

# County Eviction Series: Solutions from Across the Country

February 4, 2021

# Today's Agenda



## County Perspective: Rental Assistance and Eviction Diversion Programming

- **Mitchell Glasser**  
Manager, Housing and Community Development Division  
Orange County, Fla.

## County Perspective: Landlord Support

- **James Green**  
Director, Community Services Department  
Palm Beach County, Fla.

## Open Q&A



***NACO Eviction Series***



**Orange County Eviction Diversion Program**



***Presented by: Mitchell Glasser, Orange County, FL***



**February 4, 2021**



# Orange County Eviction Diversion Program

## **Objective: Provide an alternative to the eviction process**

- Program launched August 25, 2019
- Assisted tenants in danger of evictions
- Program participants must be two months in arrears AND received eviction or past due notice from landlord



# Orange County Eviction Diversion Program

## Application Process

- Online application
- Tenant or landlord can initiate the process, AND both must agree to participate
- Landlord is contacted and invited to participate within 5 days
- Tenant is contacted and must complete application within 7 days



# Orange County Eviction Diversion Program

## Program Criteria – Landlord

- Orange County will pay 100% past due rent up to \$4,000
- Landlord must forgive any past due rent in excess of \$4,000
- Landlord must waive all late fees and charges as a result of non-payment
- Landlord will not initiate eviction for 60 days after receiving payment
- Both parties must agree to a work-out agreement



# Orange County Eviction Diversion Program

## Program Criteria – Tenant

- Orange County residency
- Lease in resident's name
- Documentation of COVID impact
- Received eviction or past due rent notice
- Provided household income information



# **Orange County Eviction Diversion Program**

## **Partnerships with Legal and Apartment Associations**

- **Orange County Bar Association**
  - Provided intake review of online applications for completeness
  - Conducted initial correspondences with landlords and tenants
  - Referred completed applications to Orange County for final review and payment
  - Referred tenants needing additional help or legal advice to Community Legal Services of Mid-Florida or Legal Aid Society





# Orange County Eviction Diversion Program

## Partnerships with Legal and Apartment Associations





# Orange County Eviction Diversion Program

## Program Outcomes – Results to Date

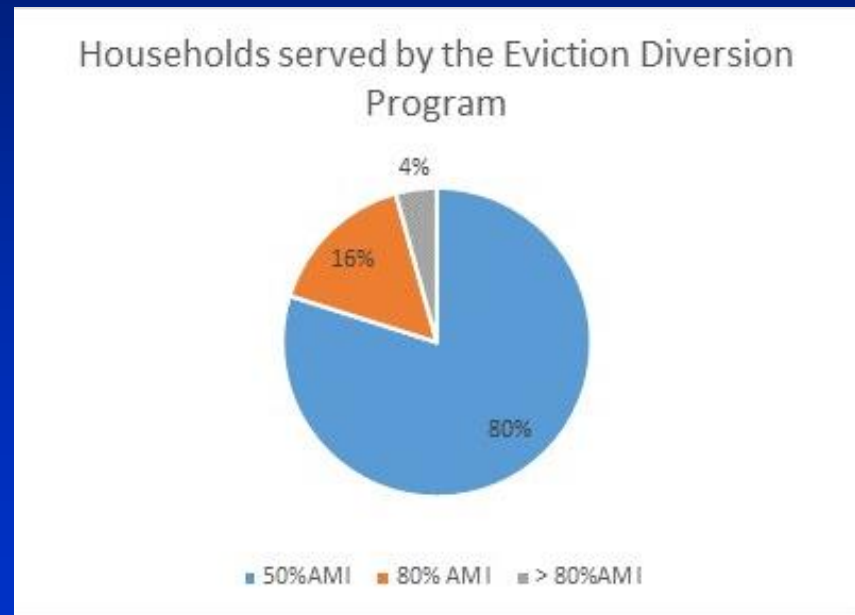
- **Maximum Cap \$4,000**
- **Average Household Size: 2.5**
- **Average Payment: \$3,150**
- **Total Households Served: 3,350**
- **Expenditure to Date: \$10.5 million**



# Orange County Eviction Diversion Program

## Program Outcomes – Households Served to Date (by income)

- Very Low Income – 50% AMI
- Low-Income – 80% AMI
- Moderate – 100 AMI





# Orange County Eviction Diversion Program

Find out more about the program here:

<http://ocfl.net/EvictionDiversion>



**S.M.A.R.T.**

**LANDLORD**

*join the community*

**HOMELESS  
COALITION**  
palm beach county



**HHA**  
Palm Beach County



**Palm Beach County  
COMMUNITY  
SERVICES**

Helping People Build Better Communities

# SMART Landlord Campaign



# SUMMARY

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## SUPPORT

Landlords **support the community** by offering affordable housing to extremely low income individuals and families at Fair Market Rent.



# SUMMARY

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## MARKETING

**Save on costs of marketing and advertising your unit. We have a list of clients ready to move in.**





# SUMMARY

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# ASSISTANCE

Every tenant has a case manager who **provides assistance** to the client and is the landlord's immediate point of contact.



# SUMMARY

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# RENT

**Landlords receive timely rent payments with facilitation from the organization placing the tenant.**



# SUMMARY

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# TENANT

**Always have a tenant in your unit and reduce vacancies.**



# PURPOSE OF THE CAMPAIGN

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- Identify landlords with vacancies so individuals & families can be housed.



# PURPOSE OF THE CAMPAIGN

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- Ongoing placement list is maintained
- Approx. 700 individuals & families eligible for program



# PURPOSE OF THE CAMPAIGN

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- Due to VERY low PBC vacancy rate (2%), demand is greater than supply of rental units.



# WHY IS THIS PROGRAM GOOD FOR LANDLORDS

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## Win – Win

Landlords find paying tenants.  
Eligible people/families find place  
to live.



WHY IS THIS PROGRAM GOOD FOR LANDLORDS

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# Financial Assistance

Tenants in this program receive financial support for deposits, and monthly rent.





WHY IS THIS PROGRAM GOOD FOR LANDLORDS

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# Tenant Stability

Program staff assigned to support renters and landlords to resolve any issues.



# WHY IS THIS PROGRAM GOOD FOR LANDLORDS

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## Save Money

Landlords in the program maintain full housing units, eliminating the need to advertise for renters.



# HOW CAN YOU PARTICIPATE

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- Housing Specialist will visit your property.
- Once approved, your property is matched with a family / individual.



## WHAT SERVICES ARE PROVIDED TO YOU

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- Housing Specialist reviews the lease to make sure rent is appropriate.
- Once approved, case manager handles financial assistance and on-site support.



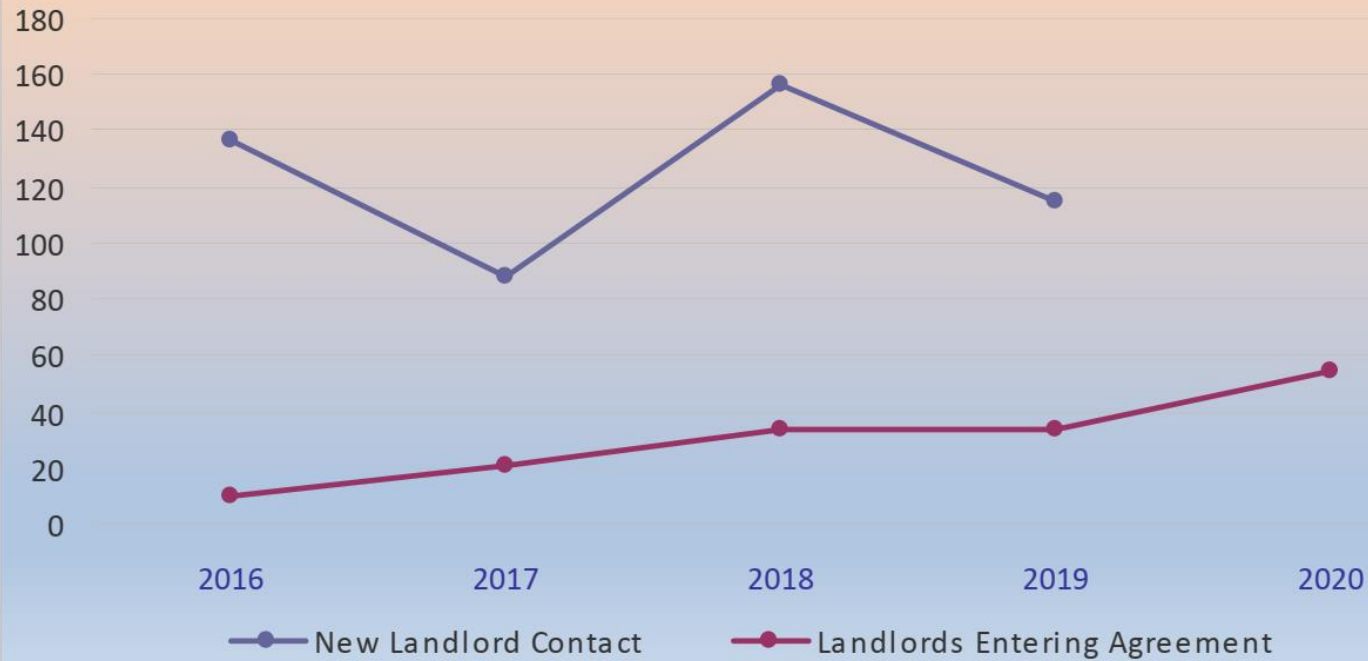
# WHAT SERVICES ARE PROVIDED TO YOU

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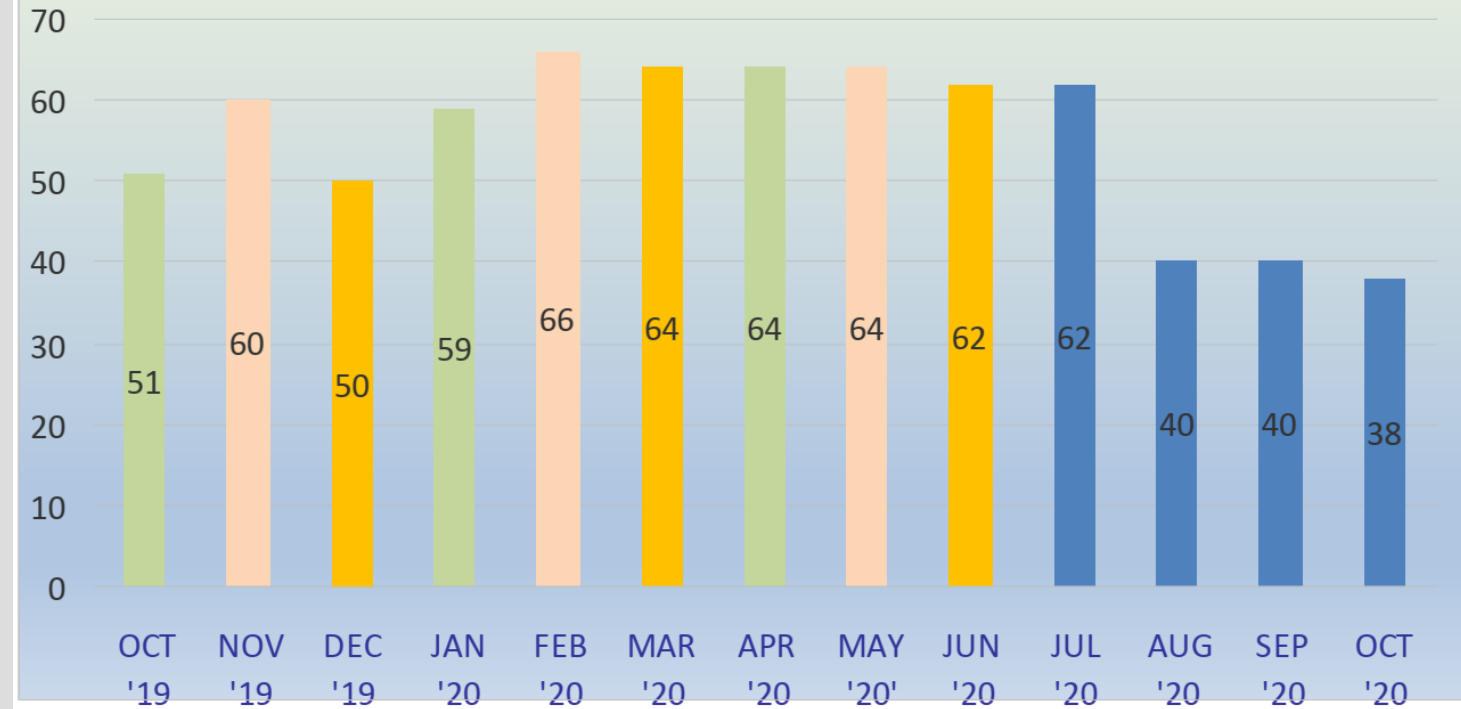
- If any issues arise, the Case Manager will quickly address them to prevent any loss to the landlord or tenant.



## Landlord Contact & Landlords Entering Agreement



## Rental Units Available on Housing List



# HOW CAN YOU PARTICIPATE

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Visit:

# TheHomelessPlan.org/smart

Call: 561-355-4792





# Q&A

**Please type your questions in  
the “questions” box now.**

# THANK YOU!

**Additional questions?**

**NACo Contact:**

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