

UPCOMING WORKSHOPS

Contextualizing Structural Racism within a CoC –

July 8th, 2022 @ 10:00am

Practical Methods for Including Persons with Lived Experience in CoC Leadership –

August 12th, 2022 @ 10:00am

Strategies to Prevent and End Youth Homelessness –

September 9th, 2022 @10:00am

WELCOME PANEL PARTICIPANTS

Nicholas Cassaro
Emergency Housing Voucher Coordinator
CARES of NY, Inc.

Paige Rodriguez
Housing Case Manager, ESG-CV
Urban Mission
NY 522

Canyon Ryan
Executive Director
United Tenants of Albany
NY 503

Anthony Mohen
Staff Attorney
Legal Aid Society Northeastern New York

PARTNERS IN PROGRESS

Tips for Effective Landlord Engagement

Presented by Nick Cassaro of CARES of NY, Inc.

LANDLORD CONCERNS



WHAT LANDLORDS WANT

RENT

- On Time
- Reliable

RESPECT FOR PROPERTY

- No Property Damage
- Only lease-holders staying in apartment

GOOD NEIGHBORS

- Get along with other tenants
- Avoid disputes with law
- Respect “quiet enjoyment” of others on or neighboring the property

NO VACANCIES OR EVICTIONS

- Avoiding eviction costs
- Units not sitting empty
- Consistent income generation

Source: National Alliance to End Homelessness

LANDLORD RECRUITMENT



TIPS FOR WORKING WITH LANDLORDS

Establish a landlord advisory group.

Attend meetings of your local landlord organization.

Target "medium-sized" landlords.

Divide and conquer.

Encourage landlords to screen tenants (consistent with Fair Housing Law)

Think like a salesperson.

Be honest.

Be strategic about your placements.

Remain neutral.

Practice patience.

ADVERTISE LANDLORD BENEFITS

Eliminate advertising costs.

“Smart” renters.

Damage/security deposits.

Clients have access to time-limited subsidies.

Guaranteed rent payments.

Clients are attached to needed services.

Problem prevention through regular home visits.

Neutral party to mediate problems

Satisfaction from helping others.





LANDLORD INFORMATION TEMPLATE

1. Landlord Contact Information:

(Name)

(Address)

(City, State, Zip Code)

(Day Telephone Number)

(Evening Telephone Number)

(Cell Phone Number)

(Fax Number)

(Email Address)

2. Who should contact the landlord (case manager or client)? _____

3. Apartment Location: _____

(Address, Apartment #)

(City, State, Zip Code)

4. Building Type: 1-4 units____ 5-20 units____ 21-40 units____ 40+ units____



LANDLORD INFORMATION TEMPLATE

5. Type of Housing: Elderly____ Family____ Disabled____ Other____

6. Vacany(ies) as of ____/____/____

Bedroom Size	# of Units Available	Monthly Rent	Date(s) Available

7. Is/are the unit(s) lead-paint free? Yes____ No____ Don't Know ____

8. Upfront Costs: Application Fee \$____ First Month \$____ Last Month \$____
Security Deposit \$____ Realtor Fee \$____

9. Are utilities included? Y____ N____ Partial (Please list) _____

10. Public Transportation: Subway____ Bus____ Commuter Rail____ Car Only____

11. Parking: Street____ Off-Street____ Private____ Private/Pay____ None____

12. Amenities: Air Conditioning____ Handicap Accessible____ Refrigerator____
Dishwasher____ Storage Space____ Pets Allowed____
Eat-In Kitchen____ Laundry Room/Hookup____ Yard____

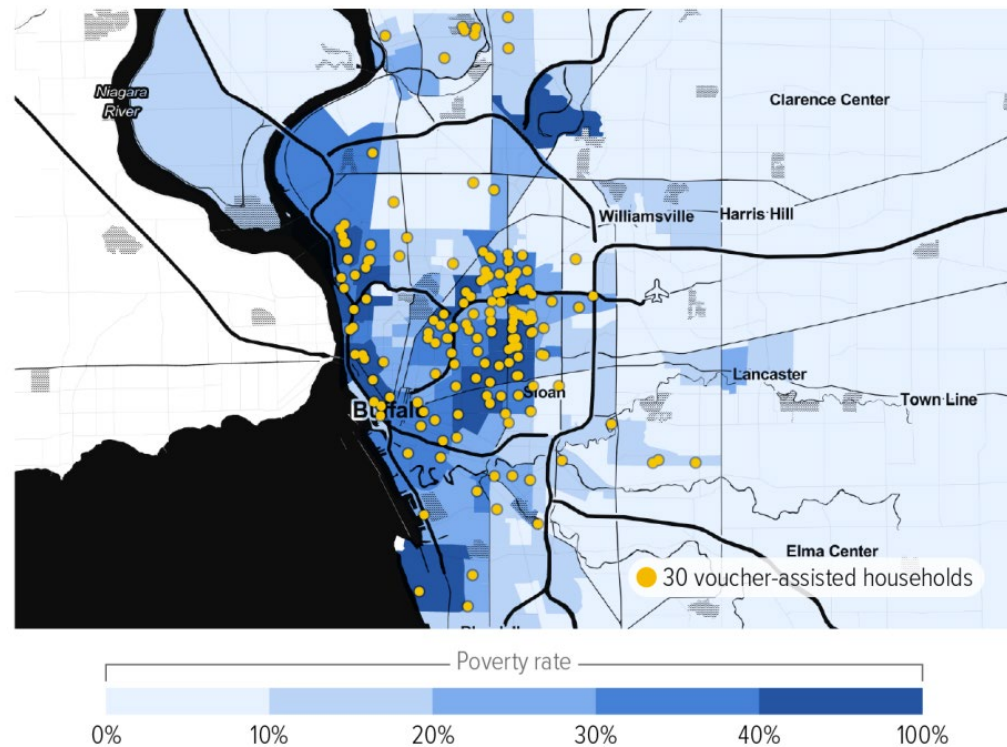
13. Does the owner have other properties in the area? Y____ N____

If yes, where? _____

Comments: _____

OPPORTUNITY AREAS

Over 60 Percent of Voucher-Assisted Families With Children in Buffalo Metro Area Live in High-Poverty Neighborhoods



- This is a map of Buffalo. Most voucher holders are concentrated in high poverty neighborhoods.
- One potential trap to avoid if always using the same landlords over and over is that it perpetuates a concentration of poverty. Consider devoting some time and effort to recruiting landlords in neighborhoods not usually considered by clients using vouchers.

LANDLORD ENGAGEMENT & RETENTION

LANDLORD OUTREACH

**YOU COULD BE
ELIGIBLE FOR UP TO
\$5000
TO USE ON IMPROVING YOUR
RENTAL PROPERTY!**



Housing Opportunities Made Equal (HOME) operates the Mobility Assistance Program (MAP), which helps Housing Choice Voucher (HCV) holders move to designated opportunity areas in Erie and Niagara counties and provides comprehensive support to participating landlords and tenants. ▲▲▲▲

Additional Program Benefits:

- Grants for rental property improvements
- Grants for security deposits
- Guaranteed rent paid with HCV
- Pre-screened tenants

FOR MORE INFO CONTACT :

Nichelle Brown, Landlord Outreach Specialist
716-854-1400 ext. 20
nbrown@homeny.org



Landlord Events

Social Media

Create Marketing Materials

Networking

Develop Personal Relationships

Use the Faith Community

Community Collaborations

Other

FLYERS

Join Over 25,000 Section 8 Owners

NYCHA's Fast 3 For Section 8 Owners



1. Fast Pass

Inspection appointment
within 5 days

Starts with easy drop-off of rental
packets at our walk-in centers.



2. Fast Match

Where owners & tenants
connect

Use NYCHA's exclusive free listing
service to match approved Section
8 Voucher Holders to your available
units.



3. Fast HAPs

Get paid fast. New, earlier,
effective contract dates

NYCHA pays on time, every month
by direct deposit - receive your
initial payment faster with effective
contract dates of the 1st or 15th.

And that's not all:

- Easily market units via <https://gosection8.com>
- Request rent increases during your lease-renewal process
- New contracts approved as fast as 30 days, or less
- Free online property management tools via Owner Extranet Portal - Track payments, add lease renewals, download 1099's, submit certified repairs, list apartments, manage inspections, and more



For more information on NYCHA's Section 8 Housing Choice Voucher program, please call our Customer Contact Center (CCC) at 718-707-7771 or find us online: on.nyc.gov/section8owners

OWNER NEWSLETTER



HAP HAPPENINGS: THE DTR OWNER NEWSLETTER

Spring 2021

WELCOME TO HAP HAPPENINGS, SPRING 2021!

Included in this newsletter is relevant, up to date information and news for property owners participating in HPD's rental subsidy programs, including:

- Updates to HPD's virtual workflow
- HPD's new COVID-19 accommodations for owners
- Updated NYC lead requirements for owners
- HCV Resources
- COVID-19 vaccine information
- 2021 Payment Standards



LET'S TALK!

If you have any questions or concerns regarding your participation as an owner or property manager, please visit our website at nyc.gov/hpd/dtr, or call to leave a message at **917-286-4300**. You can also e-mail us at DTROwnerServices@hpd.nyc.gov.



WHAT DO YOU WANT TO SEE?

Any questions, comments, or recommendations for HPD? Anything you'd want to see in the next edition of HAP Happenings? Let us know, at Policy_DTR@hpd.nyc.gov!

6/10/2022

RESOURCES FOR LANDLORDS

Housing Choice Voucher Program

Owner Portal

Welcome, please log in.

Email Address Password

☐ Remember me? [Forgot your password?](#)

[Log In](#)

Don't have a portal account?
Sign up and see what you're missing.

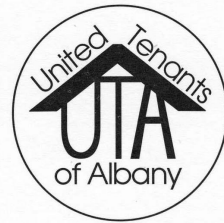


- Track in-progress moves
- Review inspections appointments
- Get inspection results
- View payment statements
- And more

[Sign Up](#)

- Online Payment Remittances
- Online Inspections Results
- Dedicated Staff
- NYSHCR has an owner portal to Track in-progress moves, review inspections appointments, get inspection results, view payment statements, etc.

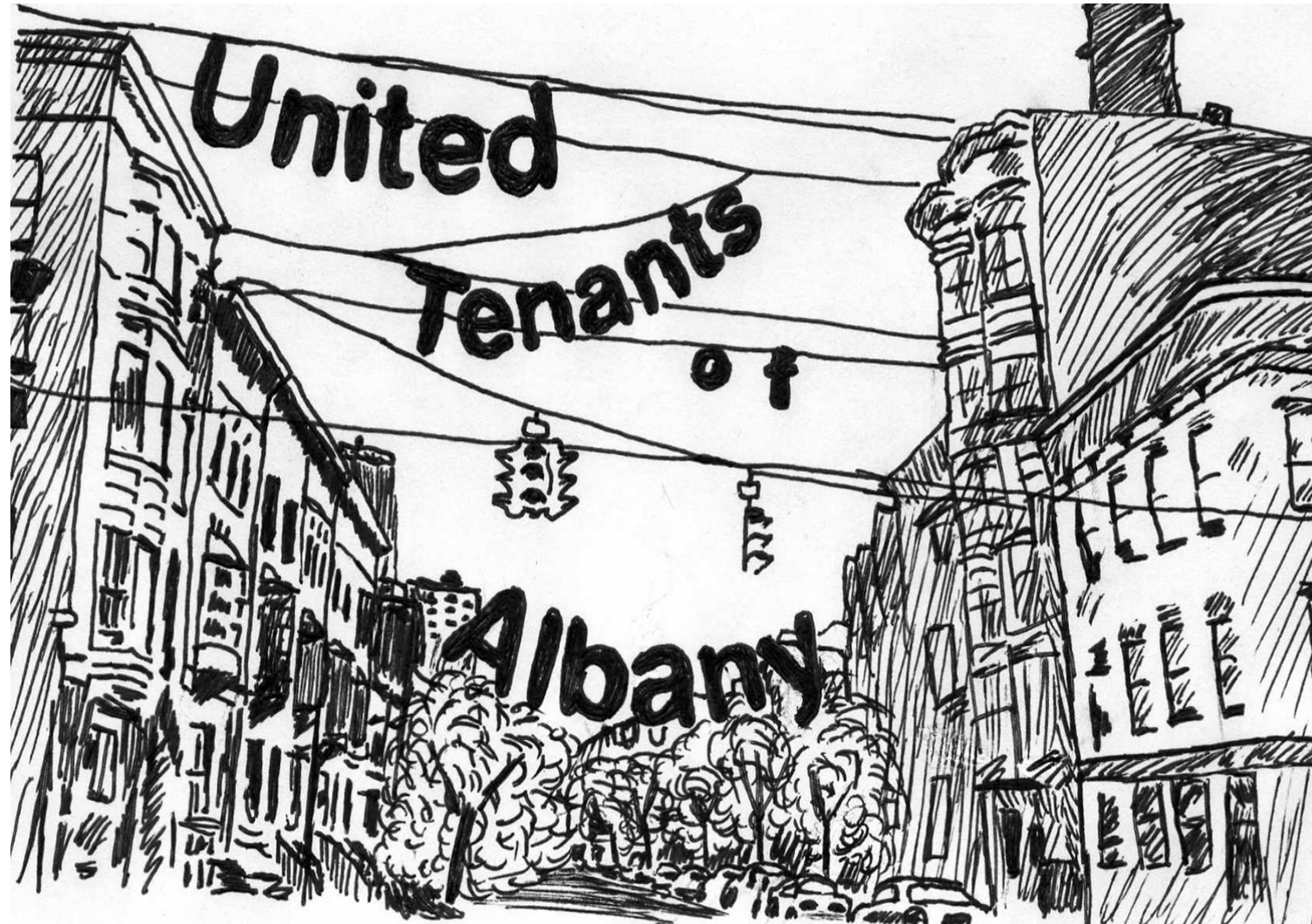
Landlord Engagement: Sustained Relations & Partnerships



**By Canyon Ryan,
Executive Director of United Tenants of Albany**

Brief Overview

- United Tenants of Albany
- Landlord-Tenant Mediation
- Tenant Advocacy
- Negotiating Rental Arrears
- Sustaining Relationships



United Tenants of Albany

UTA is a non-profit tenant advocacy community-based organization

- Payment of rental arrears utilizing a variety of grants
- Tenant & Court advocacy
- Landlord-Tenant Mediation
- 'Know Your Rights': Tenants & Landlords
- Tenants Associations Development
- Policy Advocacy
- Statewide & Regional Networking
- Hotline Services
- Budget Counseling
- Resource Referral



Landlord-Tenant Mediation

1. Tenant or Landlord calls the hotline requesting assistance
2. UTA calls the second party to verify claims of the first
3. Investigate the issue
4. Propose solution

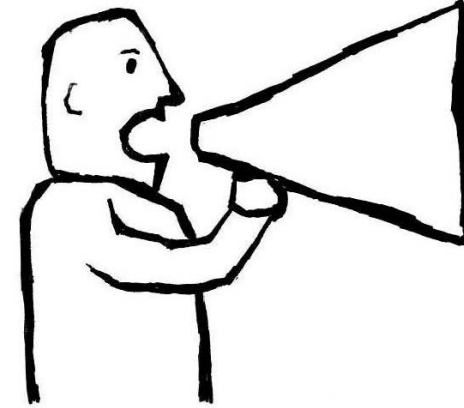


Example: Jane's landlord is refusing to make repairs because Jane has not paid rent for 2 months. Jane is withholding rent due to Landlord's ambivalence to making repairs. Landlord is threatening to evict Jane for non-payment as a result.

Solution 1: UTA investigates Jane's complaint (sometimes, UTA refers Tenant to Code Enforcement). UTA researches whether or not the unit has a valid ROP. If unit does not have an ROP, UTA calls Landlord and informs them that they cannot pursue eviction for non-payment without an ROP. Advocates repairs are made or they will not receive payment.

Solution 2: Jane's apartment has issues but is up to Code and has a valid ROP. UTA explains to Jane that she can withhold rent but will likely be taken to court and have to demonstrate that she has the rent money in an escrow account AND that the repairs are severe enough to warrant the withheld rent. Advises Landlord of their rights to pursue eviction for non-payment.

Tenant Advocacy



- UTA hires a Tenant Advocate to field all calls related Code/Landlord complaints
- When Code violations are the primary concern, we often refer the tenant to Code Enforcement to schedule an inspection. Tenants often fear doing so will result in retaliation from the landlord, which is illegal but often happens. We still encourage tenants to call and give them the Tenant Advocate's number to call when encountering expected retaliation.
- When the landlord is the issue (harassment, inactivity, absence, etc.), the Advocate speaks directly with the landlord and explains the Tenant's rights, each party's responsibilities and expectations, and resolutions to the conflict.

Negotiating Rental Arrears

Often, tenants will dispute the alleged arrears reported by the landlord. In these instances, we request from the tenant or landlord a copy of the balance. Tenants are always advised to keep their rent receipts to avoid these situations.

Ways of negotiating arrears reductions:

- During COVID we educated landlords about the inability to charge late fees if arrears can be tied to the pandemic directly
- We have also reviewed balances and compared them to tenant's receipts and bank accounts to demonstrate payments
- We have requested rent reductions in instances that tenant's habitability standards are poor; when there is no valid ROP; when the tenant is facing difficulties; when UTA promises to pay a specific portion if in turn the landlord will forgive the remainder; etc.



Sustaining Relations

Landlords are rarely friendly to UTA

- We approach deserving landlords with respect and understanding
- We work with the landlord to remedy the situation in instances that the tenant is in the wrong
- We educate landlords on their rights & responsibilities
- We make referrals to good landlords when tenants are in need of fair housing
- We have landlords whose tenants are consistently in arrears and work with them to avoid evictions
- Housing counselors must develop professional relationships with all landlords their tenants owe arrears

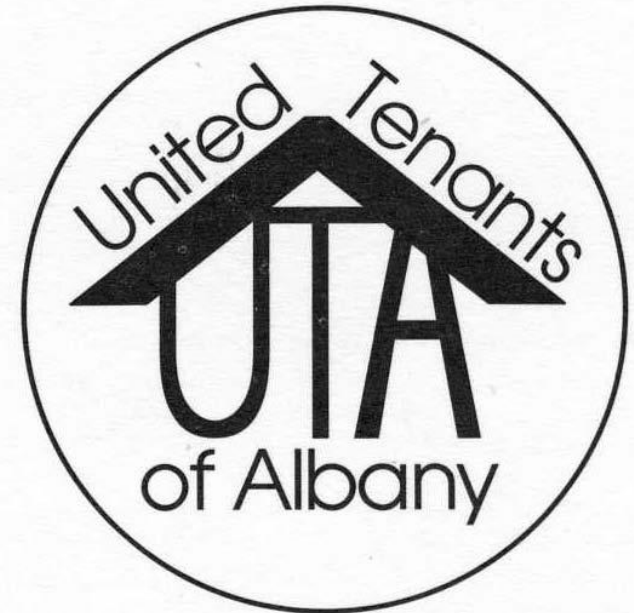


Contact Information

United Tenants of Albany Hotline: 518-436-8997 x 3

Canyon Ryan, Executive Director: 518-436-8997 x 104

Shatiqua Pannell-Hyndman, Deputy Director: 518-436-8997 x 106



ABOUT THE PRESENTER

As a Housing Case Manager for the Watertown Urban Mission's ESG-CV programs, I interact with landlords on a daily basis.

Programs I have worked in:

- Coordinated Entry, CE Lead
- Emergency Housing Vouchers
- DSS Grant Department for Homelessness Prevention
- Emergency Solution Grants (ESG)





LANDLORD ENGAGEMENT AND BUILDING RELATIONSHIPS

MAINTAINING LANDLORD LIST

-WUM currently has a list of 40+ individual LL who we continue to have a rapport with

COMPLETING INSPECTIONS

-WUM staff complete inspections of each dwelling regardless of when it has been previously inspected as a best practice, which insures that WUM staff have seen the property and sign off that it was a safe, stable dwelling

ASSISTING WITH ERAP / LRAP APPLICATIONS

-The CARE Center has assisted in over 300 LRAP and ERAP applications, which has built strong relationships with landlords

ESG RENTAL ASSISTANCE

-Emergency Solutions Grant funding assists with security deposits and first months' rent for qualified individuals and families
-Guarantees first payments to the landlord



247 Factory Street, Watertown NY

315-782-0090

Jefferson County Landlord List

1. Property Mgr, **Beaver Meadow Apts**, 315-788-7810
2. Kathleen Burns, **Private**, 315-408-6085
3. Joe Dawkins, **Sekins Housing Solutions**, 702-716-8650
4. Apryl Paul, **Fresh Start Real Estate**, 315-748-3106
5. Micah Matteson, **Matteson Prop Mgt**, 315-767-9878
6. David Heinisch, **DH Rentals**, 631-662-8868
7. **Neighbors of Watertown**, 315-782-8497
8. Donald Calarco, **D L Calarco Properties**, 315-778-5777
9. Amber, **Bennett Realty Group**, 315-771-2985
10. Virginia Frattali, **Frattali Real Estate**, 315-405-5224
11. Tamara Grutz, **Grutz Lakeside Prop**, 315-767-4799
12. Property Manager, **Huntington Heights**, 315-782-6995
13. Mark Delosh, **Rimpaw Properties**, 315-200-0330
14. Meira Shapiro, **Moet Properties**, 917-734-9097
15. Donald Mott, **Cielo Properties**, 315-408-7238
16. Patrick Soluri, **Private**, 315-783-1282
17. Property Manager, **Starwood**, 315-779-1717

Outside of Watertown

1. Prop Mgr, **Washington Courts** (Carthage), 315-493-0977
2. Prop Mgr, **Philadelphia Courts 1 & 2**, 315-642-0014
3. Prop Mgr, **Stonewood East Apts** (Philadelphia), 315-642-0629
4. Prop Mgr, **Shipyard Apts** (Sackets Harbor), 315-646-2458

17. Carolyn Gaebel, **Gaebel Real Estate**, 315-778-2042
18. Jen Ostrander, **Forté Management Grp**, 315-767-5893
19. Peter Young, **Private**, 315-783-3820
20. John Tinsley, **Private**, 315-778-9370
21. Aaron Quencer, **Private**, 315-786-6606
22. Rebecca Garner, **ILY Realty Grp**, 315-804-4701
23. Gerald Prout, **GLNC Properties**, 860-508-4477
24. Donald Bryant, **Private**, 315-486-0563
25. Betsy Regan, **Private**, 516-603-1763
26. Julie Kelly, **Private**, 315-486-1577
27. Patrick Connell, **Private**, 315-486-0114
28. Patrick Merritt, **Private**, 315-408-4520
29. Kenneth Scott, **Private**, 315-783-0313
30. Property Manager, **Creekwood II**, 315-221-4197
31. Susan O'leary, **Private**, 315-788-2292
32. Adam Brown, **A. Brown Properties**, 315-408-7818
34. **Jake Johnson Properties**, 315-771-4016

5. Property Mgr, **Parkstead Clayton**, 315-778-4090
6. **Whispering Woods Apts** (Carthage), 315-493-3351
7. **Penet Square Apts** (Lafargeville), 315-658-1664
8. Carol Basford, **United Helpers Mgt Co.**, 315-714-3129

JEFFERSON COUNTY LANDLORD LIST

The screenshot shows the homepage of the Points North Housing Coalition website. The header includes the logo and navigation links: Home, CE Committee Resources, Community Services, Landlords (underlined), and Forms. A search icon is in the top right. The main content area has a background image of a hand holding a pen over a document. The text reads: "Landlords in New York's North Country. The Points North Housing Coalition actively partners with landlords across Jefferson, Lewis, and St. Lawrence counties to provide benefits for both landlords and tenants. Advantages for landlords that work with HUD Supportive Housing Programs include, but are not limited to reducing vacancies, stabilizing income, and annual unit inspections." Below this is a section titled "County Landlord Listings" with three buttons: "Jefferson County" (highlighted), "Lewis County", and "St. Lawrence County".

[HTTPS://NORTHCOUNTRYHOMELESS.ORG/LANDLORDS/](https://northcountryhomeless.org/landlords/)

RENT PRICING

MAKING LANDLORDS AWARE OF AFFORDABLE RENT PRICES

- Navigating affordability without negotiating
 - Single individuals using DSS assistance are qualified for up to \$675/mo everything included
 - Single individuals using HUD assistance are qualified for up to \$850/mo everything included
- Barriers of the housing market
 - Lack of affordability for the vulnerable populations
 - Apartments not up to PNHC Housing Habitability Standards



A large, irregular blue ink splatter or blotch serves as the background for the text, centered on a white page. The splatter has a textured, watercolor-like appearance with varying shades of blue and some white highlights.

Lawful Source of Income Non-Discrimination Act of 2019

NYSHRL § 296 (2-a) and NYSHRL § 296 (5)

Effective April 12, 2019

Anthony Mohen, Senior Attorney

Legal Aid Society of NENY

What does it do?

- Adds “lawful source of income” as a protected class to the NYS Human Rights Law prohibiting housing discrimination
- Prevents all real estate professionals or housing providers from discriminating against a person based on their income source when seeking housing accommodations
- Equates source of income discrimination to that of race, creed, color, disability, national origin, sexual orientation, gender identity or expression, military status, age, sex, marital status, and familial status discrimination



Cities/Counties with Existing SOI Protections

- Buffalo, NY
- Hamburg, NY
- Nassau County
- New York City
- Suffolk County
- Syracuse, NY
- Westchester County
- West Seneca, NY



Who benefits?

- Non-wage earning New Yorkers in receipt of lawful sources of income are now protected from housing discrimination based on that lawful source of income
- For example, New Yorkers who are in receipt of:
 - child support or alimony
 - foster care subsidies
 - social security income/benefits
 - any form of federal, state, or local public assistance or housing assistance (such as Section 8 vouchers)are now protected under this amendment to the NYS Human Rights Law

Who may not discriminate?



Any owners, lessees, sub-lessees, assignees, or any other person who has the right to sell, rent, or lease a housing accommodation, or any agent or employee thereof.




It applies to all real estate professionals and housing providers, including, but not limited to:

- Owners
- Landlords
- Real estate agents/brokers
- Housing boards or associations
- Tenants seeking to sublet
- Any employee or agent of the above

Limitations:

- These provisions do not apply to:
 - the rentals of two-family home rental units, when one unit is occupied by the owner
 - the rental of all rooms in a housing accommodation to individuals of the same sex
 - the rentals of rooms in a housing accommodation, if the owner also occupies the housing accommodation
 - certain senior housing



Practices That Are Now Illegal:

- Refusing to rent/lease/sell public or private housing based on income source, or stating that it is not available for inspection, sale, rental, or lease when in fact it is available
- Making any written or oral inquiry regarding income source with the intent to discriminate
 - Can still ask about income, but cannot discriminate
- Landlords/sellers/real estate professionals/etc. are no longer allowed to advertise or provide applications for housing accommodations (public or private) using any form of language that is intended to limit or discriminate against certain applicants/tenants
 - For example: “No Section 8”
- Real estate professionals are no longer allowed to deny or provide different terms/conditions/privileges based on income source
 - For example: different housing accommodations depending on the source of income

I've been discriminated against due to my income source. HELP!



File a complaint with the Division of Human Rights (DHR complaint)



File suit in state supreme court



File suit in federal court (certain cases)



Utilize housing court (sometimes)

Remedies

- Economic damages
- Punitive damages
 - Willful or wanton negligence or recklessness
 - Conscious disregard of the rights of others or conduct so reckless as to amount to such disregard
 - Chauca v. Abraham, 30 N.Y.3d 325 (2017)
- Compensatory damages
 - Emotional distress/harm
 - “[a] compensatory award for emotional distress in a discrimination action may be based on testimonial evidence alone and is not preconditioned on whether [the plaintiff] underwent treatment, psychiatric or otherwise.”
 - Makinen v. City of New York, 167 F. Supp. 3d 472 (SDNY 2016) (citing Lopes v. Caffè Centrale LLC, [548 F.Supp.2d 47](#), 55 [S.D.N.Y.2008])
- Attorneys Fees
- Injunctive relief
 - Temporary restraining orders

Contact Information

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Questions?
Comments?