

LEASE UP BEST PRACTICES- SUPPORTIVE HOUSING

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WHO ARE WE?



- · Elizabeth Sandoval
 - Lease up and Consulting Manager
 - 11 years in affordable housing
- Who is in the audience? Please raise your hand to indicate if you are a:
 - Community Manager
 Regional Manager

 - Compliance Specialist
 - Resident Services Coordinator
 - Case Manager
 Developer

 - Affordable Housing Partner
 - Third party resource for affordable housing
- Are you working with the community:

 - already leased up
 being developed or in lease up

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AUDIENCE PARTICIPATION!

• Please engage in the discussion and share your lessons learned.



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SUPPORTIVE HOUSING

- The Housing First approach, composed of the following five core principles, has been adopted in federal, state, regional, and local law:
 - All people can achieve housing stability in permanent housing if they are provided the right supports.
 - ii. Everyone is "housing ready."
 - iii. Housing serves as the foundation for improved quality of life, health and mental health, as well as employment.
 - iv. All people have the right to self-determination, dignity and respect.
 - Housing and services should be configured to meet individual needs and preferences.

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SUPPORTIVE HOUSING

- Supportive Housing is designed to enable residents to live as independently as
 possible within the community. Also, this housing is a key component of
 assisting to end the homeless crisis.
- Communities are built in neighborhoods that meet the resident's needs and are located close to a food store, medical clinic, local community space and public transportation.
- Communities must also meet HUD Housing Quality Standards for safety and decency.
- Supportive service providers are on-site to assist residents in a variety of ways.

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LEASE UP LESSONS LEARNED

- Communication is key
- Pre-lease up meetings are essential
- Meet with the Service Provider outside of the lease up calls
- Have a clear understanding of the targeted population and additional requirements
- Hire the on-site team early and have them involved in the lease up process, continuity is important for the residents
- If you have LAHD funds, preparation of Property Management Plan document and updated form of submission.
- For communities in Los Angeles, understand the AcHP requirements

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LEASE UP LESSONS LEARNED Train all lease up staff on the Coordinated Entry System Train staff on de-escalation, be prepared Have an easy to follow checklist for applicants to obtain missing information

- Flexibility with interview appointments outside of Monday Friday, 8 am to 5 pm.
- Review all documents to be sure they are in a format easy to understand
- Give more time for Rental Agreement signing
- Complete a new resident orientation
- When completing the move-in inspection, take time to show the residents all of the unit features and how they work



LEASE UP LESSONS LEARNED

- Know the terms PSH (Permanent Supportive Housing) / CES (Coordinated Entry System) / SPA (Service Planning Areas)
- Computer systems are great! Ensure all compliance requirements are properly entered and maintained
- Provide snacks and water at every interaction
- Reduce background noise
- Have plenty of supplies, especially pens
- Have business cards with the community contact
- Always remain calm. Remember moving into a home after being homeless can be overwhelming on many levels

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