent if times are tough.

A landlord described asking tenants to do minor repairs as a form of damage deposit – payment to be withheld until successful termination of the lease – as a disincentive to tenants creating damage “on the way out” and an incentive for creating a sense of pride/care for the unit.

The Landlord Tenant Act says landlords have to keep tenant belongings in heated storage for a year after they break a lease. This is an onerous cost. Dumping fees for disposal are also very high – one landlord had just spent \$100 at the dump to get rid of a tenant's 4 broken TVs.

There was support for the idea of a landlord guarantee fund to help with damages if tenants who had taken tenant education still caused damage; perhaps a creative funding arrangement would be possible if course participants (or sponsoring agencies) paid for the training.

There was support for the idea of improved education opportunities for tenants and landlords. Blood Ties is running another tenant education workshop soon. Yukon Housing is developing a new tenant handbook that might be useful to private sector landlords. Yukon Housing is also considering more use of tenant education programs such as the material developed by YAPC, and could make these workshops available to the community rather than just YHC tenants.

Landlords recommended that tenant education include practical skills like cleaning ovens, cleaning behind and in fridges, basic home maintenance skills.

A landlord recommended that tenant education include explanation of standard condo bylaws (for example, noise restrictions) since they are seeing more tenants renting or subletting from condo owners and the tenants may not understand that the rules are different from a standard apartment.

Other landlord experiences related during the meeting:

One tenant neglected to tell his social worker that he had given notice, and spent his rent payment on other things. When the landlord informed the social worker, the social

worker did not really care. The tenant, on the other hand, was furious with the landlord and began threatening physical violence to him and his family.

Social housing agencies also experience huge losses when tenants cause significant damage, and the legal system sometimes does more to protect tenants than protect landlords.

One landlord recommended looking at the YMCA model in other jurisdictions, remembering that Whitehorse used to have a YMCA with 8-unit bedrooms clustered around common cooking and living spaces.

One landlord was advocating with Social Services to find vocational supports for a tenant who has mental health issues and was behaving in a way that would lead to eviction. During the landlords' meeting, the landlord was very frustrated with the lack of results. After the meeting, an email update indicated that the social worker had arranged a supported work placement for this client and the landlord was very pleased with the way that the collaborative/innovative support was established.



## ***B: Resource Review Data Sources***

The following websites and/or individuals provided information and advice to the project:

<http://www.homeforward.org/landlords/section-8-features> Home Forward (formerly Housing Authority of Portland) – including Landlord Guarantee Fund, and significant wraparound supports for tenants and landlords

<http://www.reic.ca> - Real Estate Institute of Canada website including training for property managers

<http://landlord.landlordandtenant.org/becominglandlordfacts/learningmore.aspx> - Laws for Landlords in Alberta – landlord-tenant links to further educational resources

[http://www.servicealberta.ca/pdf/tipsheets/Information\\_for\\_landlords.pdf](http://www.servicealberta.ca/pdf/tipsheets/Information_for_landlords.pdf) - Alberta government resources for landlords

<http://www.eaa.ab.ca/> Edmonton Apartment Association Phone: 780-413-9773 Fax: 780-423-5186 E-mail: [executive@eaa.ab.ca](mailto:executive@eaa.ab.ca) - has resources for landlords including workshops on tenants with mental illness, etc.

<http://www.bcaoma.com/> BC Apartment Owners and Managers Association #203 - 1847 West Broadway Vancouver, B.C. V6J 1Y6 Toll Free B.C.: 1.877.700.9440 Tel: 604.733.9440 [questions@bcaoma.com](mailto:questions@bcaoma.com)

<http://bclandlords.ca> BC Landlords Association for Small Business Landlords

<http://streetohome.org> re: Vancouver Rent Bank (link found on BCLA site)

[www.niccss.ca](http://www.niccss.ca) Network of Inner City Community Services Society (Vancouver) administers Vancouver Rent Bank Contact Us: By phone at 604-566-9685 By email at [vrb@niccss.ca](mailto:vrb@niccss.ca)

<http://www.multifamilynw.org> Organization representing quality multifamily rental housing

<http://toronto.ontariotenants.ca/rentbank.phtml> Toronto rent bank includes mediation between landlords and tenants. Call the Rent Bank Central office at 416-924-3862

<http://www.landlordconnect.ca> free online service and vacancy listing for landlords who rent affordable private market units in Toronto and are interested in working with housing help services. Thania Valle LandLordConnect.ca Facilitator 647-258-9981 [support@housingworkers.ca](mailto:support@housingworkers.ca)

<http://www.momentum.org> - former administrator of Calgary Rent Bank. contact Andrea Shaw Momentum Savings Circles: <http://momentum.org/programs/money> Individual Development Account Provider Phone: 403.272.9323 Email: [info@momentum.org](mailto:info@momentum.org)

[http://www.sourcesbc.ca/index.php?option=com\\_content&view=article&id=205&Itemid=215](http://www.sourcesbc.ca/index.php?option=com_content&view=article&id=205&Itemid=215) Sources Rent Bank. British Columbia rent bank for people facing eviction and needing short term, low interest loans.

<http://seedwinnipeg.ca/> SEED Winnipeg, Individual Development Account Provider, and they also run a saving circle.

<http://www.sedi.org/html/programs/ILA.asp> SEDI – Independent Living Accounts

[www.morethanaroom.org](http://www.morethanaroom.org) More Than a Roof Housing Society – affordable housing communities, including with “Next Steps” financial literacy and savings program

### ***C: Survey Distribution***

Information about the landlord survey was distributed in the following ways:

- emails to 46 known realtors, landlords and property managers
- emails to housing staff at Yukon Housing, Yukon College, Grey Mountain Housing Association
- emails to 80 address of the Residential Landlords Coalition
- emails to 40 general community members inviting them to forward to friends who are landlords
- electronic ad with survey link in the Whitehorse Chamber of Commerce e-bulletin
- ads in the Yukon News, Whitehorse Star and What's Up Yukon
- rack card in registration folders for all 250 participants at the March 26 Northern Housing Conference
- rack cards left at reception for clients of Mackay & Partners, Assante Financial, Quantus Mortgage Solutions, Coldwell Banker Realty
- press release April 16 and follow-up interviews with Yukon radio stations and newspapers

## ***D: Project Communications Plan***

### Purpose

The purpose of this plan is to help YAPC engage Yukon landlords to find out what would help them provide more low income tenants with safe, affordable housing.

### Background

YAPC has developed the “A Home For Everyone” Housing Action Plan and is presently working with a contractor towards strengthening YAPC connections with landlords to enhance tenant access to safe, affordable housing.

### Audiences

Landlords and housing-related agencies including: members of the Residential Landlord Coalition , Yukon Housing, Grey Mountain Housing, Yukon College, Health and Social Services (re: payments to landlords), Barracks, Chilkoot Motel, Family Motel, Stratford Motel, Northern Vision, Whitehorse realtors, Gray Management Services, Lanix Property Management, Benchmark Property Management, individual landlords as names are collected, among others.

### Communications Objectives

1. Collect information about Yukon landlords to help YAPC plan future initiatives.
2. Build support from Yukon landlords towards increased access to safe affordable housing for low income tenants.
3. Host an engaging workshop with Yukon landlords in April 2013 to develop next steps in connecting landlords with a broader range of lower income tenants.

### Strategic Considerations

#### Opportunities

- distribute rack cards with survey link at March 26 housing conference need to keep pressure on one key issue which is SA housing rates / could build support from landlords
- could encourage SA to be more clear about health and safety expectations

#### Challenges

- timeline March/April somewhat tight
- landlords need to see benefits to them/why should they attend?

## Messages

### Help Us Fill a Vacancy! campaign

The Yukon Anti-Poverty Coalition wants to learn more about Whitehorse landlords in order to make our community stronger.

We want to know if landlords can help improve conditions for some Whitehorse people who need housing.

If you are a landlord or you work with a property management or housing agency, please take our short online survey at [www.yapc.ca/landlords](http://www.yapc.ca/landlords)

We are also inviting landlords to a community workshop on Wednesday April 24 from 3pm to 5pm in the Bennett Post Room in the restaurant at the Westmark Whitehorse.

## Communication Activities

- rack card at housing conference with link to survey on YAPC website
- ad and survey link via Chamber of Commerce
- press release from YAPC (proposed date: April 16)
- “real estate” classified ad link to promote workshop
- phone calls to conduct interviews 1:1, and/or invite to April 24 workshop
- coming event classified ads to promote April workshop
- email reminders to promote April workshop

## Budget

\$400 advertising

\$300 venue and refreshment

## Evaluation

# of surveys completed

# of participants at workshop

positive commitments/next steps by Yukon landlords

***E: Landlord Survey Summary Results and Comments***

Survey Results included as final appendix on the following pages.