

### **Housing Needs to Look Different Too**

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

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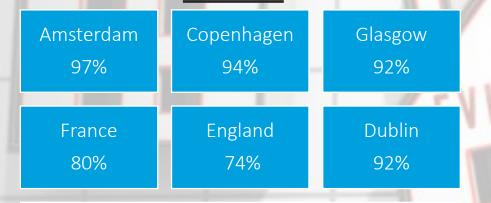


# Housing needs to be different too

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

# **Housing First works**

#### **Retention rates after one year:**



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 highrisk 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





PRACTICE

CHOICE AND SELF-DETERMINATION

SOCIAL AND COMMUNITY

INCLUSION

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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