



Helping Private and Nonprofit Landlords Be Good Neighbors in Middle Neighborhoods

Moderator: Marcia Nedland

Organizer, Middle Neighborhoods Community of Practice





Tell us
about you!

- Nonprofit
- Gov't local
- Gov't state
- Gov't federal
- Intermediary
- Consultant
- Realtor
- Financial institution
- Academic institution



Middle Neighborhoods Initiative

A National Initiative focused on mobilizing attention to reverse the disappearance of middle neighborhoods through decline or gentrification. The initiative does this through:

- Community of Practice: practitioners, policy, researchers
- Research: topics relevant to middle neighborhoods
- Policy Analysis and Advocacy: housing, lending, community dev
- Communications strategies: advancing awareness

Coordinated by **National Community Stabilization Trust** and NeighborWorks America and advised by a Steering Committee of 20 prominent researchers, practitioners and policy makers



Characteristics of Middle Neighborhoods

- Mostly single-family homes built for families with children.
- Still well more than 50% owner-occupied, but slowly eroding.
- Housing stock is aging, still in generally acceptable condition, but often lacks features and updates to compete well for today's homebuyers.
- More racially, ethnically and economically diverse.
- Some cities call these “workforce housing” or “missing middle housing” neighborhoods.





http://middleneighborhoods.reomatch.com/

Click [here](#) to learn more about defining Middle Neighborhoods

Refresh Your Map | Zoom ▾ | Questions or feedback?

Your Map

Map | Satellite

Choose a 2014-2018 layer to display

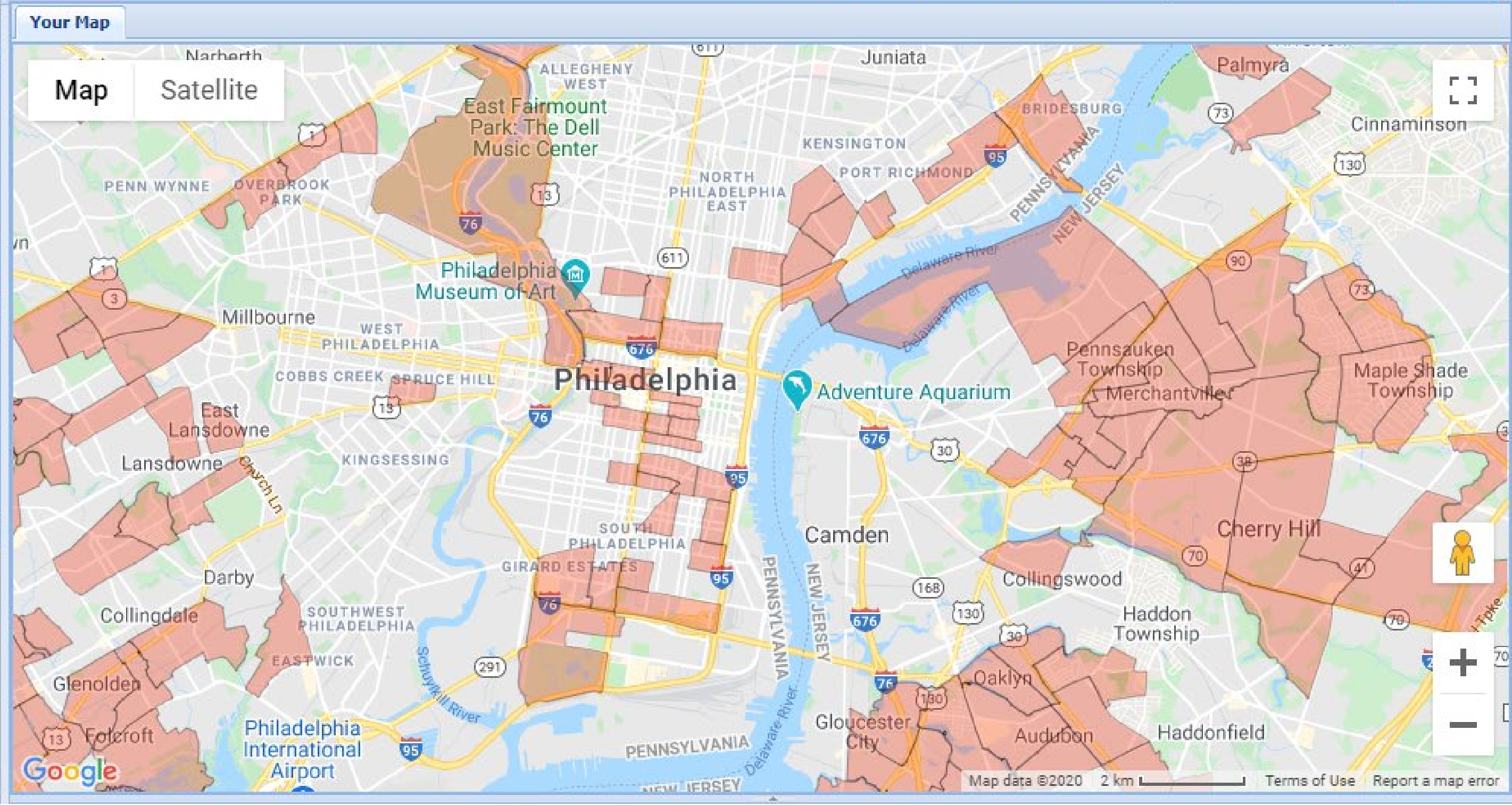
- 2018 City Test 1: 60-100% CMI
- 2018 City Test 2: 80-120% CMI
- 2018 National Test 1: 60-100% NMI
- 2018 National Test 2: 80-120% NMI
- 2018 Regional Test 1: 60-100% AMI
- 2018 Regional Test 2: 80-120% AMI
- 2018 Regional Test 3: 100-160% AMI

Choose a 2006-2010 layer to display

- 2010 City Test 1: 60-100% CMI
- 2010 City Test 2: 80-120% CMI
- 2010 National Test 1: 60-100% NMI
- 2010 National Test 2: 80-120% NMI
- 2010 Regional Test 1: 60-100% AMI
- 2010 Regional Test 2: 80-120% AMI
- 2010 Regional Test 3: 100-160% AMI

MSAs

- Panama City, FL Metro Area
- Parkersburg-Vienna, WV Metro Area
- Pensacola-Ferry Pass-Brent, FL Metro Area
- Peoria, IL Metro Area
- Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metro Area
- Phoenix-Mesa-Scottsdale, AZ Metro Area
- Pine Bluff, AR Metro Area
- Pittsburgh, PA Metro Area
- Pittsfield, MA Metro Area



Displaying census tracts with median household incomes between 80 and 120 percent of regional/MSA median (\$69,465), or \$55,572 - \$83,358

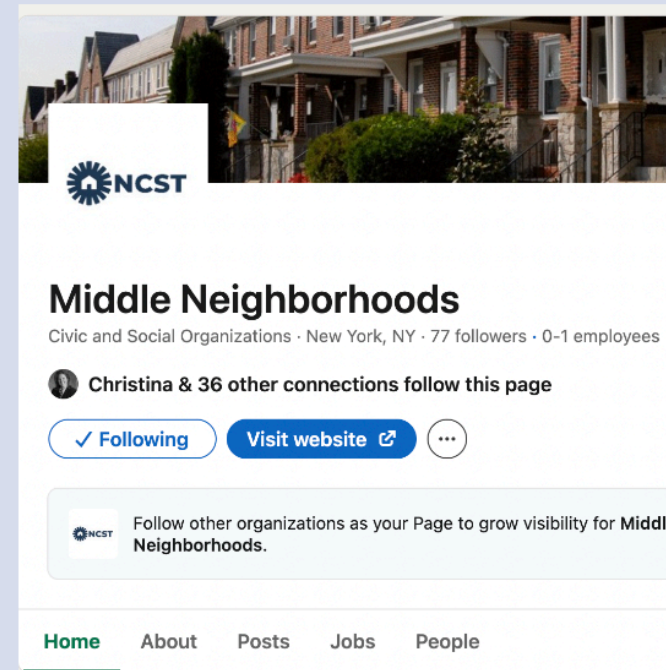


Follow Us at LinkedIn

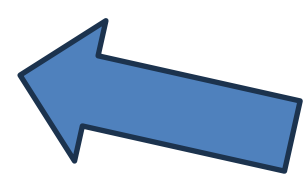
We are revving up the Middle Neighborhoods LinkedIn account by recruiting followers and posting webinars, best practices, engagement chats and everything anyone should know about middle neighborhoods.

If you have a LinkedIn account, please take a moment to follow us by [going to our page](#) and clicking the Follow button.

If you don't have a LinkedIn account, please consider it by [signing up here](#). LinkedIn is social media for business networks and you'll likely see many of your colleagues there, as well as referral networks, events and more.



And when you are a LinkedIn account holder, please like and comment on the posts by Middle Neighborhoods. Greater name recognition and awareness of middle neighborhood issues and successes put all practitioners in a better position to garner support. Thank you!



Follow us on LinkedIn

And share our news and stories!

<https://bit.ly/middleneighborhoodsLINKEDIN>



Our Panelists

Mary Leo

- Executive Director
- The Housing Council at Pathstone - Rochester, NY

Erica Myles

- Training and Technical Assistance Manager
- Community Investment Corporation - Chicago, IL

Anna Perlmutter and Scott Kroehle

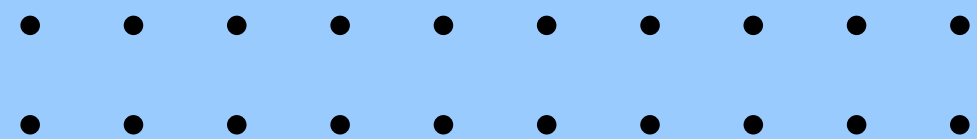
- Cleveland Housing Solutions - Cleveland, OH





HOUSING STABILITY
THROUGH
LANDLORD

EDUCATION



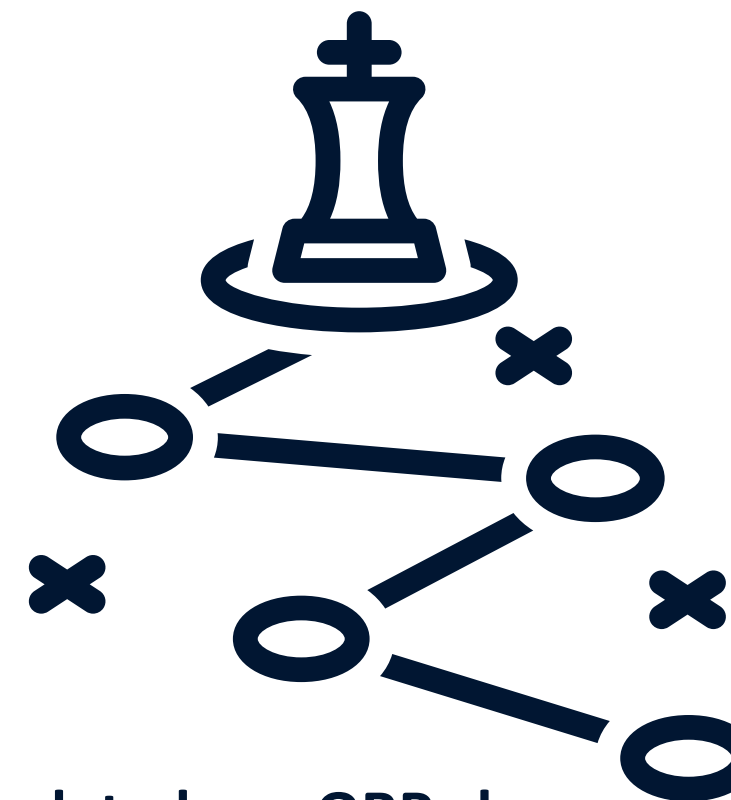
The Housing Council at PathStone



THE HOUSING COUNCIL AT PATHSTONE HAS PROVIDED HOUSING-RELATED SERVICES IN MONROE COUNTY AND SURROUNDING AREAS SINCE 1971, SERVING OVER 8,000 HOUSEHOLDS ANNUALLY. OUR MISSION IS TO INCREASE SUCCESSFUL HOMEOWNERSHIP AND TENANCY EXPERIENCES THROUGHOUT OUR COMMUNITY, FOCUSING ON LOW- TO MODERATE-INCOME RESIDENTS. THROUGH HOUSING COUNSELING FOR TENANTS AND HOMEOWNERS, PLUS COMPREHENSIVE ASSISTANCE AND DIRECT TRAINING TO LANDLORDS, WE ADVANCE OUR VISION TO BRING THE COMFORT OF HOME TO EVERYONE.

The Housing Council at PathStone is the largest non-profit resource for landlords in the Monroe County area. We offer courses to help you better manage your properties, provide free and low-cost publications and forms to help you manage relationships with tenants, conduct inspections for rental properties that accept DHS Landlord/Tenant agreements, and more.

OUR COMMUNITY JOURNEY



1

The Housing Council was established after a housing council investigated the causes of social unrest in our community after the 1964 riots. Housing quality, inequitable treatment and affordability created civic unrest.

2

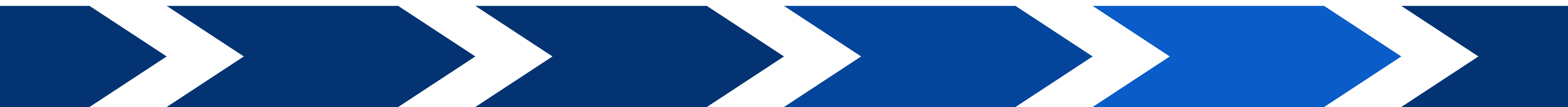
The Housing Council began its Landlord Training Program in more than 30 years ago to support local landlords with effective property management skills. It was a complement to our Fair Housing work.

3

The flagship Operating Rental Property Course was launched as a core offering for new and experienced landlords to provide the skills and knowledge needed to provide high quality housing in our community.

4

We've updated our ORP class to include important information from the 2019 Housing Stability and Tenant Protection Act and lessons learned from COVID as well as how to utilize rental supports (Section 8, DHS and local initiatives/grants).



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LANDLORD SERVICES



Training and support



Business forms & resources



Fair housing information



Hotline for advice



Our Website
thehousingcouncil.org/landlord-services-overview



The flagship Operating Rental Property Course was launched as a core offering for new and experienced landlords to provide the skills and knowledge needed to provide high quality housing in our community.

Developed to address:

- a rise in tenant-landlord disputes
- a growing demand for rental housing
- the need for professional management practices

Focused on equipping landlords with:

- the knowledge needed to comply with legal requirements
- reduce vacancies
- improve tenant relations

Small business landlords/ housing providers provided approximately 25% of the available affordable housing in our community.

Operating Rental Property



"Outstanding organization, adding value to the community."

-small business landlord



"Outstanding organization, adding value to the community."

-small business landlord

100 %

of landlords who received services from The Housing Council said they would recommend the agency to a friend



100 %

of landlords who received services from The Housing Council rated our services as EXCELLENT in a 2022 survey



DEEP DIVE ON OPERATING RENTAL PROPERTY

COURSE: CORE MODULES



Crafting lease agreements that protect both landlord and tenant.

Leases and Contracts



Strategies for maintaining positive relationships and resolving conflicts early.

Tenant Communication



Strategies for preventing housing discrimination in rental practice

Fair Housing



How to select reliable tenants and strategies for retaining them

Tenant Screening and Retention



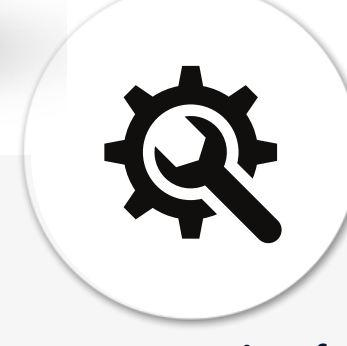
Basic overview on how to stay on top of your rental property financials

Record Keeping:



Basic overview of the eviction process

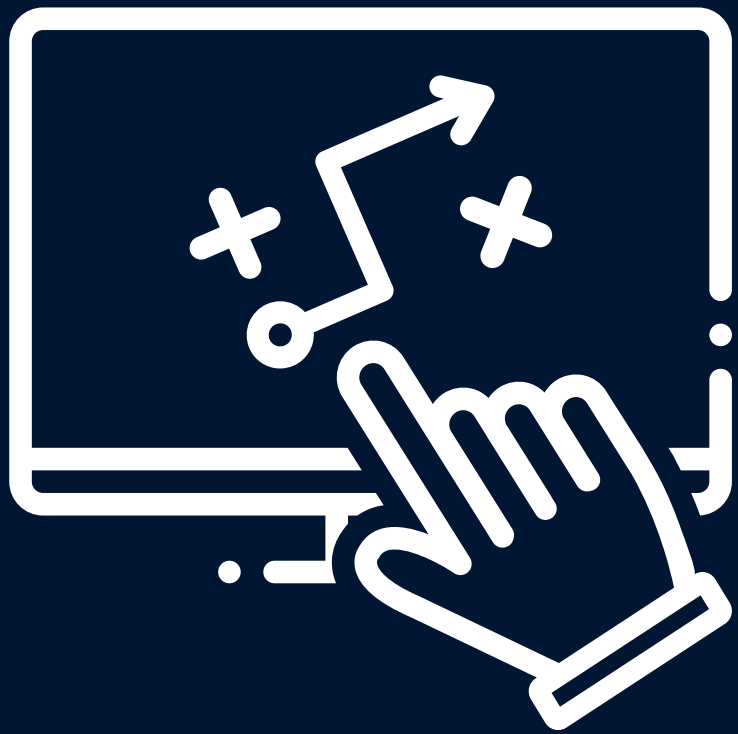
Eviction



Best practices for maintaining properties and managing repairs efficiently.

Property Maintenance & Repairs

Range of Services to Landlords



Operating Rental Property Course:

- A comprehensive course offering practical guidance on managing rental properties.
- Focuses on legal responsibilities, financial management, tenant screening, and effective communication with tenants as well as fair housing information.

Workshops & Webinars:

- Regular educational events on topics such as eviction processes, property maintenance, and navigating changing regulations were made available during the COVID shut down.

One-on-One Counseling:

- Tailored advice on specific property issues or landlord-tenant challenges when grants are provided to do so.

Resource Referrals:

- Connecting landlords to local resources and financial assistance programs for repairs and property improvement and energy efficiency.
- Host LL association meetings

ASSISTANCE FOR LANDLORDS



The New York State **Landlord Ambassador Extension Program (LAEP)** is designed to stabilize rental properties for small business landlords who own nine (9) units or less in the City of Rochester, through financial support and repair grants.

LANDLORD AMBASSADOR EXTENSION PROGRAM

Program Overview

The Landlord Ambassador Extension Program (LAEP) assists landlords that are experiencing difficulty in maintaining their properties. The goal of the program is to provide financial support that will allow landlords to provide housing that meets health and safety standards. The program consists of three key areas of assistance for rental properties in the City of Rochester:

- Vacant Property Reimbursement Repair grant up to \$5,000 per unit
- Health and Safety and Code Violation Program - grants to fix any necessary violations or health and safety issues.
- Eviction Prevention Program - Financial resources to stabilize property.

FOR MORE INFORMATION

on qualifications, eligible uses, requirements, and the application form:

Visit

www.thehousingcouncil.org/laep

Email

thclandlord@pathstone.org

Pick up from the lobby at

75 College Ave.

Rochester, NY 14607

The Housing Council at PathStone
75 College Ave., Rochester, NY 14607
www.thehousingcouncil.org

A HUD-approved agency providing housing counseling and intervention services for tenants, homeowners, and first-time homebuyers, plus comprehensive assistance and direct training to landlords. The agency also maintains a Housing Hotline, promotes fair housing awareness, publishes a rental registry, and provides inspection services for rental programs.



ASSISTANCE FOR WAYNE COUNTY LANDLORDS

LANDLORD HOUSING REHAB PROGRAM



ELIGIBLE LANDLORDS:

- Units located in Wayne County NY
- Rent to tenants who receive Section 8

RESOURCES INCLUDE:

- Assistance with contractor selection & project management
- Assistance with building permits & paperwork
- Grants to fix violations, or health and safety issues

In partnership with



Learn About Grants & Programs
Supercharge Your Investment
Fair Housing Laws
Practical Strategies
Expert Guidance



OPERATING RENTAL PROPERTY

6-hour comprehensive course
2 online evening sessions



The Housing Council is a non-profit, HUD-certified resource for housing providers



75 College Ave., Rochester,
NY 14607
585-546-3700



SCAN TO REGISTER

Use code
2024Flyer
to get \$20 off

VISIT OUR WEBSITE

www.thehousingcouncil.org



PROPERTY MANAGERS:

Do you need to advertise your properties?

Use our Rental Registry!

EVOLUTION OF CONTENT

THE COURSE HAS BEEN REGULARLY UPDATED TO INCLUDE:

- Housing Stability and Tenant Protection Act of 2019
- CHANGES IN LOCAL LAWS POST-COVID, INCLUDING EVICTION MORATORIA.
- DIGITAL PROPERTY MANAGEMENT TOOLS.
- EMPHASIS ON SUSTAINABLE PRACTICES LIKE ENERGY-EFFICIENT PROPERTY UPGRADES.



BENEFITS OF THE LANDLORD TRAINING PROGRAM

Improved Legal Knowledge:

Participants gain a comprehensive understanding of landlord-tenant law, reducing the risk of lawsuits or violations.

Financial Stability:

Landlords learn how to manage their properties more efficiently, reduce vacancy rates, and maintain consistent rental income.

Higher Tenant Satisfaction:

Fosters better communication, leading to fewer tenant complaints and longer tenancy durations.

Reduction in Evictions:

By learning proper tenant screening and mediation techniques, landlords can avoid costly evictions.

Community Impact:

Contributes to well-maintained, stable housing stock in the community. More understanding and engagement in programs such as Section 8 Housing Voucher and Social Service supports.



KEEPING UP WITH THE TIMES

*The Housing Stability
Tenant Protection Act of
2019 was the first major
change to NYS Tenant
protections in more than
40 yrs.*

Many Landlords were unaware of the changes or did not fully understand them for several reasons:

- They were complex and rapid changes which made it difficult particularly for small business landlords to keep up with legislative changes
- Lack of direct communication: Even though the legal changes were published publicly, there isn't a systematic way to directly inform landlords of the new laws. Smaller business landlords are kept out of the loop while larger entities may have legal teams who monitor regulations.
- Many landlords were left unaware of the changes and how to properly implement HTSPA. To this day we still see tenants receiving improper notices that are not in line with HTSPA law changes.

TRENDS IN THE LANDLORDING

BUSINESS

COVID-19 and Eviction Moratoria:

Many landlords struggled with eviction moratoria, which delayed rental payments and created financial strain, especially for smaller, independent landlords. Training has incorporated mediation techniques to handle tenant non-payment issues without resorting to eviction.

Post-COVID Shifts:

Increased focus on digital management tools for landlords and the rise of remote communication with tenants.

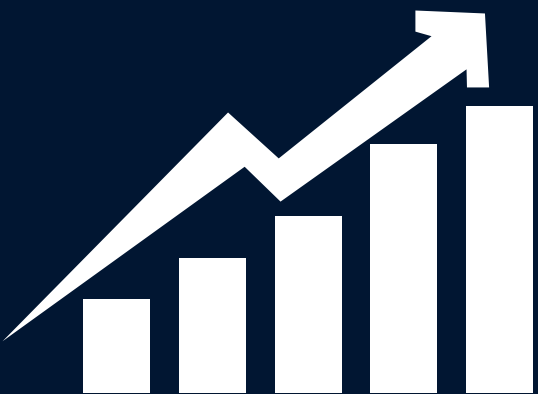
Types of Landlords:

Shift towards more institutional investors and property management companies taking over rental properties, though small, individual landlords remain prevalent.

ORP participants are trending towards prospective investors and Owner Occupied doubles vs established housing providers

Home Price & Rent Increases:

- As property values rise, landlords face pressure to increase rents, but there's a growing focus on balancing affordability for tenants.
- Training helps landlords navigate these financial pressures while maintaining legal compliance and good tenant relations.





Federal, State, and Local Fair Housing Laws prohibit Discrimination in housing because of a Person's:

- Race or Color
- Age
- Sex
- National Origin
- Marital Status
- Religion
- Sexual Orientation
- Military Status
- Disability
- Income
- Familial Status
- Victims of Domestic or Dating Violence

Prohibited Practices When Renting or Selling

- Refuse to rent or sell a house or apartment
- Deny that a house or apartment is available when it is
- Set different conditions or privileges for sale or rental
- Provide different services or facilities
- Advertise or make any statement that indicates Preferences based on race, color, national origin, Religion, sex, familial status, disability, age, Marital status, sexual orientation, or military status

Additional Protection If You Have A Disability..

You have protection under the Fair Housing Amendments Act if you or someone in your family has a physical or mental disability including:

- Hearing
- Mobility
- Visual impairments
- Intellectual Disability
- Recovering alcoholic
- Chronic mental illness
- AIDS or AIDS related complex

When Can Families With Children Be Excluded From Housing?

Fair Housing laws allow "housing for older persons" to exclude families with children.

"Housing for older persons" is strictly defined:

- All the people living in the housing complex, including both spouses, must be 62 and over or
- 80% of all the units in a complex must be occupied by at least one person age 55 or older; or
- The housing has been funded "for older persons" by the state or federal government

How Do Fair Housing Laws Protect Against Discrimination Based Upon Your Sex?

The law says that sellers, landlords, homeowners' associations, real estate agents, etc. may not decide where you will be able to live based on gender.

In addition to the general protection provided by the Fair Housing Act, it is illegal to:

- Rent, sell or negotiate for housing with women on a different basis than men
- Refuse to acknowledge as income any documented alimony or child support payments received by a divorced or unmarried woman or man
- Require, directly or by implication, sexual favors in exchange for housing or real estate related transactions
- Sexually harass home or apartment purchasers or tenants

A tenant has a right to make reasonable modifications to the apartment or common areas at their own expense.

The landlord must allow these modifications, but is not responsible for paying for them. It is the tenant's responsibility to return the apartment to its original condition when moving out. A landlord must also make reasonable exceptions to the building rules, such as allowing a utility dog when pets are otherwise not permitted.

How Does the Fair Housing Act Protect Families With Children?

Fair Housing laws give families with children under age 18 specific protection from discrimination in housing.

"Families with children under 18" include:

- Children living with legal custodians or an adult designated to care for the children
- Pregnant women
- People in the process of securing custody of children, such as adoption

In addition to other protections provided by the federal Fair Housing Act it is illegal to:

- Refuse to rent or sell a home or apartment to a family because they have children
- Require an additional security deposit or fee for families with children that is not required of other residents of the apartment, condominium, mobile home park, etc.
- Segregate families with children to certain areas of a housing complex, mobile home park, etc.
- Limit the use of the housing complex's pools, elevators and other services to adults only, although reasonable safety rules are permissible
- Evict a family after a baby is born or adopted unless legal occupancy requirements are violated

Specific to Mortgages

If you're buying a home, when it comes time to arrange your Mortgage it is against the law for a lender to:

- Refuse to take your mortgage application
- Fail to provide information about loans
- Set different terms on the loan, such as higher interest rate or extra fees
- Discriminate in appraising a property's value

Housing Discrimination on the Basis of Lawful Source of Income

The New York State Human Rights Law was amended, effective April 12, 2019, to protect those who rely on any lawful source of income from discrimination in housing.

What sources of income are protected?

- Lawful sources of income include, but are not limited to:
- child support
 - alimony or spousal maintenance
 - foster care subsidies
 - social security benefits
 - federal, state, or local public assistance
 - federal, state, or local housing assistance
 - any other form of lawful income

Housing assistance includes Section 8 or any other type of vouchers, or any other form of housing assistance, regardless of whether paid to the tenant or the landlord.

Discrimination based on race, color, age, sex, national origin, marital status, religion, sexual orientation, military status, disability, income, familial status, or victim of domestic or dating violence is illegal.

Tenants, Homeowners, and Landlords with Fair Housing Questions -call (585) 546-3700 or email thc@pathstone.org

2024



WWW.THEHOUSINGCOUNCIL.ORG

RENTAL REGISTRY FOR 10/24/2024

*** APARTMENT LISTINGS ***

PAGE 1

UNIT TYPE	BLOCK No	STREET NAME	Zip CODE	Rent	UTIL	APPL	Ph No 1	Ph No 2	NOTES
1	BedRm	0 MAYBERRY ST	14609	\$ 975	ALL	BOTH	504PETE@GMAIL.		COZY UPSTAIRS APT WITH ALL UTILITIES
2	BedRm	100 HARRIS ST.	14621	\$ 975	NONE	NONE	646-288-2367	LI IN ROCHESTER	SEC DEP REQ NO PETS FRESH PAINT
3	BedRm	500 FLOWER CITY	14615	\$ 1500	NONE	NONE	739-4677		SEC DEP REQ.OFF ST PRK. WD HU 1.5HOUSE UP
3	BedRm	200 MAGNOLIA ST	14611	\$ 1100	NONE	NONE	413-6821		NICE HOUSE OFF ST PARKING AVAIL NOW
3	BedRm	300 SAXTON ST	14606	\$ 1675	NONE	NONE	646-648-9423		LARGE BACKYARD. NO PETS
4	BedRm	200 KNICKERBOCKER	14615	\$ 1800	NONE	NONE	309-4506		APP FEE \$20. UPSTAIRS APT. SEC DEP REQ
4	BedRm	0 LAKEVIEW PK.	14613	\$ 1600	NONE	BOTH	698-3510		LARGE BEDROOMS. 2 BATHS. SEC DEP REQ.
4	BedRm	300 COTTAGE ST	14611	\$ 1850	NONE	NONE	SEC DEP REQ	SING FAM HOME	BLACKSTONEBRIDGE1@GMAIL.COM
4.5	BedRm	0 NORTHVIEW	14621	\$ 1700	NONE	NONE	748-4633		SEC DEP REQ. NO PETS. 1.5 BATHROOM

The Rental Registry is a complimentary resource provided for anyone seeking information about available rental housing. The Housing Council at PathStone does not endorse, sponsor, guarantee, or warrant the fitness or habitability of any of the apartments listed, and is not affiliated with any of those apartments' landlords or management companies. The Housing Council at PathStone does not broker, lease, or sublease apartments directly and is not a party to any transaction between landlords and renters. You are strongly encouraged to personally inspect any apartment advertised for rent prior to signing any lease documentation; providing personal information such as a social security number on a lease application; or wiring or otherwise sending money for any deposit, rent payment, or application fee.

CONCLUSION AND FUTURE DIRECTIONS

Continued Evolution of Training: The Housing Council at PathStone will continue to update the Operating Rental Property Course to reflect changes in housing laws and best practices.



Expanding Partnerships: Continued collaboration with local agencies to provide additional resources for landlords, ensuring high-quality rental housing in our communities.

Addressing Affordability and Stability: We will focus on helping landlords balance financial sustainability with community responsibility.



The Housing Council at PathStone



Mary Leo

Executive Director

MLeo@pathstone.org



Trisha Isaman

Assistant Director

TIsaman@pathstone.org

585.546.3700

thehousingcouncil.org/landlord-services-overview

UNDERSTANDING LANDLORD LOGICS: BUILDING EQUITABLE LANDLORDING IN MIDDLE NEIGHBORHOODS

Presented by

Scott Kroehle & Anna Perlmutter

Founders and Partners at
Cleveland Housing Solutions

www.ClevelandHousingSolutions.com



*MIDDLE NEIGHBORHOODS WEBINAR
OCTOBER 29, 2024*

WHO WE ARE & WHAT WE DO

Cleveland Housing Solutions promotes and enables a socially responsible private sector housing model to address the need for quality and affordable housing.

We believe that equitable landlording should not be cost prohibitive for small-scale landlords and that having a safe, secure, and affordable home should not be out of reach for low-income renters.



PRACTICE

- 35+ units mixed income rentals
- "Living laboratory" for Equitable Landlording.
- Anti-eviction model of prop. mgmt.

RESEARCH

- 2023 grounded study on private landlords & Cle housing ecosystem.
- Recommendations for practice and policy.

ADVOCACY

- Build capacity and technical assistance in design and implementation of programs and policies that improve renter outcomes.



Middle Neighborhoods Community of Practice presents:
*Helping Private and Nonprofit Landlords
Be Good Neighbors in Middle Neighborhoods*

Tuesday, October 29, 2024



How Does Effective Property Management Training Build Strong Neighborhoods?
presented by Erica Myles of Community Investment Corporation



Erica Myles
Training and Technical Assistance Manager
Community Investment Corporation
Armchair Chicago History Enthusiast



What is Community Investment Corporation?

CIC is a mission-driven lender that has been active in Chicago since 1974 (celebrating 50 years). Our borrowers range from **small, family-owned businesses** with a handful of units, to large and experienced developers with a few thousand units.

And we offer property management training and educational opportunities to help local developers start, grow, and strengthen their businesses.



Middle Neighborhoods Community of Practice presents:
Helping Private and Nonprofit Landlords Be Good Neighbors in Middle Neighborhoods

**How Does Effective Property Management Training
Build Strong Neighborhoods?**
by Community Investment Corporation

Services CIC Provides to Landlords

- Signature In-Person Property Management Training Certificate
- Newer Virtual, On-Demand Certificate Property Management Training Certificate
- Free single-subject webinars on topics such as “*What Landlords Must Know About Assistance Animals and Pet Policies,*” “*What Landlords Must Know About Supporting Survivors of Domestic Violence,*” and “*How to Help Residents Avoid Evictions.*”
- A virtual book club to help property owners and managers understand the neighborhoods where they are investing.

Middle Neighborhoods Community of Practice presents:
Helping Private and Nonprofit Landlords Be Good Neighbors in Middle Neighborhoods

**How Does Effective Property Management Training
Build Strong Neighborhoods?**
by Community Investment Corporation



Investor Relations

[About CIC](#) [Loans](#) [Programs](#) [Properties for Sale](#) [Policy](#) [News & Events](#) [Contact](#)

Online Education

Virtual Property Management Training Course

This is a self-guided course you can take at your leisure if you're unable to join an in-person class. Certificate is automatically emailed to you upon completion.

This is the virtual-only option! Please see other offerings for in-person options.

Self-Paced Online
\$50.00

INFO

CLICK TO REGISTER FOR ONLINE CLASS

October 14, 2024

In-Person Property Management Training Certificate Class, 10.14.24

Seaway Self-Help Credit Union Building (formerly Seaway Bank)
639 E 87th Street, Chicago, IL 60619
9 AM – 5 PM
\$60 per person

INFO

ENDED

November 15, 2024

In-Person Property Management Training Class, 11.15.24

UCAN – Nichols Center
3605 West Fillmore, Chicago, IL 60624
9 AM – 5 PM
\$60 per person

INFO

CLICK TO REGISTER!

December 11, 2024

In-Person Property Management Training Class, 12.11.24

Chicago Urban League
4510 South Michigan Avenue, Chicago IL 60653
9 AM – 5 PM
\$60 per person

INFO

CLICK TO REGISTER!

March 15, 2025

In-Person Property Management Training Certificate Class, 3.15.25

Chicago Theological Seminary
1407 E 60th St, Chicago, IL 60637
9 AM – 5 PM
\$60 per person

INFO

CLICK TO REGISTER



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**How Does Effective Property Management Training
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by Community Investment Corporation

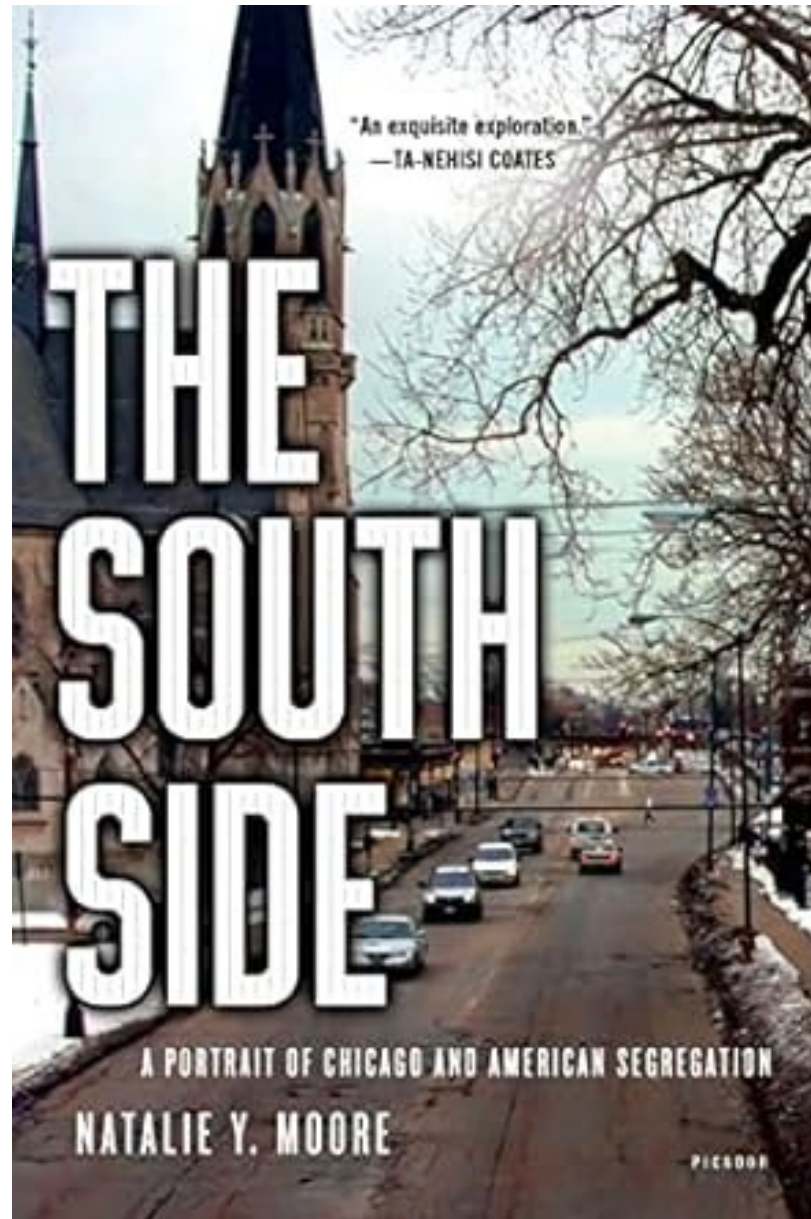
What We Cover in Our Training

The Basics of Residential Property Management. This foundational class provides landlords with the knowledge to better market, manage, and maintain a residential rental property. Attendees generally include current and prospective rental property owners, property managers, real estate agents, mortgage brokers, insurance agents, contractors and real estate attorneys.

Each basic training includes a review of Fair Housing and the Residential Landlord Tenant Ordinances and might also include marketing, eviction laws, nuisance abatement, real estate tax issues, maintenance, and budgeting and a wide range of additional topics.

Middle Neighborhoods Community of Practice presents:
Helping Private and Nonprofit Landlords Be Good Neighbors in Middle Neighborhoods

**How Does Effective Property Management Training
Build Strong Neighborhoods?**
by Community Investment Corporation



The CIC Property Management Training Virtual Book Club Series
(Part 5):

*The South Side: A Portrait of Chicago
and American Segregation (Moore)*

**How Does Effective Property Management Training
Build Strong Neighborhoods?**
by Community Investment Corporation

How Do Landlords Benefit From Our Training?

Feedback from in-class surveys:

- **Biggest takeaway for me was learning about the history of the fair housing act.**
- **The FHA & RTO & Crime topics were wonderful information.**
- **I would say my biggest takeaway especially for, me is the networking. We will learn from each other.**
- **“Content and information was great. The diversity of thought and discussion was helpful.”**
- **“Absolutely! Covered topics in enough depth for us to go do the homework. The training was tailored for everybody's situation, just depends on what they do.”**
- **“I liked everything, especially the real life experience testimonials.”**

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**How Does Effective Property Management Training
Build Strong Neighborhoods?**
by Community Investment Corporation

Current Trends

- **High interest rates are making it tough for all investors, especially newbies**
- **Low housing inventory, increased competition**
- **Fears about the hardships placed on small landlords during the COVID eviction moratorium are still fresh for many**

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by Community Investment Corporation

**Thank you for allowing us
to share in this important conversation!**



ECONOMIC PRESSURES AND SOCIAL IMPACTS ON LANDLORDS IN MIDDLE NEIGHBORHOODS

- Inherent tension between maintaining stable neighborhoods and ensuring accessibility
 - Shifting economic landscape as neighborhoods stabilize and property values increase.
 - Rising property values enable higher rents and wider tenant pool.
 - Can exclude higher-risk, low-income renters – unintended consequence of stabilization.
- Scarcity across the low-to-moderate income rental ecosystem (tenants, landlords, NPOs)
 - Lower-income tenants face practical pressures which intersect with landlords' decisions to rent to lower-risk, higher-income tenants.
- Complexities of tenant screening in middle neighborhoods
 - Landlord support programs may prioritize effective tenant screening but risk excluding most vulnerable renters by design.

WHAT DOES IT MEAN TO RETAIN SPACE FOR RENTERS IN MIDDLE NEIGHBORHOODS?

- To fully understand the problem and address this challenge, we must examine the logics at play within the ecosystem.
- A few examples of logics across a middle neighborhood:
 - Homeowner Logic: "Maintenance of personal space is important to support my sense of safety."
 - Landlord Logic: "It's not my job to control my tenants' behavior."
 - Public Sector Logic: "Landlords should follow the law."
 - Low-Income Renter Logic: "I'd rather live in a poorly maintained apartment in a good neighborhood than a nicer place in a bad neighborhood."

A PRACTICAL FRAMEWORK FOR SUPPORTING EQUITABLE LANDLORDING

- Actionable steps for community organizations and partners to support equitable landlord practices:
 - Build metrics into strategic planning for housing accessibility.
 - Raise awareness about the potential downsides of certain policies (i.e. code enforcement) that may unintentionally push out vulnerable renters.
 - Promote non-eviction-based problem-solving approaches.
 - Contextualize decisions that balance mitigating risk and sustaining affordability.
- Cleveland Housing Solutions recommended best practices:
 - Mixed income "Robin Hood" approach – balancing higher-income and lower-income units to support and subsidize affordability.
 - Partnerships to provide additional supports and incentives by outside partners.
 - Navigation for tenants to access social services and assistance agencies.
 - Build protocols for anti-eviction supports – mediation and fast-tracking assistance.

CONCLUSION AND A CALL TO ACTION

- Private landlords are critical participants in middle neighborhoods, yet their roles, motivations, and potential to influence are not well understood.
- Understanding landlord logics is essential to designing effective supports and incentives to retain accessibility in middle neighborhoods.
- Values-based frameworks can align landlord interests with community development goals.
- Public and nonprofit sectors should explore subsidies and incentives that encourage landlords to adopt similar practices - create wider adoption of equitable landlord strategies.

Thank you! Contact us for more information and join us as thought partners.

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Upcoming Events

NOV/DEC WEBINAR: TBD

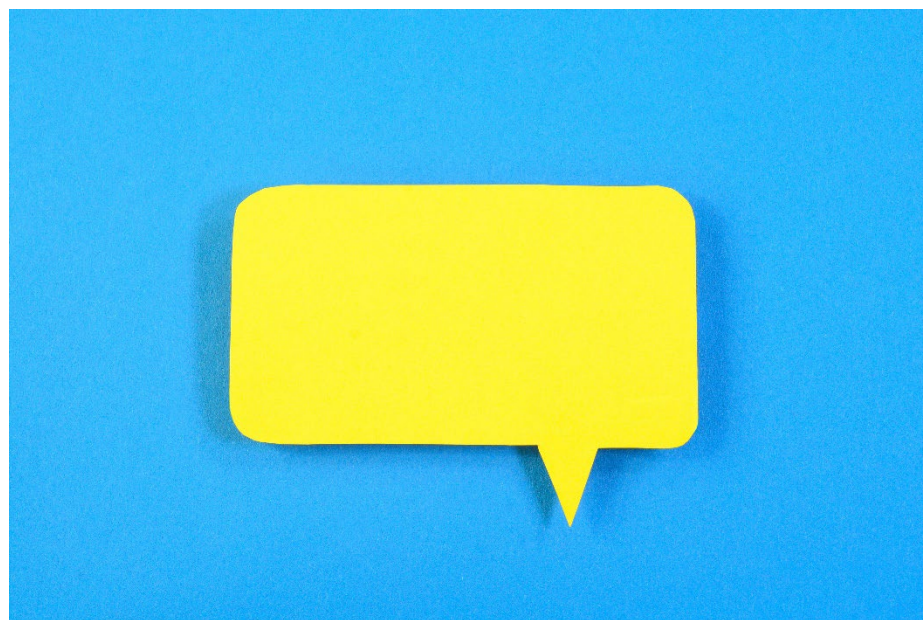
JAN 15: Engagement Chat (Noon, ET)

❖ Innovative Community Engagement Strategies – including AI

Questions or ideas? Email: anndipetta@gmail.com



Thank you for joining us!



- **Please email us** if you have ideas for webinar, case studies, news stories, etc.
- Check out the **Cornerstone Webinar Series**: Center for Community Progress
- **Tell us** about your experience today!



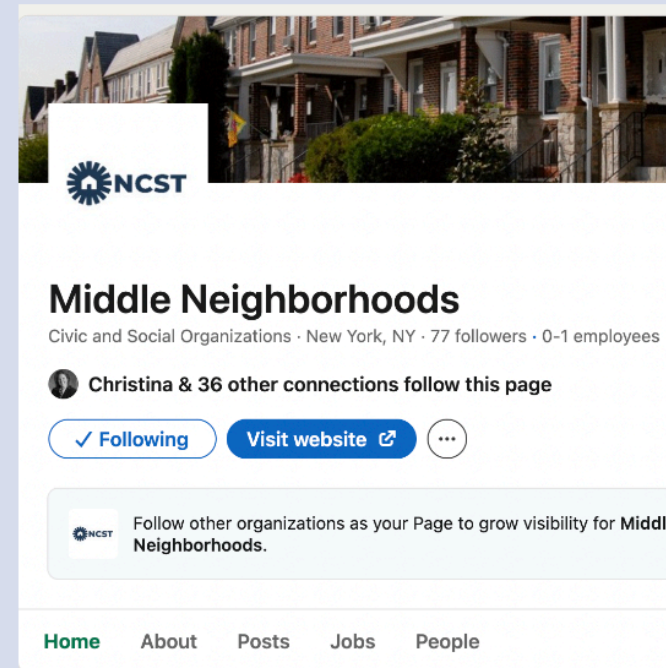
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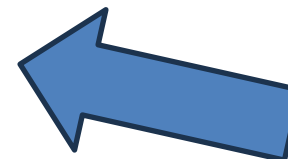


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