



**Family Rehousing and Stabilization Program (FRSP) Task Force
Landlord Listening Session– Annotated Notes
September 11, 2019 2-4 pm
DHS Headquarters**

Attendees: 7 landlords attended

DHS Staff: Noah Abraham, Nancy Blackwell, Christy Evans, Darrell Cason,

Format: Focus group

1. Welcome and Introductions
 - Each attendee introduced themselves and stated how long they had been in FRSP.
2. FRSP program overview and Task Force process
 - Tamitha Davis-Rama, Administrator, Family Services Administration
 - Noah Abram, Deputy Administrator, DHS - Family Services Administration
 - Darrell Cason, DHS Program Manager
 - Larry Henderhan, Chief of Staff
 - Barbara Poppe, consultant and facilitator

Focus Group questions:

Round Small Group Dialogue

1. What part of the lease up process work?
 - Lease up process works. After the lease up process everything goes downhill.
 - Vendors need to be monitored.
 - Appreciative of the landlord Partnership fund.
2. What is your relationship with the providers?
 - There is no a relationship with case managers.
3. Who would you call regarding payment issue?
 - Email the case manager.
 - Not sure about what the case manager is doing.

4. What are some challenges?
 - Housing portal for correspondence.
 - Is the process the same with DCHA? DCHA pays a lot quicker.
 - Not receiving timely payment for new move-ins.
 - Families are not able to pay after 12-24 months.
 - Landlords does not know the expectation of the program and providers

5. What is the experience with tenant caused issues? Are you getting assistance from the case manager to address the issue?
 - No, they do not provide much assistance.

6. Is there a partnership between landlord and provider?
 - The follow up is not happening.
 - Providers are not accountable.

7. What would be an effective way for exiting?
 - The residents should be able to prove they can be able to pay the rent ahead of exit.
 - If the residents left voluntarily after the program.
 - Case manger assignment upon lease up.

8. How does the administrative hearing process work?
 - The discontinuation notice is mailed timely.
 - Need more information after the family appeal the exit decision.

9. What triggers the exit notice?
 - Once the family has met their plan the discontinuation notice mailed.
 - Time
 - If the family decides to voluntarily exit.

10. How are landlords able to evict successfully?
 - Lease violation but not for non-payment of rent

11. What is the timeline after the discontinuation notice?
 - 30 day notice is given to the client and landlord.

Additional landlord comments:

- Providers/vendors need to be monitored.
- Lost over \$100k in rent last year, because of forced evictions.
- There seems to be some flaw in forcing a landlord to evict without getting paid.
- It seems like there's not enough success while in the program for success after the program ends.

Meeting adjourned at 4 pm.