

Policy Briefs

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National Scan and Narrative Review of Landlord Engagement Activities in the United States

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Abstract

This article reviews activities involving landlord engagement, as defined by activities and incentives intended to facilitate participation in supportive housing or tenant assistance programs, for which voluntary participation by private landlords, property owners, and/or property managers is needed for these programs to operate effectively. Although landlords and property owners are key stakeholders in efforts to address housing instability and homelessness, little research has examined the strategies and incentives that exist to engage them in supporting low-income tenants. This article describes a national scan of landlord engagement activities in the United States. The authors conducted a preliminary national scan of reports and websites from government agencies, nonprofit organizations, and other grey literature published from 2000 to 2023; they also conducted a literature search of academic research databases. Different landlord engagement activities were categorized and described. A total of 46 housing programs offering landlord engagement activities were found across the country, categorized into landlord financial rewards activities (n= 12), landlord financial assistance activities (n= 27), and landlord development support activities (n= 7). Financial incentives involved offerings such as cash bonuses, grants, and tax credits to landlords, and financial assistance typically encompassed risk mitigation funds, security deposit guarantees, and reimbursement for rent arrears on behalf of tenants. Developmental support activities provided training, education, and legal guidance and fostered relationships between landlords, tenants, and communities. Few empirical studies have assessed the effectiveness of any landlord engagement initiatives. Results of this study show there are many diverse types of landlord

Abstract (continued)

engagement activities across the United States, but limited research has been published on their overall effectiveness or effective components. Opportunities exist for more rigorous research and implementation science to fully develop these programs to improve outcomes for tenants and their landlords.

Introduction

Stable and safe housing is recognized as an important social determinant of health (Bambra et al., 2010; Swope and Hernández, 2019). Housing instability and homelessness are major public health problems in the United States (Donovan and Shinseki, 2013; Tsai, O'Toole, and Kearney, 2017), and a variety of service models have been developed and tested to help individuals and families obtain and sustain rental housing (Bassuk et al., 2014; Leff et al., 2009; Tsai, 2020). Many of these service models rely on federal funding, including supported housing and other major rental assistance programs, such as the U.S. Department of Housing and Urban Development (HUD) Housing Choice Voucher (HCV) program, homeless programs, and the U.S. Department of the Treasury Emergency Rental Assistance (ERA) program implemented during the COVID-19 pandemic. These federally funded rental assistance programs rely on the voluntary participation of private owners, landlords, and property managers, and there has been a growing awareness of the need to engage these private stakeholders and an expansion of efforts and activities toward this end. These *landlord engagement* efforts often seek to facilitate participation in rental assistance programs. A growing number of federal, state, local, and private efforts have addressed the needs, concerns, and administrative or other difficulties sometimes facing private owners/landlords. Although the number of programs, program features, and incentives have increased, especially in recent years, research and evaluation efforts have not kept up, and much of the research has neglected the experience of landlords. This article serves as an introduction to the complex topic of landlord engagement.

Many landlords/property owners have expressed wanting to help solve homelessness in their communities and are willing to rent to individuals experiencing homelessness. For example, 15–22 percent of landlords expressed altruistic motivations in renting to tenants, although they would consider the individual's background, finances, and rental history (Garboden et al., 2018a; Greenlee, 2014; Rosen and Garboden, 2022; Walters et al., 2021). The lack of available research on landlords has created gaps in understanding how to engage landlords in finding solutions for homelessness and housing instability in their communities. Landlords should be considered key stakeholders in addressing these issues because they are ultimately the individuals or entities making decisions about to whom to rent. This article uses the term *landlord* broadly to include property owners and managers who are decisionmakers in renting to tenants. It is the most recognizable term and was used in the program search for this study, but the study team also recognizes valid arguments to use more contemporary, non-adversarial terms such as *lessors* or *property hosts*, particularly in engaging with all housing stakeholders (Tsai, 2023).

A HUD report sheds light on landlords' considerations regarding renting to individuals with housing vouchers, including financial stability and the ease of the process and paperwork required (Garboden et al., 2018b). HUD, public housing agencies, and state and local governments have implemented numerous strategies to increase landlords' participation in the HCV program, which has a \$20 billion annual budget. However, research on the different types of landlord activities that exist and how landlords can be treated as stakeholders in programs and services for tenants has been limited. (Bengtsson-Tops and Hansson, 2014; Collins et al., 2022; Greif, 2018; Kloos et al., 2002; Kunstler and Tsai, 2020; Tsai et al., 2022). For this article, the study team conducted an initial review of the types of programs that exist, the different components of such programs, and any evidence of their effectiveness in supporting tenants.

This article defines *landlord engagement*, in line with the National League of Cities (National League of Cities, 2023), as activities and incentives offered by government entities, nonprofit agencies, and other organizations to facilitate participation in supportive housing or tenant assistance programs. These activities often are not provided as standalone landlord engagement programs, but rather as part of a larger housing program. Many large housing subsidy programs cover landlord engagement as eligible activities. For example, the HCV program offers administrative fees to public housing authorities (PHAs) that can be used for security deposits and other landlord-related activities. The Moving to Work (MTW) program offers flexible use of funds to PHAs to help with repair costs. The HOME Investment Partnerships Program (HOME) can fund rehab for rental properties and be provided in exchange for offering units available to the HCV program.

Landlord engagement has been conducted in various ways, and these approaches have been implemented in different ways in regions across the United States to be mutually beneficial for landlords and tenants. The objective is to facilitate and promote the accessibility of affordable housing by cultivating enduring relationships between community partners, tenants, and landlords. When landlord engagement activities are successful, landlords can secure stable rental income and provide affordable housing, and tenants are able to achieve stable housing and work collaboratively with their landlords as part of their support system. This article examines privately or publicly funded programs that have a formal landlord engagement component or strategy as described in source materials.

The study team did not focus on eviction prevention programs because they are centered on a specific housing issue and have already been reviewed by others (Treskon et al., 2021). However, eviction protection programs are worth mentioning because evictions illustrate the importance of constructive relationships between landlords, tenants, and other stakeholders. Evictions became a salient issue during the COVID-19 pandemic (Tsai, 2021; Tsai et al., 2022). Evictions affect millions of tenants annually, and engaged landlords can work with tenants to address issues before they escalate to evictions, as suggested by reports from the field (Goplerud and Pollack, 2021; Kloos et al., 2002; Nisar et al., 2018). Landlord engagement programs may be able to help landlords and their tenants in various other ways to obtain and sustain housing, which is the focus of this article.

The study team conducted a national scan of existing landlord engagement programs and a literature search of peer-reviewed publications on such programs. This narrative review aimed

to (1) categorize and catalogue the various landlord engagement programs that exist, including partnerships, incentives, and strategies, and (2) describe any empirical evidence on the effectiveness of these programs. This article describes the different types of landlord engagement programs and incentives that exist in the United States. The findings can inform landlord engagement approaches and their impacts and pave paths to future research to examine these programs in various outcome domains.

Methods

The team conducted a preliminary national search by asking subject matter experts and searching online sources (for example, city and county websites, legal aid websites, broad internet searches) to gather information about existing low-income housing programs and their incorporation of landlord engagement initiatives—strategies aiming to encourage landlords to rent to individuals within low-income housing programs—in the United States from 2000 to 2023. In addition, the team conducted a literature search in the following electronic academic databases: PubMed, PsycInfo, Texas Health Science Libraries, and Google Scholar. The team employed Boolean operators and specific keywords, such as “landlord,” “engagement,” “incentives,” “support,” “eviction,” “prevention,” “diversion,” “tenant,” “housing,” “providers,” and “landlord-tenant,” in both the online and academic database searches. Quantitative data on outcomes reported during the scan and literature search were collected and incorporated into the narrative review. Grey literature, including content from online websites, research reports, and other written resources, was also incorporated. The content reviewed included descriptions of low-income housing programs incorporating landlord engagement activities, supportive programs, and services for landlords promoting housing stability and landlord engagement strategies.

In the course of this review, the study team confronted challenges related to the definition of *landlord engagement program* versus initiatives within larger formal programs that involved landlord participation in some capacity. In addition, certain regions rebranded federal or state-funded programs as local programs, contributing to the overall confusion. The team’s categorization relied on initiatives self-identifying as programs and being described as such in the public data sources. Defining and categorizing programs was difficult, primarily in pinpointing their funding sources. Although some programs labeled themselves as state or local initiatives, a significant portion was funded by HUD (GAO, 2015). Both the HOME program and Housing Trust Fund (HTF) require a state or local match. The mingling of funds, particularly between HOME and the HTF, contributes to the intricate landscape, often resulting in blended initiatives being labeled as local programs. The team attempted to identify funding sources for the programs outlined in exhibits 1–4 but encountered challenges due to the intricate funding structure. These challenges have been described before, as noted by the U.S. Government Accountability Office (GAO, 2015) and the National Low Income Housing Coalition (NLIHC, 2023). In addition, the team observed that although most public websites provided application information, they often lacked the necessary level of detail to ascertain funding sources. Challenges arose in determining funding sources and discerning local, state, or federal administration of these programs (GAO, 2015). Nonetheless, the team made efforts to categorize and catalog the content based on the following three specific program activities.

Landlord Financial Rewards

This activity category includes housing programs extending financial rewards to landlords. Such incentives often include grants or cash bonuses tied to specific landlord achievements, such as securing initial leases, entering new lease agreements, or referring new low-income tenants to affordable housing programs (for example, HCV-Section 8). These financial rewards are mostly focused on encouraging leasing up and tenant intake. Some housing programs also provide customized tax credits/breaks to address individual landlord circumstances. Overall, these rewards are designed to cater to diverse landlord profiles and increase the availability of rental units for individuals who are experiencing or at risk of homelessness.

Landlord Financial Assistance (Without Financial Rewards)

This activity category includes housing programs that support landlords through general financial assistance without offering any specific financial rewards. Unlike the previous category, the financial aid provided in this context is contingent on the tenant's actions and is mostly focused on risk management and/or matching assistance for housing rehabilitation. In many of these programs, landlords can apply for reimbursement on behalf of their tenants for various expenses, such as rent arrears, move-in costs, security deposits, vacancy loss, and damages or repair costs caused by tenants. In addition, some funds may be allocated to landlords on behalf of tenants for housing maintenance, energy efficiency improvements, and housing renovations. Some of these programs assist tenants by offering landlords payment flexibility options in their lease terms, such as direct deposits, regular monthly payments, or lump-sum payments. Specific programs in this category were funded during the COVID-19 pandemic, such as part of the ERA program, and were examined separately. Overall, these housing programs actively involve and encourage landlords to rent to tenants by providing continuous financial support throughout the lease period. The overall goal is to ensure housing stability for tenants while supporting landlords in situations where tenants may face challenges meeting their financial responsibilities.

Landlord Development Support

This activity category includes housing programs focused on offering developmental resources to help landlords establish partnerships, foster positive tenant-landlord relationships, and gain necessary training and education to serve diverse tenants. These programs provide workshops and training sessions to educate landlords about rental assistance programs and complex tenant-landlord laws. They also provide conflict resolution services to mediate disputes and prevent issues from escalating to eviction. Employing a holistic approach, these housing programs tackle housing challenges by guiding landlords in taking an initiative approach to collaborate with tenants, avoiding evictions. Finally, they emphasize strategies to build a robust resource network for landlords and tenants in need.

Results

The team's national search identified a total of 46 housing programs that involve or implement landlord engagement strategies across 27 states. These programs offer financial rewards, financial

assistance, and development support to landlords, with the goal of promoting the implementation of affordable housing initiatives, especially for low-income tenants. The team distinguished the programs based on specific program activities.

Housing Programs With Landlord Financial Rewards

Exhibit 1 provides details on 12 housing programs providing financial rewards to landlords. Supported by state and federal government grants, these programs have employed various methods to provide financial benefits to landlords. These methods include cash bonuses, tax deductions, and tax credits awarded directly to landlords upon securing new leases with low-income tenants, upon subsequent renewal leases with low-income tenants, or for referring low-income tenants to affordable housing programs. Eligibility for these financial incentives varies and often requires landlords to rent to tenants at specific income levels, comply with fair housing laws, offer particular amenities, and make necessary property improvements. For instance, the Office of Homeless Services Landlord Engagement program in Philadelphia, Pennsylvania, offers eligible landlords tax credits and discounts on city services to promote safety in housing and foster collaboration between landlords and city agencies. Another example is the Communities of Opportunity (Landlord) Tax Credit in the state of Virginia, which targets landlords and house providers who lease to residents in areas with poverty rates below 10 percent, as indicated by recent U.S. Census data. It offers a 10-percent annual tax credit based on fair market rent to reward those who agree to participate in the HCV program in these low-poverty areas. In addition, the Virginia Livable Home Tax Credit provides landlords with tax credits reaching up to \$6,500 for the purchase or construction of new accessible residences and covering up to 50 percent of the costs for retrofitting existing units. Other programs—like the Nashville Homeless Impact Divisions Landlords Engagement Program in Nashville, Tennessee, the Landlord Engagement and Assistance Program in California, and the Landlord Partnership Program in Rhode Island—provide cash bonuses up to \$1,000 or more to incentivize landlords for new lease sign-ups. In essence, the incorporation of landlords' rewards allows for these housing programs to not only provide immediate benefits for landlords, but also work to create a more stable and sustainable housing ecosystem for low-income housing communities.

Exhibit 1

Examples of Landlord Financial Reward Activities (1 of 5)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Landlord Mitigation Program (wa.gov)	State's Housing Trust Fund (HUD)	Washington	Landlord Financial Rewards Risk Mitigation Fund Landlord Support	<p>Landlords sign-on bonus of \$1,000 for the first unit rented.</p> <p>Up to \$5,000 per unit for damages incurred by tenants.</p> <p>Landlord-tenant case management services.</p> <p>Resources and support services for landlords and tenants for long-term partnership.</p>	The Landlord Mitigation Program is a government initiative by the Washington State Department of Commerce that provides funding to landlords willing to rent to people experiencing homelessness or housing instability. Landlords can apply for the program on behalf of their tenants, and the assistance is provided as a grant that does not need to be repaid. The program offers a range of methods to reduce the risks and costs for landlords. It aims to reduce the expenses landlords often bear when tenants vacate their units, allowing them to recover faster and rent to individuals who may have challenges with evictions. The program is part of a larger effort to address homelessness and housing insecurity in the state by providing targeted support to those who need it most.
Communities of Opportunity Tax Credit (COTCP) DHCD (virginia.gov)	State Tax Credit	Virginia	Landlord Tax Relief	Landlords tax credit based on 10-percent annual fair market rent for a specific unit, which is also prorated when units are qualified for less than the full tax year.	The Communities of Opportunity Tax Credit Program in Virginia, established by the 2022 General Assembly, aims to alleviate poverty by aiding low-income Virginians in accessing affordable housing in higher-income areas. It offers income tax credits to participating landlords in eligible census tracts (poverty rates < 10 percent) who accept Housing Choice Vouchers. Landlords can claim credits for multiple units within a tax year, capped at their tax liability. Unused credits can be carried forward for up to 5 years. In 2023, \$250,000 is allocated statewide for tax credits.
Livable Home Tax Credit (LHTC) DHCD (virginia.gov)	State Tax Credit	Virginia	Landlord Tax Relief	<p>Landlords tax credits for up to \$6,500 for the purchase/ construction of a new accessible residence.</p> <p>Up to 50 percent for the cost of retrofitting existing units, not to exceed \$6,500.</p>	The Virginia Livable Home Tax Credit program offers state tax credits to individuals or licensed contractors in Virginia for constructing new residential units with accessibility features or retrofitting existing ones. Eligible activities must meet specific criteria, and costs must be incurred by the applicant. Tax credits are \$6,500 for new construction or 50 percent of retrofitting costs, capped at \$6,500. Excess credits can be carried forward for up to 7 years.

Exhibit 1

Examples of Landlord Financial Reward Activities (2 of 5)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
The Landlord Engagement and Assistance Program (LEAP)	HUD Homeless programs	California	Landlord Financial Rewards Risk Mitigation Fund Landlord Support	<p>Pre-inspection that is good for 60 days.</p> <p>Landlord signing bonus of \$500 for the first unit landlord rents to a homeless household and \$250 for each additional unit.</p> <p>A contingency fund to help landlords cover expenses that exceed security deposits.</p> <p>Landlord portal and resources.</p> <p>Up to two times the contract rent in security deposits.</p> <p>An average of \$100 in utility assistance per household.</p>	The Landlord Engagement and Assistance Program (LEAP) in San Diego incentivizes landlords to house individuals experiencing homelessness by offering \$500 for the first unit rented to a homeless household and \$250 for each additional unit, along with security deposits of up to two times the contract rent and an average of \$100 in utility assistance per household. In addition, a contingency fund is available to assist landlords with expenses exceeding security deposits, and dedicated San Diego Housing Commission (SDHC) housing specialists are on hand to address landlord inquiries. LEAP operates as part of Housing First—San Diego, SDHC's comprehensive homelessness action plan, which has facilitated more than 9,300 housing solutions in 5.5 years for those experiencing or at risk of homelessness.
United Way Of Ventura County Landlord Engagement Program	United Way of Ventura County	California	Landlord Financial Rewards Risk Mitigation Fund Landlord Support	<p>New Landlord Appreciation Bonus.</p> <p>Landlord continuity bonus for each household that rents from county's homeless and housing programs.</p> <p>Landlord "No Loss" bonus—a daily proration of the full agreed-upon contract rent to mitigate any move-in delays.</p> <p>Flexible damage mitigation funds.</p> <p>Resources and support services for landlords and tenants for long-term partnership.</p> <p>Consistent rental payments via housing vouchers.</p>	Landlord Engagement Program (LEP) supports individuals prioritized for housing assistance, aiming to prevent and end homelessness. Limited affordable housing and rising rents make accessing homes challenging, worsened by the pandemic's impact. LEP addresses these challenges by engaging landlords, offering responsive customer service, timely payments, assistance with inspection processes, and support for income loss during move-in delays or damages.

Exhibit 1

Examples of Landlord Financial Reward Activities (3 of 5)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
City of Tulsa's Gold Star Landlord Program Housing Solutions Tulsa	Affordable Housing Trust Fund (HUD)	Oklahoma	Landlord Financial Rewards Landlord Support Tenant Rental Assistance	Landlord rewards funded by the Affordable Housing Trust Fund. Landlord networking platforms for advertising and promotion. Resources and support services for landlords and tenants for long-term partnership. Rental and utility assistance.	The City of Tulsa's Gold Star Landlord Program offers incentives for landlords practicing exemplary rental management. This voluntary program, part of the Affordable Housing Strategy, aims to enhance Tulsa's housing opportunities. Requirements include participating in free programs like the Tulsa Health Department's Safe and Healthy Homes, listing units on the Affordable Housing Waitlist website, and joining the Early Settlement Mediation Program. In return, Gold Star Landlords receive recognition, prioritized processing for rental assistance programs, assistance from city staff, and referrals of qualified tenants. These benefits are supported by the Affordable Housing Trust Fund.
Low Barrier Housing Collective- New Landlord Incentive Program	Funds are administered by HUD and operated by MDHA on behalf of the city of Nashville.	Tennessee	Landlord Financial Rewards Risk Mitigation Fund Landlord Support	New landlords sign-on bonuses—up to \$4,000 for the first five units leased through the collective. Existing landlords receive a universal \$1,000 for each move—without limitation. Landlord Emergency Housing Voucher Sign-On Bonus. Landlords receive up to \$2,500 per unit for minor repairs. Resources and support services for landlords and tenants for long-term partnership.	The Low Barrier Housing Collective in Nashville is a collaborative initiative aiming to end homelessness through partnerships with support service providers, landlords, and community members. Offering ongoing membership benefits, the collective ensures successful tenancies by providing sign-on bonuses to new landlords and for each move-in after the initial five units. In addition, landlords in Davidson County participating in the Emergency Housing Voucher program can receive a \$1,000 sign-on bonus per unit, along with additional incentives based on program participation and unit location. Landlords may also receive \$500 (capped at five units per property owner/complex) if they are new to the Section 8 program. Moreover, landlords can access funds of up to \$2,500 per unit for minor repairs, and mediation services are also available for owner-tenant disputes. Finally, individuals will also have access to wrap-around services for housing stability.
Landlord Incentive Pilot Project (LIPP)	NC Housing Finance Agency & the NC Department of Military and Veterans Affairs	North Carolina	Landlord Financial Rewards Risk Mitigation Fund Tenant Rental Assistance	Landlord financial incentives. Landlord Housing Stability Bonus offers a maximum of 25 percent or \$6,250 of the total award. It includes a guideline allowing a maximum reimbursement of \$500 per tenant for lease renewals after one year. Risk mitigation funds supported eligible communities, offering up to \$25,000 for approved expenses. Reimbursement of unpaid tenant rent, eviction costs, and security deposit.	The Landlord Incentive Pilot Project (LIPP) is a joint effort of the NC Housing Finance Agency, the North Carolina Coalition to End Homelessness (NCEH), and Operation Home, aimed at ending Veteran's homelessness. Operating in four North Carolina communities (Asheville, Charlotte, Durham, and Wilmington) from January 16, 2018, to September 30, 2019, LIPP evaluated the impact of risk mitigation and housing stability tools on landlord engagement. It provided financial incentives to landlords renting to families with federally funded vouchers, including a Housing Stability Bonus of up to 25 percent or \$6,250. Risk mitigation funds supported eligible communities with expenses such as unpaid damages, rent portions, late fees, and security deposits, up to \$25,000 per community. Lastly, the NCEH facilitated peer-to-peer calls, addressing questions and sharing strategies throughout the pilot. They also offered one-on-one technical support and training.

Exhibit 1

Examples of Landlord Financial Reward Activities (4 of 5)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
OHS Landlord Engagement Program Programs and Initiatives City of Philadelphia	The Office of Homeless Services (OHS) in the City of Philadelphia	Pennsylvania	Landlord Tax Relief Risk Mitigation Fund Landlord Support Tenant Rental Assistance	Landlords tax credits. Pre-inspection certification. A contingency fund to help landlords cover expenses that exceed security deposits. Landlord networking platforms for advertising and promotion. Resources and support services for landlords and tenants for long-term partnership.	The OHS Landlord Engagement Program offers incentives for landlords to rent to individuals or families experiencing or at risk of homelessness, with no joining fees. It facilitates quick housing solutions in challenging markets, enhances access to affordable housing, and fosters housing stability. The program encourages participation from BIPOC (Black, Indigenous, and people of color) and MWBE (minority/women-owned enterprise) landlords. Incentives include tax credits for landlords, free online rental listings, prompt rental payments, tenant pre-screening, and education on various topics such as fair housing and financial management. In addition, landlords receive pre-inspection certification, access to a contingency fund for unforeseen expenses, support from landlord liaisons and housing specialists, and mediation services for conflict resolution.
The Landlord Engagement and Assistance Program	BACS (Bay Area Community Services) and Department of Homeless Services & Housing	California	Landlord Financial Rewards Risk Mitigation Fund Landlord Support Tenant Rental Assistance	Landlord signing bonus of \$3,000 for the first unit landlords rent to a homeless household and \$750 for each additional unit. Landlord referral bonus of \$500. A contingency fund of up to \$3,000 to help landlords cover expenses that exceed security deposits. Landlord “No Loss” bonus and vacant unit retention payments. Resources and support services for landlords and tenants for long-term partnership.	The Landlord Engagement and Assistance Program (LEAP) utilizes the “Housing First” approach to facilitate stable housing solutions for those transitioning out of homelessness. Through collaboration with landlords, social service providers, and participants, LEAP efficiently rehuses individuals and families experiencing homelessness. The program actively engages landlords to increase rental unit availability, offering incentives and support services to both participants and landlords. Participants receive assistance in connecting with landlords, financial aid for move-in costs, and ongoing support to maintain housing stability. Landlords benefit from financial incentives, access to vetted tenants, and support resources. LEAP also offers reimbursement for damages, no-loss payments, and assistance with vacancy retention during voucher processing.
Rhode Island Landlord Partnership Program	HUD	Rhode Island	Landlord Financial Reward Risk Mitigation Fund	Pre-inspection certification. Landlord signing bonus of \$2,000 for the first unit landlords rent to a homeless household and \$500 for each additional unit. Landlord referral bonus of \$500. A contingency fund of up to \$2,000 to help landlords cover expenses that exceed security deposits. Free lead paint remediation (both interior and exterior) for landlords.	The Landlord Partnership Program with RIHousing’s Housing Choice Voucher Program incentivizes landlord participation with financial benefits, including a \$2,000 bonus for the first unit rented and \$500 for subsequent units. In addition, landlords can receive reimbursement of up to \$2,000 for necessary repairs and access free lead paint remediation through the LeadSafe Homes Program for units leased for a minimum of 1 year. A courtesy pre-inspection service identifies potential repairs before the formal inspection, ensuring a smooth tenant move-in process. Landlords are responsible for providing safe housing, and tenants must adhere to lease and program requirements. RIHousing administers the program, providing housing assistance payments to landlords and conducting inspections to ensure compliance.

Exhibit 1

Examples of Landlord Financial Reward Activities (5 of 5)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Threshold (thresholdaz.com)	Threshold and City of Arizona	Arizona	Landlord Financial Rewards Tenant Rent Assistance Risk Mitigation Funds Landlord Support	<p>Landlord sign-on bonus of 1.5 times the monthly contract rent for initial leases.</p> <p>Landlords can apply for reimbursement for the following on behalf of the tenant:</p> <ul style="list-style-type: none"> • Rent payments. • Repairs/maintenance issues (three times the monthly contact rent in move-out charges). • Vacancy loss. • Access to 24/7 Landlord Portal. 	<p>The Threshold program supports property owners and managers in running profitable and well-maintained properties while addressing housing needs in the community. By centralizing a range of incentives and providing hands-on support, the program makes it easy for landlords to implement these resources. Threshold complements existing housing voucher programs, strengthening them and optimizing outcomes for property owners and managers. The program streamlines incentive processing alongside move-in expenses, offering incentives equivalent to 1.5 times the monthly contract rent for initial leases leading to new move-ins. These incentives are based on verifiable criteria, including incentives for new property owners or operators and alternate screening criteria. Rental assistance is promptly provided via direct deposit, with tenants contributing a portion of their income toward rent and utilities. Access to the 24/7 Landlord Portal facilitates efficient communication, and move-out charges are reimbursed for damages, including vacancy loss coverage.</p>

Source: Information for these tables were extracted from publicly available sources online.

Housing Programs With Landlord Financial Assistance

Exhibit 2 provides details on 15 housing programs offering financial assistance to landlords without specific rewards. These programs employ various rental assistance methods to landlords to support them throughout the leasing period of their tenants. These methods include direct rental payments, utility cost coverage, and risk mitigation funds. These housing programs play a crucial role in helping landlords prevent potential financial setbacks by ensuring that rent is covered, even when tenants face financial difficulties. Programs such as the Utah Landlord Housing Assistance Program, the Neighborhood Landlord Rental Program in Louisiana, and the Tacoma Landlord-Tenant Program in Washington offer direct rent and utility payments to landlords on behalf of the tenants. Similarly, other programs, like the Landlord Recruitment and Retention Program and the Housing Choice Landlord Guarantee Program in Oregon, provide direct rental and utility payments along with a combination of risk mitigation funds.

Exhibit 2

Examples of Landlord Financial Assistance Activities (1 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Landlords Opening Doors - Brothers Redevelopment	Colorado Transitions Program	Colorado	Tenant Rental Assistance Landlord Support	Landlords benefit from guaranteed rent payments and homemaker services. Household setup funds.	Brothers Redevelopment in Colorado is enlisting landlords statewide to house individuals transitioning from health-related challenges, with the support from the Colorado Transitions Program (Housing Voucher Program). This initiative facilitates independent living for Colorado's Medicaid clients after institutional care, providing vetted tenants and rent assistance. Landlords benefit from guaranteed rent payments, low turnover rates, household setup funds, and homemaker services. Tenants receive intensive support, including case management and living skills training, ensuring reliable tenancy. In addition, resources are available for landlords to make home modifications to enhance accessibility and safety.
Arizona Public Housing Authority (APHA)	Federal HUD Homeless programs	Arizona	Landlord Financial Rewards Tenant Rental Assistance	Landlord initial incentive and/or retention payment of up to \$1,000 for a 12-month HAP Contract and lease. Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Security deposits. • Moving expenses. • Utility payments. 	The APHA works with Emergency Housing Voucher recipients for housing. The initiative, awarded by HUD through the Section 8—Housing Choice Voucher Program. Eligible individuals include those who are homeless, at risk of homelessness, fleeing violence, or recently homeless. The application process adheres to HUD guidelines, with verifications finalized by APHA. Approved applicants benefit from resources including a Housing Assistance Payment (HAP) Contract congruent with the lease, adjusted payment standards, and monetary assistance for various needs, such as deposits and moving expenses. In addition, APHA offers an initial incentive and/or retention payment to property owners/landlords for a 12-month HAP Contract and lease.
Long Beach Housing Authority	Federal HUD Homeless programs	California	Tenant Rental Assistance Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Landlord networking platforms for advertising and promotion. • Landlord portal and educational resources. 	The Long Beach Housing Authority invites property owners/landlords to partner with them in the Housing Choice Voucher program, offering benefits such as steady income, dependable payments, effective marketing assistance, quality assurance through free property inspections, and transparent rent standards. Via this program, property owners retain the right to screen tenants and set rules compliant with California Tenant Law. Property owners can also stay informed through newsletters, monthly orientations, and educational sessions to facilitate the partnership.

Exhibit 2

Examples of Landlord Financial Assistance Activities (2 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
CMHA Housing Choice Voucher Program – Landlords (HCVP)	Federal HUD Homeless programs	Ohio	Tenant Rental Assistance Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Utility payments. Landlord networking platforms for advertising and promotion. Landlord portal and educational resources. 	The CMHA Housing Choice Voucher Program (HCVP) offers benefits for landlords, ensuring guaranteed rent payments and providing free advertising for available properties. Landlords have control over resident selection and lease agreements, with support from CMHA's HCVP staff. The program includes free property management training and technical assistance. Landlords are encouraged to charge rent similar to market rates, and CMHA maintains payment standards based on Fair Market Rents to cover the gap between resident affordability and market rent.
Landlord-Tenant Program – City of Tacoma	Tacoma's Equity and Human Rights Department	Washington	Tenant Rental Assistance Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Utility payments. Repairs/maintenance issues. Landlord-tenant inspection. Educational resources and support services for landlords and tenants for long-term partnership. 	The Tacoma Landlord-Tenant Program, overseen by the city's Equity and Human Rights Department, assists landlords and tenants via various services offered, including assistance with rent, deposits, maintenance issues, building code violations, and landlord-tenant inspections. The program also offers landlords free education and training, covering topics such as fair housing laws, tenant screening, lease agreements, and eviction procedures. Finally, the program provides mediation services to address disputes between landlords and tenants, preventing potential legal conflicts or evictions.
Housing Choice Landlord Guarantee Assistance	Federal HUD Homeless programs	Oregon	Tenant Rental Assistance Risk Mitigation Funds Landlord Support Program	Landlords can apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Utility payments. Late or lease-breaker fees. Property damage. Up to 30 days of vacancy loss. Landlord portal and educational resources. 	The Housing Choice Landlord Guarantee Program offers financial assistance to landlords affected by damages caused by Housing Choice Voucher tenants or those rehoused under Executive Order 23-02 addressing homelessness. Landlords can apply for reimbursement of qualifying damages, including unpaid rent, late fees, property damage, and lease violations. Landlords may request assistance for damages between \$500 and \$5,000. Depreciation of certain costs is considered, and reimbursement typically takes up to 45 days. Funds are disbursed via paper check mailed to the landlord's provided address. Landlords can also contact the program for further assistance or questions.

Exhibit 2

Examples of Landlord Financial Assistance Activities (3 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Housing Choice Landlord Guarantee Assistance	Federal HUD Homeless programs	Oregon	Tenant Rental Assistance Risk Mitigation Funds Landlord Support Program	Landlords can apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Late or lease-breaker fees. • Property damage. • Up to 30 days of vacancy loss. • Landlord portal and educational resources. 	The Housing Choice Landlord Guarantee Program offers financial assistance to landlords affected by damages caused by Housing Choice Voucher tenants or those rehoused under Executive Order 23-02 addressing homelessness. Landlords can apply for reimbursement of qualifying damages, including unpaid rent, late fees, property damage, and lease violations. Landlords may request assistance for damages between \$500 and \$5,000. Depreciation of certain costs is considered, and reimbursement typically takes up to 45 days. Funds are disbursed via paper check mailed to the landlord's provided address. Landlords can also contact the program for further assistance or questions.
Indianapolis Housing Choice Voucher	Federal HUD Homeless programs	Indianapolis	Tenant Rental Assistance Landlord Support Program	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments (covers approximately 60–70 percent of the rent). • Utility payments. • Landlord networking platforms for advertising and promotion. • Free annual inspections. 	The Indianapolis Housing Agency serves over 8,000 families, with a substantial waitlist, highlighting the demand for affordable housing. Potential landlords are encouraged to participate in the Section 8 Program, which involves minimal differences from renting to private-market tenants. Benefits include guaranteed rent payments covering a significant portion of the rent, utility payments, free advertising, and annual inspections. Landlords are responsible for maintaining properties up to housing quality standards, screening tenants, and complying with lease agreements and program requirements. Proof of ownership is required, and assistance payments are electronic. Landlords select tenants based on standard procedures and are responsible for setting reasonable rent and security deposit amounts.
Neighborhood Landlord Rental Program Phase 2	Community Development Block Grant Disaster Recovery Program (HUD)	Louisiana	Tenant Rental Assistance Landlord Disaster Recovery Assistance	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Landlords can seek funds to build new rental units or renovate existing ones in qualified projects. 	The Louisiana Housing Corporation introduced the Louisiana Neighborhood Landlord Rental Program (LNLRP Initiative) to help landlords experienced in renting residential properties or developing rental housing in areas affected by the 2016 severe storms and flooding. This initiative offers assistance for constructing new units or renovating existing ones in designated disaster areas. Initially funded with \$36 million through the Community Development Block Grant Disaster Recovery Program, the LNLRP expanded with Phase 2 (LNLRP2), targeting projects with up to four residential units and providing \$9.46 million in loans. Eligible applicants can apply for funding to improve or create rental housing in affected parishes.

Exhibit 2

Examples of Landlord Financial Assistance Activities (4 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
HOM Landlord Program in Arizona	Federal HUD Homeless programs	Arizona	Tenant Rental Assistance Risk Mitigation Funds	Landlords can apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Late or lease-breaker fees. • Property damage. • Vacancy loss. • Landlord networking platforms for advertising and promotion. • Landlord portal and educational resources. 	HOM in Arizona works with landlords to end homelessness for individuals and families through rapid housing and permanent housing programs. These activities solicit participation from local landlords throughout the state by helping market properties and providing reimbursement for tenant-caused damages and vacancy loss. With these tools, landlords can streamline their workflow, reduce risk, and improve their overall experience as a property manager.
Arizona Landlord Incentive Project	Federal HUD Homeless programs	Arizona	Tenant Rental Assistance Risk Mitigation Funds Landlord Support	Landlords can apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Late or lease-breaker fees. • Property damage. • Vacancy loss. • Landlord portal and educational resources. 	The Arizona Landlord Incentive Project (ALIP) is a program designed to help landlords overcome common barriers to renting to tenants who are experiencing homelessness, have behavioral health challenges, or have been involved with the criminal justice system. ALIP provides financial assistance for unpaid or late rent as well as a range of risk mitigation tools to landlords, such as damage mitigation funds. ALIP also provides supportive services, such as case management, job training, and counseling to tenants, thereby reducing the risk of lease violations and evictions. Finally, it provides property inspections, landlord training, and mediation services. These tools help to protect landlords from potential financial losses.
Landlord Liaison Program (LLP)	Pierce County Funding; Metropolitan Development Council (MDC)	Washington	Tenant Rental Assistance Risk Mitigation Fund Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Property damage. • Lease-breaker fees. • Landlord networking platforms for advertising and promotion. • Landlord portal and support services for landlords and tenants for long-term partnership. 	The Landlord Liaison Program (LLP) seeks to expand rental housing options for individuals experiencing homelessness by collaborating with landlords, property managers, and social service agencies. It offers support services like relaxing screening criteria and providing risk mitigation funds, benefiting both landlords and tenants by reducing turnover and evictions. Funding covers rental assistance, damages costs that exceed security deposits, lease violation fees, program operations (e.g., landlord recruitment and training), and administrative expenses (e.g., program monitoring). In addition, the LLP facilitates dispute resolution and offers educational resources to landlords on tenant screening, lease agreements, and eviction procedures. Pierce County anticipates funding of approximately \$325,000 for the program.

Exhibit 2

Examples of Landlord Financial Assistance Activities (5 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Central Florida Homeless Initiative (CFHI)	Federal HUD Homeless programs	Florida	Tenant Rental Assistance	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Educational resources and support services for landlords and tenants for long-term partnership. 	The Central Florida Homeless Initiative (CFHI) helps landlords by providing guaranteed rent payments. Landlords can enroll in the CFHI Housing First Program, which guarantees up to 12 months of rent payments. This ensures that the landlord receives rent payments on time without any delays, even if the tenant may face financial difficulties. CFHI also conducts property inspections and provides access to a pool of pre-screened homeless individuals and families who are ready to rent housing units. This approach makes the process of finding tenants easier and more efficient for landlords, saving them valuable time and resources.
NM Landlord Collaboration Program	Federal HUD Homeless programs	New Mexico	Risk Mitigation Funds Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Property damage. Vacancy loss. Support services for landlords and tenants for long-term partnership. 	Housing New Mexico's Landlord Collaboration Program has a resolute team of landlords' liaisons who take care of all landlord-related inquiries and needs. This team is well-equipped to provide support to landlords in areas such as marketing, retaining tenants, and resolving property-related issues. The program also provides financial incentives to landlords who participate in the program. In addition, the program provides landlords with screening and background-checking services, making the tenant review process smooth and dependable. Finally, they offer a Landlord Advisory Committee in which landlords can participate and contribute to the development and sustainability of the program.
Landlord Recruitment & Retention Program (LRRP)	Federal HUD Homeless programs	Oregon	Tenant Rental Assistance Risk Mitigation Funds Landlord Support	Landlords can apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Security deposits. Move-in costs. Landlords receive up to \$3,000 of risk mitigation funds. Landlord networking platforms for advertising and promotion. Resources and support services for landlords and tenants for long-term partnership. 	The Landlord Recruitment and Retention Program (LRRP) collaborates with landlords and property managers across the Portland metropolitan area through various avenues. LRRP offers benefits to partner landlords and property managers, such as guaranteed rent and deposit assistance (move-in costs, which include security deposit and first month's rent), pre-screening services, proactive support (ongoing case management), one year of renters' insurance, neutral mediation services, tenant education, and risk mitigation funds of up to \$3,000 per tenant. The program also provides different partnership options, including conventional rental agreements and formal partnership agreements, along with master leases for specific units. Although these arrangements offer unique housing opportunities and benefits, they also come with certain liabilities and financial obligations for both the organization and participating landlords.

Exhibit 2

Examples of Landlord Financial Assistance Activities (6 of 6)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Landlords Homeless Services Network of Central Florida	Federal HUD Homeless programs	Florida	Tenant Rental Assistance Risk Mitigation Program	Landlords can apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Property damage. • Vacancy loss. 	The Landlords Homeless Services Network of Central Florida was established to tackle the challenges posed by low vacancy rates and wage-cost disparities. It aims to boost landlord recruitment and provide support to tenants with vouchers, especially those facing chronic homelessness and veterans referred through Supportive Services for Veteran Families. The program covers up to 75 percent of damages (after insurance and deposit), with potential reimbursement for claims up to \$300 without inspection. Claims are limited to \$2,000 for single units and \$3,000 for multi-bedroom units, including unpaid rent reimbursement. The program has encouraged landlords to consider renting to individuals in need of affordable housing, and so far, no claims have been filed, indicating that the fund offers peace of mind rather than addressing a pressing financial need for landlords.

Source: Information for these tables were extracted from publicly available sources online.

Risk mitigation funds, also known as *landlord guarantees*, are a notable type of landlord financial aid (United States Interagency Council on Homelessness, 2016). They generally offer extra security to landlords who are open to renting to individuals with low income or unfavorable rental backgrounds. These funds can be used to help address excessive property damage, unpaid rent, or legal expenses that may be incurred by tenants. The predefined reimbursement limits are usually established in advance, and landlords typically file reimbursement claims. Small numbers of claims tend to be filed for risk mitigation funds by landlords, suggesting that these funds offer reassurance rather than providing for actual financial needs (United States Interagency Council on Homelessness, 2016). Several housing programs examined in this review, including the Landlord Liaison Program in Washington state and the Housing New Mexico's Landlord Collaboration Program, provide risk mitigation funds to protect landlords from potential financial losses. Many programs within this category primarily secure funding from federal government grants.

In addition, the study team identified housing programs funded by COVID-19 emergency funds. Exhibit 3 provides details on 12 housing programs that extended financial aid to landlords due to COVID-19-related job loss or income reductions. For instance, the SC Stay Plus program in South Carolina offered a capped amount of \$7,500 directly to landlords for timely rent payments. Similarly, programs like SAFHR Renter and the Texas Rent Relief program offered financial assistance to eligible landlords whose tenants were affected by the COVID-19 pandemic and were grappling with rent and utility payments. Even though these programs provided short-term assistance, they were aimed at preventing homelessness and maintaining housing stability for those facing pandemic-related financial challenges.

Exhibit 3

Examples of Landlord Financial Assistance Activities from COVID-19 Relief Funding (1 of 4)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Texas Rent Relief Home Page	U.S. Department of the Treasury	Texas	Tenant Rental Assistance Landlord Support	Landlords could apply for reimbursement for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Late fees. • Conduct mediations between landlords and tenants. • Educational resources and support services for landlords and tenants for long-term partnership. 	The Texas Rent Relief program extended financial aid to eligible landlords with tenants facing rent payment challenges due to COVID-19-related job loss or income reduction. The program offered up to 15 months of rent reimbursement. Landlords enrolled in the program and input their eligible tenants' details via the online portal. The program facilitated lump-sum payments to landlords for overdue rent and late fees, enabling tenants to stay in their residences. Furthermore, the program offered informational webinars to landlords covering eligibility, documentation requirements, and updates. Via the Texas Access to Justice Foundation, the program collaborated with 10 organizations statewide to offer legal representation for low-income households facing eviction, mediate disputes between tenants and landlords, and provide local housing clinics, both in-person and online, to aid low-income households.
Texas Eviction Diversion Program (TEDP)	U.S. Department of the Treasury	Texas	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Late or lease-breaker fees. • Landlord-tenant case management services. • Resources and support services for landlords and tenants for long-term partnership. 	The Texas Eviction Diversion Program (TEDP) offered financial aid to eligible tenants and landlords affected by COVID-19 to prevent evictions and homelessness. It incentivized landlords to collaborate with tenants on rent solutions by providing short-term rental assistance and supportive services. Funded by the Texas Department of Housing and Community Affairs, TEDP was administered through local organizations statewide, aiding in eligibility determination and application assistance. By supporting tenants financially, the program ensured landlords continued to receive rent payments and fostered positive tenant-landlord relationships.
Georgia Rental Assistance	U.S. Department of the Treasury-Federal Emergency Rental Assistance Program	Georgia	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Landlord portal and educational resources. 	The Georgia Rental Assistance Program was established in response to the COVID-19 pandemic to provide financial assistance to landlords and tenants struggling to pay rent due to the economic impact of the pandemic. Landlords applied for rental assistance on behalf of their tenants, and tenants applied directly for assistance. The program covered up to 18 months of rent and utilities, including past due amounts and future payments. Landlords received payments directly from the program for approved amounts. In addition to financial assistance, the program also provided landlord outreach, a landlord portal for registration, a dedicated hotline, and education.

Exhibit 3

Examples of Landlord Financial Assistance Activities from COVID-19 Relief Funding (2 of 4)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Tenant-Landlord Assistance Coalition Program	DeKalb County Emergency Rental Assistance Program	Georgia	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Utility payments. Landlord portal and educational resources. 	The Tenant-Landlord Assistance Coalition program supported landlords facing financial strain due to the COVID-19 pandemic's impact. This initiative offered rental assistance to qualified households in DeKalb County, Georgia, enabling tenants to stay in their residences while ensuring landlords received timely rental payments. Landlords applied for program participation and received direct payments to cover rent and utilities payments owed by eligible tenants, mitigating the risk of eviction proceedings and financial distress from unpaid rent. In addition, the program offered landlord outreach, educational resources, and a registration portal to streamline the process for landlords seeking assistance.
Henry County Emergency Rental Assistance Program	Henry County Emergency Rental Assistance Program	Georgia	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Utility payments. Conduct mediations between landlords and tenants. Educational resources and support services for landlords and tenants for long-term partnership. 	The Henry County Emergency Rental Assistance Program provided assured payments covering rent and utilities. The program facilitated landlord-tenant mediation services to settle disputes and foster constructive relationships. Moreover, the program offered educational resources and training sessions for landlords, covering areas like fair housing regulations and effective property management strategies.
Memphis and Shelby County Emergency Rent and Utility Assistance Program	HUD	Tennessee	Tenant Rental Assistance Landlord Support	Landlords could apply for rental assistance on behalf of the tenant. Landlord portal and educational resources.	The U.S. Department of the Treasury allocated \$28.2 million to the City of Memphis and Shelby County for the Emergency Rental Assistance program, providing direct financial aid for rent and utilities to residents affected by COVID-19. Eligible households were required to reside in Shelby County, earn below 80 percent of the Area Median Income, and demonstrate financial hardship due to the pandemic. Tenants or landlords applied online or via text and were assisted with documentation submission if needed. A weighted selection process prioritized at-risk tenants, and payments were made directly to landlords or utility providers. Landlords were required to agree not to evict tenants for past-due rent covered by the program and allow unit inspections. The program also offered legal assistance to landlords and tenants facing eviction and evaluated its impact for future rental assistance initiatives.

Exhibit 3

Examples of Landlord Financial Assistance Activities from COVID-19 Relief Funding (3 of 4)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
SAFHR for Renters and Landlords Program	Emergency Rental Assistance Program	Missouri	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Resources and support services for landlords and tenants for long-term partnership. 	The Missouri Housing Development Commission's State Assistance for Housing Relief Program (SAFHR) offered temporary emergency assistance in response to COVID-19, utilizing over \$600 million in federal funds over two years. It aided more than 100,000 applicants and prevented eviction for over 75,000 households. Renters and landlords impacted by the pandemic could apply, with renters receiving rent and utility aid and landlords able to apply on behalf of tenants. Both programs covered payments since April 2020 and offered up to 3 months of prepaid assistance. Eligibility criteria included Missouri residency, household income at or below 80 percent of the Area Median Income, and pandemic-related financial hardship.
South Carolina (SC) Stay Plus COVID-19 Housing Assistance	South Carolina Emergency Rental Assistance Program	South Carolina	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Security deposits. • Landlord networking platforms for advertising and promotion. 	The goal of the SC Stay Plus program was to offer financial aid to qualified South Carolina households impacted by the COVID-19 pandemic, helping them cover rent, mortgage, or utility expenses. It aimed to prevent homelessness and maintain housing stability for those facing pandemic-related financial challenges. Eligible households could receive up to 12 months of assistance, capped at \$7,500, directed to landlords for timely rent payments. This assistance decreased the likelihood of tenant relocation or lease termination due to financial strains, ultimately lowering vacancy rates for landlords and mitigating their financial risks.
Delaware County Emergency Rental Assistance Program Moves into May with Momentum	U.S. Treasury and Commonwealth of Pennsylvania provided Delaware County (ERAP funds)	Delaware	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> • Rent payments. • Utility payments. • Landlord portal and educational resources. 	The Delco Emergency Rental Assistance program aided landlords and tenants affected by COVID-19. A Landlord Participation Campaign was initiated to streamline processing. The program covered up to 12 months of back rent and 3 months of future payments. Funds were paid directly to landlords. Payments were facilitated through the Deluxe eChecks system or by mail. Marketing efforts included social media, online ads, and community outreach, with incentives for landlord participation, streamlined processes, and educational opportunities provided directly to landlords.

Exhibit 3

Examples of Landlord Financial Assistance Activities from COVID-19 Relief Funding (4 of 4)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Emergency Rental Assistance Program/ Eviction Prevention Pilot Initiative 2.0	Emergency Rental Assistance	New York	Tenant Rental Assistance	Landlords could apply for rent payments on behalf of the tenant.	The Eviction Prevention Pilot Initiative was a program managed by local community organizations, offering direct financial support to landlords or banks for individuals and families struggling with up to 5 months of overdue rent or mortgage payments. The emergency assistance was specifically for those impacted by the COVID-19 pandemic. Monroe County allocated \$6 million in CARES Act funding to this initiative.
Providence Housing Authority Landlord Outreach Initiative	United Way of Rhode Island	Rhode Island	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Landlord portal and educational resources. 	The Providence Housing Authority (PHA) launched a comprehensive landlord outreach initiative during the COVID-19 pandemic to address pandemic-related issues and gather landlord feedback to strengthen the Housing Choice Voucher (Section 8) program. Part of this outreach included informing landlords about resources like the Safe Harbor Housing Program to support them during the pandemic. PHA also sought input from landlords on topics of interest, hosted virtual meetings, and provided incentives to those leasing rental units to PHA voucher holders in the future.
Landlord Housing Assistance Program (LHAP)	CARES Act Funds	Utah	Tenant Rental Assistance Landlord Support	Landlords could apply for the following on behalf of the tenant: <ul style="list-style-type: none"> Rent payments. Security deposits. Landlord portal and educational resources. 	The Utah Landlord Housing Assistance Program (LHAP) supported landlords willing to rent to individuals or families facing or at risk of homelessness. It offered financial aid, including security deposits and rent support, to landlords renting to low-income families, with rental assistance capped at \$2,000 per month. Landlords were required to apply on behalf of tenants, with payments directed to them. Participation in LHAP connected landlords with prequalified tenants, streamlining the rental process and reducing vacancies. In addition, LHAP provided landlords with resources on tenant-landlord laws and property management, enhancing their knowledge and skills in property management.

Source: Information for these tables were extracted from publicly available sources online.

Overall, it is worth noting that many of the housing programs that provided financial rewards and financial assistance, as described in these sections, went beyond providing financial support by also offering technical assistance, education, and training to landlords to help them expand their client base and strengthen their networks and community relationships. According to reports from the field, the integration of financial incentives, financial assistance, and supportive services has been instrumental in fostering landlord engagement and ensuring stable housing for those in need (Cunningham, 2018; HUD, 2022a; National League of Cities, 2021; Nisar et al., 2018).

Housing Programs with Landlord Development Support

The team found other housing programs that do not involve financial incentives or financial assistance, categorized here as *landlord development support*. These housing programs take a more holistic approach in supporting tenants experiencing housing instability by focusing on relationship-building between landlords and tenants. These programs offer training to landlords to foster positive relationships with tenants, provide resources to offer quality housing, and promote ways to nurture long-term relationships between landlords and tenants.

Exhibit 4 outlines examples of landlord development support activities, although there are likely numerous programs beyond those outlined here because many housing assistance initiatives include landlord workshops and other activities focused on retaining and recruiting landlords. Seattle's Landlord Engagement Project (LEP) in the State of Washington offers training courses and legal assistance to help landlords understand their legal obligations and provide safe and healthy housing for their tenants. LEP also works to help build relationships between landlords and tenants by facilitating open communication and intervening to address issues early before they escalate into disputes. Another example is the Pilot Eviction Mediation Program in Idaho, which organizes events to connect social service agencies, potential tenants, and landlords. Moreover, this program provides mediation services for resolving disputes and conducts training workshops to educate landlords on rent assistance programs, resources, policies, and common housing regulations. The Landlord-Tenant Program in Tacoma and the Steps to Avoid Eviction program in Hawaii similarly provide guidance to landlords on their legal responsibilities in maintaining safe and habitable living conditions for tenants; the programs also help both parties resolve disputes and maintain positive relationships. A common theme among these programs is that they prioritize communication and education between landlords and tenants to establish mutually beneficial relationships. Ultimately, the objective of these programs is to equip landlords with the necessary knowledge and skills to make informed decisions about opportunities to rent to prospective tenants and ways to protect their property.

Exhibit 4

Examples of Landlord Development Support Activities (1 of 2)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
Human Services Landlord and Tenant Program (phoenix.gov)	City of Phoenix	Arizona	Landlord Support	Offers landlords the following: <ul style="list-style-type: none"> • Educational services. • Tenant screening tools. • Templates of rental agreement. • Mediation services. 	The Landlord and Tenant Program provides one-on-one counseling and education by telephone and in-person appointments on landlord and tenant laws to help landlords understand their legal rights and obligations. The program also provides access to several resources for tenant screening, including credit checks and criminal background checks, helping landlords make informed decisions about prospective tenants. Finally, the program offers free mediation services for landlords and tenants who have disputes, helping landlords resolve issues with problem tenants without having to go to court.
St. Louis Mediation Project	Federal HUD Homeless programs	Missouri	Landlord Support	Conducts mediations between landlords and tenants.	The St. Louis Mediation Project has been assisting tenants, homeowners, landlords, and lenders in resolving housing disputes for over a decade, providing trained mediators to facilitate discussions and find mutually acceptable solutions. This free program helps prevent negative legal actions, such as eviction or foreclosure, and saves on court costs and attorneys' fees. With mediations conducted via Zoom, participants can address issues confidentially and voluntarily, with the aim of promoting community stability and providing solutions to housing disputes. Notably, in 2019, 75 percent of mediated prose cases reached agreements. A 15-percent decrease in evictions in such mediated cases signifies a significant benefit for all parties involved. Successful mediation not only translates to fewer evictions but also empowers tenants with greater housing control, ensures landlords receive their due payments or premises, promotes neighborhood stability, and reduces the burden on the courts in terms of both time and expenditure.
Good Landlord Program	Rental Housing Association of Utah	Utah	Landlord Support	Offers landlords the following: <ul style="list-style-type: none"> • Educational services. • Tenant screening tools. • Templates of rental agreement. • Mediation services. 	The program offers landlords resources and live monthly sessions on best practices for tenant screening, lease agreements, and property management. Many of these sessions cover essential aspects of being a landlord in Utah, including property management best practices, Fair Housing guidelines, tenant screening, eviction procedures, and deposit management. These sessions provide valuable insights and resources to help landlords navigate their responsibilities effectively.

Exhibit 4

Examples of Landlord Development Support Activities (2 of 2)

Source	Funding Source	Program Location	Type of Activity	Program Activities	Program Description
STAE (Steps to Avoid Eviction)	State Efforts	Hawaii	Landlord Support	Offers landlords the educational services on assistance programs and how to avoid eviction.	STAE provides educational information and training on how to avoid eviction, pay rent on time, and get help if facing eviction. It also provides information on how landlords can avoid evictions through an initiative-taking approach. It is a program that helps tenants and landlords work together to avoid eviction.
Idaho's Pilot Eviction Mediation Program Shows Early Signs of Success	State Efforts	Idaho	Landlord Support	Offers landlords online mediation.	The Pilot Eviction Mediation Program is a new pilot program from the Idaho State Supreme Court that allows Ada County tenants and landlords to try and resolve eviction cases via online mediation. For landlords, one of the greatest unknowns of an eviction trial may be the significant loss in back rent payment. For tenants, a trial may result in the fear of losing a home and having a permanent eviction judgment on their record, which may make it difficult to find other housing in the future. This program is designed to help landlords and tenants resolve certain eviction claims.
One-Stop Eviction Diversion Clinics at Housing Court & Neighborhood Centers in Minnesota	The Family Housing Fund and the McKnight Foundation	Minnesota	Landlord Support	Offers landlords the following: <ul style="list-style-type: none"> • Legal assistance. • Financial counseling. • Mediation services. 	Minnesota's One-Stop Clinics initiative supports landlords facing tenant eviction challenges by offering mediation and legal advice. The program's goal is eviction prevention, sparing landlords the costs and stress of the eviction process while aiding tenants in securing stable housing. With a focus on early intervention, it mitigates the negative impact of evictions on tenants' credit and future housing prospects. A successful pilot program in Ramsey County, Minnesota, demonstrated its effectiveness in averting evictions and preserving stable housing for both tenants and landlords. Provides information and resources about initiatives to address the eviction crisis in Minnesota.
Landlord Engagement Project YWCA	United Way of King County and United Way of Snohomish County	Washington	Landlord Support	Offers landlords the following: <ul style="list-style-type: none"> • Legal assistance. • Conflict resolution. • Education workshops. 	Seattle's Landlord Engagement Project (LEP) facilitates connections between landlords and resources to enhance property quality and tenant satisfaction. LEP conducts workshops and training sessions for landlords on topics like fair housing laws and tenant screening, particularly emphasizing the benefits of renting to low-income tenants. It offers continuous support services for both landlords and tenants to minimize issues and ensure successful tenancies. LEP provides conflict resolution services for dispute resolution and legal assistance for landlords navigating complex tenant-landlord laws in Washington state. It maintains regular communication with landlords while collaborating with housing providers, social service agencies, and local government to build a robust resource network for landlords and tenants in need.

Source: Information for these tables were extracted from publicly available sources online.

Data on Outcomes From Landlord Engagement Activities

Of the different housing programs described in the exhibits in this article, the study team found no reported outcome data specifically on any of the implemented landlord engagement activities. The literature review yielded very few peer-reviewed articles on landlord engagement activities. The team found several concept papers that proposed models for landlord engagement (Kloos et al., 2002), but they did not report systematically collected data.

Five studies reported mostly qualitative data focused on landlord participation in the HCV program (Cunningham, 2018; Garboden et al., 2018a; Greenlee, 2014; Nisar et al., 2018; Varady, Jaroscak, and Kleinhans, 2016). Each of these studies examine facilitators and barriers to landlord participation in the HCV program. Nisar et al. (2018) reported that landlords participated in the HCV program mostly for financial reasons, specifically payment standards, fair market rent conditions, damages and security deposits, and profit motivations. However, administrative or bureaucratic requirements, such as inspection processes or required HUD paperwork, were deterrents of landlord participation. The study also found that landlord attitudes toward tenants with vouchers was the least important factor they found. Cunningham (2018) found that areas with source-of-income protections, higher rent caps, and legal protections had higher landlord participation. In phone tests, landlords were found to generally treat voucher holders equally as nonvoucher holders. Garboden et al. (2018a) found that landlords often weighed the costs and benefits of participating in the HCV program against the counterfactual tenant that a landlord might otherwise rent to in the open market. Similar to other researchers, they suggested improving bureaucratic inefficiency and providing training and education to landlords to encourage landlord participation. Greenlee (2014) reported that many landlords had little contact with public housing agencies and so often held misperceptions about the HCV program. Landlords interested in the program were not only motivated by the economic benefits, but many had a social mission or desire to help those in need. Greenlee (2014) suggested that there is an opportunity for voucher program design to actively involve landlords as providers of support beyond just offering housing. Varady et al. (2017) reported several barriers to landlord participation in the HCV program, including lack of interaction between public housing agencies and landlords, financial burdens, problematic tenants, and limited efforts in landlord outreach focused on poverty deconcentration and high poverty areas.

Discussion: Existing and Ongoing Research

The preliminary national scan conducted for this article revealed a number of different landlord engagement activities that exist across the country, from programs that offer financial rewards and financial aid to landlords to programs that have no financial incentives for landlords but help them develop good relationships with their tenants and communities. Across the housing programs reviewed, diverse landlord strategies and incentives were employed with similarities and differences in program components. Although the study team searched for programs across all states, the team found public descriptions of landlord engagement programs in 27; some states also had more than one landlord engagement program (Twombly et al., 2001). These programs were funded by local, state, and federal governments. The widespread existence of these programs suggests that they are valued by different communities and are serving a need among landlords and tenants.

Although the scan identified many existing landlord engagement activities, the literature search of published peer-reviewed studies revealed a substantial gap in evidence regarding the effectiveness of these initiatives. The literature review highlights the need for more rigorous research, particularly quantitative studies to empirically evaluate the impact of landlord engagement activities on reducing homelessness and enhancing housing stability for vulnerable populations (Collins et al., 2022; Rolfe et al., 2023). Moreover, the review outlined numerous empirical gaps in who uses landlord engagement activities, the effectiveness of such activities in different outcomes, and how outcomes differ by type of landlord engagement strategy used. These areas are ripe for future research and would benefit both landlords and tenants in improving population-level housing stability.

Several studies/evaluations are currently ongoing and were not included in this review, but they are worth mentioning. HUD is funding three ongoing programs related to landlord participation that will be evaluated. One is the Community Choice Demonstration, a significant multi-site trial involving eight PHA sites that is delivering housing mobility-related services to HCV families with children through 2028 (HUD, 2023a). PHAs are playing a pivotal role by covering various aspects of housing mobility support and working to enhance landlord engagement through financial incentives and streamlined leasing processes. Another program being evaluated is the Housing Mobility-Related Services Demo, which is seeking to expand housing options for HCV families with children by enhancing landlord participation and facilitating access to opportunity neighborhoods by offering various services, including pre-move assistance, housing search support, landlord outreach and assistance, post-move support, and financial aid, including security deposit assistance and landlord incentives (HUD, 2023b). The program encourages proactive outreach to opportunity area landlords and offers resources for landlord engagement. A third HUD-funded initiative being evaluated is the Landlord Incentives Cohort, which is part of the MTW program and offers flexibility to state and local PHAs for landlord incentives to bolster their participation in the HCV program (HUD, 2022b). Other evaluations worth noting are the Seattle-King County Creating Moves to Opportunity (CTMO) Demonstration Project, which involved outreach and financial incentives for landlords leasing to CMTO families in opportunity neighborhoods (Hendren et al., 2018), and the Baltimore Housing Mobility Program (DeLuca and Rosenblatt, 2017).

Although limited research has been conducted on the outcomes of landlord engagement activities, various studies have described how landlords can be more engaged and involved in supporting tenants in terms of landlord knowledge, attitudes, and communication. Increasing landlord knowledge about common issues faced by tenants, the rights of tenants, and eviction processes may be important (Aliprantis, Martin, and Phillips, 2022; Bassuk et al., 2014; Collins et al., 2022). Educating landlords to help them avoid any bias or discriminatory attitudes and behaviors toward low-income tenants may ensure more equitable opportunities (Rolfe et al., 2023; Rosen and Garboden, 2022; Walters et al., 2021). Lastly, a crucial element in successful landlord-tenant relationships is skillful communication. Landlords frequently encounter situations requiring conflict resolution, expectation setting, rent negotiations, and building trust with tenants (NAM, 2021; Rolfe et al., 2023). Landlord behaviors and practices can influence tenants' housing choices and selections (DeLuca, Garboden, and Rosenblatt, 2013). Clearly written lease agreements and expectations outlined in a transparent manner along with information about rights and

responsibilities of both tenants and landlords can help avert any misunderstanding. Conversations between landlords and tenants characterized by openness, respect, and empathy may be more likely to lead to mutually agreeable resolutions (Aliprantis et al., 2022; Rolfe et al., 2023).

Although the reviewed literature showcases promising approaches and important considerations in landlord-tenant relationships, more evidence clearly is required to support the implementation and refinement of different landlord engagement activities. Policymakers, researchers, and stakeholders must prioritize investing in further quantitative research to strengthen the evidence base. In addition, there is a need for more centralized reporting, perhaps to HUD, of the funding and activities of different landlord engagement initiatives across the country. Better reporting would not only allow for defining and cataloging federal, state, local, and blended funded programs, but could also allow for better tracking of activities and outcomes. Addressing these knowledge gaps can maximize the potential of landlord engagement initiatives and drive effective solutions to combat homelessness and provide stable housing for those in need.

This review had several limitations, some of which were already stated but are worth reiterating. First, the study team tried to focus on landlord engagement activities, which were often part of larger housing programs instead of standalone programs dedicated to landlord engagement. Programs were heterogeneous not only in design but based on locality because many were locally administered (even if they were federally funded) and had flexibility in how landlord engagement was conducted. Local labeling of federal funds may facilitate implementation but can pose challenges for researchers attempting to identify program types or funding sources. Although each federal program has reporting obligations to the respective agency, these requirements may vary and might not always provide detailed breakdowns of individual program activities. The review focused on engagement activities that targeted landlords and not tenants, which may have indirectly benefited landlords as many rental assistance programs do. Second, categorizing landlord engagement activities was challenging because it was hard to identify their funding source to determine whether they were independently funded, locally funded, federally funded, or a mix. No federal reporting exists for activities funded strictly at the state or local level, necessitating researchers to gather information from public sources or contact each entity individually. Categorizing landlord engagement activities was also challenging because many activities and the housing programs they were part of had multiple financial (for example, rewards) and nonfinancial (for example, technical assistance) components, so at times, it was hard to tease apart and describe specific activities. The study team tried to categorize landlord engagement activities and their respective housing programs based on their core components and as described in public data sources, which is imperfect. Lastly, the team found that very little empirical research has been conducted on landlord engagement programs, and existing studies are all focused on the HCV program. These limitations notwithstanding, this article starts to develop a basic taxonomy of landlord engagement programs that exist across U.S. communities as further refinement is needed. It summarizes the various strategies and elements of these programs and highlights the scarce research and evaluation that exists, which hopefully encourages further work in this area.

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