



Landlord FAQ

Potential/New Landlords

- *What is Abode Services?*

Abode Services is the Bay Area's largest nonprofit homeless services provider, operating in six Bay Area counties and our mission is to end homelessness. Our services range from street outreach and case management, to rental assistance and the development, building, rehabilitation, and property management of permanent supportive housing sites. In FY20, 80 percent of our clients on temporary assistance exited their program to permanent housing of their own and 95 percent of our clients on long-term supportive assistance remained stably housed.

- *Why should I partner with Abode?*

We believe everyone deserves a home. By partnering with Abode Services, you are helping us and your community put an end to homelessness. We work with nearly 1,000 landlords and community partners each year and provide landlord services including filling unit vacancies, providing certified HQS inspections, and incentive payments like a signing bonus, new unit fee and even no loss vacancy fees in some cases.

- *What is the process like? What is involved?*

The process is different based on your county and the program you work with. In general, one of our housing specialists will reach out to schedule an inspection, application, and move-in for a potential tenant. If the unit passes inspection, a signed W9 is needed and the tenant enters a one-year (minimum) lease agreement with the landlord. Abode Services or another agency may be responsible for contributing to the rent, based on the tenant's specific situation. While tenants occupy your unit, you will receive support from your housing specialist and our landlord engagement coordinator or landlord accounts specialist and, in many cases, your tenant will be receiving support as well. Should a unit become vacant, Abode Services will work with you to identify a new tenant.

- *How do I get started as an Abode landlord partner?*

To get started, please reach out to our landlord engagement coordinator at landlords@abodeservices.com or call 1-800-811-0393 with your unit details. You can also visit abodeservices.org/landlords to learn more.

Move-In/Move-Out

- *How long does it take before the move-in process starts?*

The move-in process depends on how soon your unit is available for move-in and how quickly we receive the signed documents after it passes inspection.

- *There's a specific tenant I want to house. How can I make sure I get that person?*

Abode Services will have a specific tenant in mind when they approach you for move-in. If you prefer to house a certain population - like veterans, an individual coming from foster care, etc. - please let us know. Please note that Abode Services works with all members of the community and some of our clients are high-need and require a little extra support.

If you have a potential tenant who claims to be an Abode Services participant or subsidy holder, please tell them to contact their housing specialist to help finalize the lease signing process. To verify, you can also contact our landlord engagement coordinator and ask to be connected to the person's housing specialist.

- *Can I remove my tenant before end of the lease and will Abode help me?*

There are some cases where landlords and tenants struggle to work together. Please contact us immediately if you need support to negotiate challenging situations. We will help both landlords and tenants understand their rights during the tenancy and do our best to find an agreeable solution.

- *How long can I expect Abode to be involved?*

Abode Services is committed to supporting our landlords and tenants as long as necessary. If you should ever have concerns or questions, please do not hesitate to reach out.

Tenants

- *How does the tenant selection process work?*

The tenant selection process is based on the county, unit size, and housing assistance program. We work hard to make the best match possible for landlords and tenants.

- *Can I request to house a specific population type such as foster youth/veterans/families?*

We serve a very diverse population and always do our best in matching the program or tenant type requested by the property. If you want to house a specific population, we will do our best to accommodate your request.

- *How can I encourage my tenant to follow the rules?*

At the start of the move-in process, establish a relationship with your new tenant. A healthy tenant relationship will help alleviate any potential conflicts and help with difficult discussions. In addition, establish a clear lease agreement that outlines expectations for both parties.

Payments

- *Why haven't I received my rent check?*

Rent checks are delivered on the first day of each month. If you are waiting on your check, please contact us and we will look into any delay. If you are waiting on rent payment owed by your tenant, you will need to contact the tenant directly.

- *Are my checks going to be affected by COVID-19?*

You will still receive your checks during the COVID-19 pandemic. If your tenant has been affected by the pandemic, please have them contact their assigned staff to report any loss of income.

- *Who is responsible to pay for unit repairs?*

That depends on the type of damage and how repairs are outlined in the lease agreement.

Support

- *What are your phone/email support hours?*

Our support hours are Mon-Fri 9 a.m. -- 5 p.m. You can also email us at landlords@abodeservices.com or call us toll-free at 1-800-811-0393. If you experience an afterhours emergency, call and leave a message on our landlord crisis hotline at 1-800-811-0191.

- *My housing specialist hasn't followed up/I don't have his/her contact information. Who can I contact next?*

Please reach out to us at landlords@abodeservices.com. We will put you in touch with the right person.