



Housing Resources, Inc.

Opening doors in our community

Housing Resources, Inc.
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Rental Rewards

April 2010



Is the City's Housing Code Confusing? Have Questions?

Want to know who to talk to? Want to know how you are affected by their decisions? Now is your chance!

The city inspectors are hired to enforce Chapter 17 of the Kalamazoo County Code of Ordinances (The Housing Code). The Board of Appeals is charged with hearing appeals regarding the inspectors enforcement of Chapter 17. During any particular session, you may speak to the Board about requirements, determinations, and decisions made by any of the city housing inspectors. The Board of Appeals meets four times each year at 2:00 pm in the Commission Chambers at City Hall. The next meeting is Thursday, April 22. Additional Board meetings planned for 2010 are June 24, August 27, October 28, and December 23. Plan to attend each meeting and make sure your voice is heard!

Landlord Forum



**Thursday, April 8, 2010
Drop in from 8:30-10:30 am**

Join us for refreshments and information about the resources that are available to you as a landlord in Kalamazoo County

Common Housing Code Violations

- ◆ Insect screens missing from windows
- ◆ Cracked/broken glass in window
- ◆ Plexiglass in primary window sashes
- ◆ Basement windows boarded with OSB
- ◆ Loose gutter or missing downspout
- ◆ Porches and/or porch guardrails not in good repair
- ◆ Handrails missing: required for stairs with more than four steps
- ◆ Rail height for guardrails is insufficient
- ◆ Guardrails not properly spaced
- ◆ Steps in poor repair
- ◆ Paint deteriorated anywhere on the exterior and/or accessory building
- ◆ Items stored in an open carport
- ◆ Trash in yard and under/on the porch
- ◆ Door viewers and exterior light fixtures missing from exterior doors
- ◆ Electrical outlets and switches missing cover plates and missing globes on the lights
- ◆ Smoke detectors not operating
- ◆ Fire extinguishers not mounted in visible location
- ◆ Missing drawer/cabinet handles
- ◆ Peeling paint in window sills

Have Housing Questions?

Attend the Community Housing Information Center!!

Day and Time: Every Wednesday from 4-5 pm

Location: Goodwill Campus at 420 E Alcott St.

Have your general housing information questions answered by different housing agencies or speak to people seeking housing about your available units.



Advertise your vacancies for free at the Michigan State Housing Development Authority (MSHDA) Housing Locator

www.michiganhousinglocator.com

Eviction Diversion

Win-Win for Tenants and Landlords

Each year an estimated 7000 eviction summons come before the Kalamazoo County District Courts. In an effort to save tenants and landlords costly and adversarial proceedings, community partners are banding together to secure funds for an Eviction Diversion Partnership in Kalamazoo County. The pilot program seeks to integrate community resources for eviction and homeless prevention, and to improve legal and social service interventions on behalf of people with low incomes.

The program emphasizes homeless prevention before litigation begins. Most landlords would prefer to collect rent rather than evict tenants. Similarly, most renters dread being forced to move or see their possessions beside the road. In addition, after eviction a person's chances of securing housing decrease dramatically.

As of March 19, all landlord tenant summons from the District Court-Crosstown will be accompanied by a brochure explaining how eviction diversion may assist. As part of the Eviction Diversion partnership, HRI and other community partners are packaging financial resources to resolve back rent. Often times HRI provides monthly, transitional housing assistance to landlords on behalf of eligible tenants. Please contact 211 to find out more information or attend the Community Housing Information Center to have your questions answered by an Eviction Diversion worker.

Project Homeless Connect

On Wednesday, May 12, the AHP (Affordable Housing Partnership) will host Project Homeless Connect for the second year. This year's event will be held at the Kalamazoo County Fairgrounds and approximately 500 people are expected to attend. Project Connect is designed as a service day for homeless individuals and families in our community to receive services at one location instead of traveling from agency to agency. Service hours are scheduled from 10:00 am until 2:00 pm. HRI will be hosting a table with our information. As a service, we are inviting you to attend and present your available units to those in attendance who are looking for housing. If you would like to participate, please contact HRI at 382-0287 x100.

IMPORTANT NUMBERS

City of Kalamazoo Inspection Scheduling
(269) 337-8026

9-1 District Court (City of Kalamazoo)
(269) 383-8666

9-2 District Court (City of Portage)
(269) 327-4473

8th District Court
(269) 384-8020

HRI's Available Housing Hotline
(269) 382-0287 x102

ONLINE RESOURCES for landlords

The Landlord Protection Agency
<http://www.thelpa.com/>

Mr. Landlord
<http://www.mrlandlord.com/>

Rent Law
<http://www.rentlaw.com/>

Landlord Association
<http://www.landlordassociation.org>

Kalamazoo Area Rental Housing Association
<http://www.karha.com/>

City of Kalamazoo Rental Registry
<http://www.kalamazoo.org/RentalRegistration.asp?Sortfield=ParcelAddress>

Michigan Housing Locator
<http://www.michiganhousinglocator.com/>



HPRP FUNDING UPDATE

Homeless Prevention and Rapid Re-Housing Program (HPRP) funds made possible by the American Recovery and Reinvestment Act (AARA 2009). HRI and the community would like to thank all of our current participating landlords for providing affordable housing and a team approach for tenants participating in HPRP monthly rental assistance. These funds are made possible by HUD and allocated to the City of Kalamazoo as well as MSHDA. HRI is the local lead agency providing screening and eligibility determination. We estimate that HPRP funds will provide over 200 households with homeless prevention assistance over the next two years. Call HRI at (269) 382-0287 and find out how you can participate in this exciting initiative.



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Landlord Survey

Please rate HRI's transactions with you and your staff using the following scale:

5 - Strongly Agree

4 - Agree

3 - Neither Agree or Disagree

2 - Disagree

1 - Strongly Disagree

N/A - I do not have an opinion to rate this area

Calls to HRI are returned in a timely manner	5	4	3	2	1	N/A
HRI staff are punctual for scheduled appointments	5	4	3	2	1	N/A
HRI staff are always friendly, polite, and professional	5	4	3	2	1	N/A
My rent and/or subsidy payments arrive promptly	5	4	3	2	1	N/A
My concerns are addressed by HRI staff efficiently and fairly	5	4	3	2	1	N/A
HRI staff are helpful mediators between my self/company and my tenant	5	4	3	2	1	N/A
I feel fairly represented by HRI staff in dealings with my tenants	5	4	3	2	1	N/A
My tenants are lease-compliant since HRI has been involved.	5	4	3	2	1	N/A
Tenant communication has improved since HRI become involved with my tenant	5	4	3	2	1	N/A
HRI's Landlord newsletter is informative and useful.	5	4	3	2	1	N/A
It is helpful to receive a call from HRI staff monthly to inquire about my tenant(s)	5	4	3	2	1	N/A

HRI has held several landlord events in the past 12 months. Have you attend one? YES NO

If yes, what was useful to you? _____

What do you feel could be improved at these? _____

HRI has a newsletter designed for landlords. Have you received one? YES NO

If yes, what has been useful? _____

What information would you like to see? _____

Would you like to recommend someone to be included on our mailing list? YES NO

Additional Comments: _____

If you have not received a HRI Landlord Newsletter or would like to recommend we send a newsletter to someone else, please complete the following information to be included on future mailings:

Name _____ Contact Phone: _____

Mailing Address _____

City _____ State _____ Zip Code _____

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Answer/ Opinion
Calls Returned Promptly	38.3%	43.3%	10.0%	3.3%	1.7%	3.3%
On Time for Appts	34.4%	37.7%	3.3%	0.0%	0.0%	24.6%
Polite and Professional	62.3%	32.8%	4.9%	0.0%	0.0%	0.0%
Payments Punctual	57.4%	21.3%	3.3%	3.3%	3.3%	11.5%
Concerns Handled Fairly	52.5%	30.5%	8.5%	0.0%	1.7%	6.8%
Helpful Mediators	46.7%	26.7%	8.3%	1.7%	0.0%	16.7%
Landlord Fairly Represented	48.3%	21.7%	10.0%	0.0%	1.7%	18.3%
Tenants are Lease Compliant	26.7%	30.0%	10.0%	6.7%	3.3%	23.3%
Tenant Communication Improved	28.3%	16.7%	23.3%	1.7%	0.0%	30.0%
Newsletter Useful	32.2%	27.1%	10.2%	0.0%	0.0%	30.5%
Helpful to hear from HRI Monthly	25.0%	31.7%	11.7%	1.7%	5.0%	25.0%

What has been useful to you at HRI Landlord Events?

Paperwork/Forms	Interact with other landlords
Fair Housing Information	Just to keep informed
Ability to list property	Legal Aid information

What has been useful to you from HRI Newsletters?

Available Services	City Regulations ideas
Statistics of tenants	Qualification procedures
Landlord improvements	Prevailing rents
Creditless statistics	

Additional Comments:

I was not aware of HRI as a "partner" potential with a prospective tenant. I look forward to working with you in the future.

I've found that if the landlord is willing to work with the tenant then HRI will above & beyond to try to help. I have no complaints.

HRI is always very easy to work with. Always knowledgeable and friendly.

program.

It has been a good experience. Your staff is professional and easy to reach.

Haven't had any HRI tenants for a couple of years. Have tried to work with possible tenants staying at family shelter, spent lots of time & they haven't followed through - very discouraging.