



## Unlocking Doors Oakland County Program

### Purpose

Unlocking Doors Oakland County Program Funds are used as a tool to encourage landlords to rent to homeless persons who may not have credit and/or references, or who are perceived as high-risk. The Unlocking Doors Oakland Program Funds Overview is attached and shall be completed as required.

Oakland County's Unlocking Doors Oakland County Program will be subsidized and operated by the Alliance for Housing, Oakland County Continuum of Care. Specific policies in the fund were drafted with input from the Oakland County Board of Commissioners, the Alliance Centralized Registry/CIST members and local Service Providers. The funds parameters include:

1. All homeless persons who receive a Housing Choice Voucher with a homeless preference (HCV/HPV) or Permanent Supportive Housing (PSH) through our special programs starting **03/01/2022** will be covered under the fund
2. Landlords must first try and resolve tenant issues with the Case Manager prior to making a claim or processing an eviction
3. The fund will reimburse damages after move out that are in excess of the amount the security deposit will cover
4. The fund will reimburse the landlord for tenant caused damages identified in an HQS (Housing Quality Standards) inspection, if the tenant cannot pay for them, and the damages will lead to eviction
5. Landlords can only submit one claim per tenant
6. Claims can only be made during the tenants first **18 months in housing**
7. Claim amounts are capped at up to a maximum of \$3,000



## **Unlocking Doors Oakland County Program**

### **Program Overview**

We all need a safe place to call home. Yet that basic need is increasingly out of reach for many people. Non - Congregate housing is a significant protective factor against the spread of COVID-19. The Alliance for Housing recognizes the investment of landlords willing to help homeless individuals and to limit the spread of COVID -19. Yet while over 90% of the homeless individuals housed through our programs are successful, we know some landlords may be wary of renting to someone who does not have a credit history, landlord reference, or are perceived to be high risk. The Unlocking Doors Oakland County Program addresses this issue by offering participating landlords reimbursement for minor unit repairs when they rent their home or apartment to a homeless individual with a housing voucher. The program helps preserve the investment of a participating landlord while ensuring safe, affordable housing for someone in need.

### **Eligibility Requirements**

To be eligible for the Unlocking Doors Oakland County Program the Landlord must:

- Agree there will be an attempt to resolve tenant issues with the Case Manager prior to making a claim or initiating the eviction process (**The program should only be used as a last resort when no alternative method can be identified to address the issue with the tenant**);
- Rent to a homeless individual that is seeking housing after **03/01/2022** and
- Enter into a Housing Assistance Payment (HAP) Contract with the Alliance and be in good standing with that contract.



## **Qualified Damages**

### **The Unlocking Doors Oakland County Program can cover damages pursuant to the following conditions:**

- When tenant caused damages exceed the security deposit, or tenant caused damages are identified on an HQS inspection and will lead to eviction;
- Property damage was caused as a result of a tenant's occupancy, while under a rental agreement at the time the damage was incurred;
- Damage to property exceeds normal wear and tear; and
- The tenant's occupancy in the unit has not exceeded eighteen months.

## **Reimbursement Process**

When an eligible landlord identifies that there are qualified damages to their property, they may submit to the Alliance for Housing a claim for reimbursement along with the documentation requested to support a claim. A landlord may only submit one claim per tenant, and the reimbursement amount is capped at a maximum of \$3,000. All claims will be verified prior to approval and are based on actual expenses incurred. Approved claims will be paid within 30 days of submission.

In order to submit a claim, the following steps must be followed:

- Contact the Program Manager to confirm participation in the program and obtain a Reimbursement Claim Form
- The following documents must be attached with the claim form:
  - Documentation of efforts to resolve tenant issues with the Case Manager or Housing Agent;
  - Documentation of the damages such as a copy of the failed HQS inspection notice;
  - Tenant ledger showing amounts charged for damages;
  - Lease Agreement;
  - Invoices/receipts confirming the amounts requested
  - Any other documentation or information requested by the Program Manager to substantiate the claim described in the claim form.



- Claim forms must be submitted to the Program Manager:
  - Within the first 60 days after the landlord takes possession of the unit; or
  - Within 60 days of repairing tenant caused damages on a failed HQS inspection that would otherwise lead to eviction

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