

Housing Needs to Look Different Too

The Role of a Supportive Landlord Service in a Housing First Context

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A background image of a city skyline, likely New York City, with a bridge in the foreground and a river. The image is overlaid with a semi-transparent green filter. A white geometric shape is on the left side of the slide.

Housing needs to be different too

The role of a Supportive Landlord Service in a Housing First context

Housing First works

Retention rates after one year:

Amsterdam 97%	Copenhagen 94%	Glasgow 92%
France 80%	England 74%	Dublin 92%

In comparison, staircase models produce about 50% for the same cohort

What is a Supportive Landlord Service

- › **Specific** activities and strategies eg. collaboration with support providers
- › **Measurable** outcomes eg. retention of high-risk tenancies
- › **Funded** eg. to enable lower portfolios and absorb commercial risk
- › **Aligned** to the CHP's strategic approach eg. commitment to work with vulnerable and complex cohorts



Housing First Principles for Australia



**PEOPLE HAVE A RIGHT TO
A HOME**



**HOUSING AND SUPPORT
ARE SEPARATED**



**FLEXIBLE SUPPORT FOR
AS LONG AS IT IS NEEDED**



**CHOICE AND
SELF-DETERMINATION**



**ACTIVE ENGAGEMENT
WITHOUT COERCION**



**SOCIAL AND COMMUNITY
INCLUSION**



**RECOVERY ORIENTATED
PRACTICE**



**HARM REDUCTION
APPROACH**

Housing First principles:

People have a right to a home

With no housing readiness criteria

Assessment of so-called tenancy risks cannot predict tenancy success:

- › Returns to homelessness were **not** be tied to:
 - › Alcohol and drug use
 - › Past history of homelessness
 - › Illness
 - › Mental health symptoms
- › The key factor in common was **relationships**:
 - › Breakdown of trust with support services
 - › Missing family and friends and a desire to return to them

From Seattle-based Housing First research analysing reasons for returns to homeless.



Housing First principles:

Social and community inclusion

- › Homes and people exist as part of a community.
- › Relationships, participation and belonging are integral to both support and good tenancy outcomes.
- › Strategies are used to build acceptance amongst neighbours and work with community to become more inclusive.



Housing First principles:

Separation of housing and support

... A landlord can be "supportive" without being a support worker.

1. Smaller tenancy portfolios enable relationship building and early identification of risk
2. Focus on partnerships and collaboration
3. Staff training and recruitment
4. Trauma informed
5. Strength-based tenancy management
6. Transparent risk assessment and tenancy management decision making tools



Housing First principles: **Flexible support as long as needed**

- › Social housing tenants face complex barriers to access and **maintain** support
- › Over a long-term tenancy, support drops away – the closest relationship can be with the tenancy officer, not a support provider
- › How, when and why a landlord uses their legislated powers is defining of strategic purpose
- › Different landlords weight commercial, community, social impact, compliance and reputational risks differently
- › A Supportive Landlord Service prioritizes social impact risks over commercial risks in tenancy management decision making



A Supportive Landlord Service looks the same but different

...and has resourcing implications



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... and finally,
a word about
Finland



