



Tools for landlords LANDLORD FOCUS GROUP

We established a landlord focus group as an advisory board to assist us in making process changes that result in better customer service for all landlords. Their feedback and suggestions have influenced changes at Metro HRA such as:

- One inspection form for all inspections
- HRA coordinator contact prominently on the top of all letters so you know who to contact
- Working on changing inspection times to provide a shorter window of time
- A checklist for inspections

Want more information on the landlord focus group? Contact Abdiaziz Ibrahim at abdiaziz.ibrahim@metc.state.mn.us or 651-602-1596.

YOU'RE INVITED TO THE OWNER WORKSHOP

Wednesday, Sept. 26, 2018

10 a.m. - 3 p.m.
Silverwood Park
2500 County Road E.
St. Anthony, MN 55421

Hear from speakers about innovative landlord strategies:

- Minnesota Department of Health Safe Harbor training and injury and violence prevention
- Dispute Resolution Center – how to contact a mediator to resolve disputes between tenants and landlords
- Inspections – how to be ready for them and pass on the first attempt
- Homeline – ask an attorney for guidance

Lunch will be provided.

PLEASE RSVP

Via SignUpGenius <https://www.signupgenius.com/go/30e0944a4ad29a7f58-owner>

By phone 651. 602.1869

By email ryane.leifheit@metc.state.mn.us



FOR YOUR INFORMATION

Enroll in direct deposit

Metro HRA encourages all landlords to enroll in the direct deposit system as a convenient option for receiving your monthly Housing Assistance Payment (HAP).

- By using direct deposit:
- Landlords have monthly HAP deposited directly into their bank account.
- Delays due to mail or lost checks to eliminated.

To request a direct deposit enrollment form or to make a change in your direct deposit arrangement, please contact Lona at Lona.Petersen@metc.state.mn.us or 651-602-1565.

Outreach Corner

by the Outreach Team

The Metro HRA Outreach Team wants to make your experience with the Housing Choice Voucher Program a positive one.

- ✓ Having issues with your tenant?
Call us! We will be glad to assist you in finding a resolution.
- ✓ Is your tenant having issues paying their rent on time?
Refer them to our Financial Literacy Class.
- ✓ Have a vacancy and need an applicant?
Let us know! We can provide you with ready renters.



MEET OUR NEW TEAM MEMBER

Meet Ryane Leifheit, a senior outreach coordinator with the Community Choice Program for the Metro HRA. Ryane works with our Outreach Team to assist owners in building relationships with their tenants, providing ready renters, and assists with housing search. She also provides case management for Community Choice Program participants. Community Choice, the Metro HRA's mobility counseling program strives to put the choice back into the Housing Choice Voucher program. In addition to providing a critical tool to affordability, Community Choice promotes family success. With assistance from Ryane, families will be successful in finding and transitioning to a community where they can thrive, as well as contribute. Not only will families move to new neighborhoods, but they will also move toward self-sufficiency.

You can find more information on Community Choice on our website <https://metro council.org/Housing/Services/Metro-HRA-Rental-Assistance/Community-Choice-program.aspx> or by contacting Ryane at Ryane.leifheit@metc.state.mn.us or calling 651-602-1869.

CONTACT THE TEAM – WE'RE HERE TO HELP

Tammy Prigge, HRA Assistant Manager, 651-602-1525; email tammy.prigge@metc.state.mn.us

Ryane Leifheit, Senior Outreach Coordinator, 651-602-1869; email ryane.leifheit@metc.state.mn.us.

Abdiaziz Ibrahim, Outreach Coordinator, 651-602-1596; email abdiaziz.ibrahim@metc.state.mn.us.

Stop by our booth at the MMHA fall conference on Tuesday, Oct. 9.

IMPROVEMENTS TO OUR ONLINE ASSISTANCECHECK (SOON TO BE ASSISTANCECONNECT) SYSTEM

Our online system will now allow you to:

- Create multiple user accounts for each AssistanceConnect account (each employee can have their own username and password).
- Link multiple properties together under one AssistanceConnect account.
- Electronically sign many of our documents. Keep an eye out for these as we will continue to add more and more.
- See the tenant and address name in each of your emails to know which property and tenant we are sending you communication about.

You will still be able to:

- Contact us
- Update your contact information
- Request to reschedule an inspection
- View and print required documents
- View and print Housing Assistance Payment statements

If you need more information about this system or how to sign up, please contact Ryan Klupacs at ryan.klupacs@metc.state.mn.us or Tammy Prigge at tammy.prigge@metc.state.mn.us.

TROUBLESHOOTING CONFLICT

Conflict, while hopefully rare, is sometimes an unavoidable and natural part of the human condition. As an owner or manager, there are dozens of roles to be played each day: groundskeeper, sales associate, accountant, maintenance technician and inevitably, problem-solver. As an owner, you are busy enough as it is, so Metro HRA's outreach staff are here to help minimize the burden of mediating conflicts and negotiating problems with or between Housing Choice Voucher participants. Outreach staff members are facilitating monthly tenant education classes that provide participants the skills and tools they need to successfully mediate conflict and solve problems themselves. During tenant education sessions, groups of participant peers learn the foundations of conflict resolution and practice skills needed to communicate effectively such as:

- Identifying and managing emotional triggers
- Using positive "I" messages
- Communicating through neighbor disagreements
- Active listening
- How to communicate maintenance request
- Guidelines for clear written communication

Tenant education participants report leaving our classes feeling capable of handling disagreements with neighbors, knowing when and how to submit a maintenance request, as well as understanding the benefits of maintaining a professional relationship with their property owner or manager. Through tenant education, we are creating "smart" Housing Choice Voucher renters who are knowledgeable and possess the skills to be great, long-term tenants. We would like to invite you to refer any or all of your tenants who could benefit from participating in our ongoing tenant education classes. You may contact Abdiaziz or Ryane to refer your tenants to our tenant education classes. We will then extend an invitation to your tenant to join our group at our next scheduled session.

If you and a Housing Choice Voucher participant are experiencing conflict or miscommunication that requires more urgent mediation, Abdiaziz and Ryane are available to provide one-on-one assistance. Please contact Abdiaziz or Ryane if you are experiencing conflict with a Housing Choice Voucher participant surrounding issues such as:

- Unpaid rent
- Maintenance
- Housekeeping concerns
- Noise complaints
- Neighbor disputes
- Pet issues
- Unauthorized guests
- Notices to vacate
- Eviction



Metro HRA cares about maintaining a good, working relationship with property owners and managers, as much as we do with our program participants. We are dependent upon your continued partnership to make these programs work. And we're here to assist you with communication and mediation support when needed. Please contact Abdiaziz Ibrahim at abdiaziz.ibrahim@metc.state.mn.us or Ryane Leifheit at ryane.leifheit@metc.state.mn.us with any referrals for the tenant education program or need for assistance with participant conflicts.

VENDOR NUMBERS AND YOU

All correspondence you receive from the Metro HRA should now include a number specific to you, which is called your "vendor number." Please keep your vendor number handy and use it on all correspondence to the Metro HRA to ensure we can quickly identify you and providing you with the best possible service.

Learn about the Metro HRA and our programs

We invite new owners or anyone that wants a refresher on working with our programs.

Our next meeting will be:

THURSDAY, OCT. 4, 2018

10 a.m.
Brookdale Library
6125 Shingle Creek Pkwy,
Brooklyn Center, 55430



METRO HRA

390 Robert Street North
Saint Paul, MN 55101-1805

NEWS BRIEFS

UPDATE YOUR ADDRESS

The HRA requires your address to ensure correct information is reported for tax purposes. To report a change in physical address, please contact Lona at Lona.petersen@metc.state.mn.us or **651-602-1565**.

ENERGY STAR

Consider buying **ENERGY STAR** products next time you replace an appliance. It's good for you and good for the environment. Go to www.energystar.gov for more information.

THANK YOU, LANDLORDS

Thank you for your participation in the Metro HRA rent assistance program. By partnering with the Metro HRA, you help stabilize families while receiving a steady flow of rental revenue. Please spread the word to your fellow property owners and managers about the positive benefits of working with residents who receive rent assistance through Metro HRA or other housing programs.

Thank you for partnering with the HRA - we can't house families without you.

FAIR HOUSING QUESTIONS

Check out this website: <http://fairhousingmn.org/>

