



St. Louis County Landlord Incentives Program (LIP) Program and Claim Process Guide 2020

Program is available for first year of tenancy only.

Prior to entering into agreement:

1. Tenant will be identified as homeless through the Coordinated Entry System.
2. Tenant has a criminal record leading to housing denials based on criminal record.
3. Tenant must be eligible for FHPAP as a Minnesota Resident and under 200% Federal Poverty Guidelines.
4. Release of Information must be signed by tenant, landlord and Housing Navigator.
5. Currently no leases entered into after 8/1/2021.

Entering into the Agreement:

Tenant, landlord and Landlord Incentives Program agency housing case manager will meet at the unit. The expectation is:

1. Complete a move-in inspection. Document condition of unit and signed by Housing Navigator and Landlord.
2. Review the lease and sign a 12 month lease.
3. Tenant pays deposit and first month's rent. Verifications provided for case management.
4. Tenant/Landlord/Housing Navigator or Case Manager MOU signed.

During the Tenancy:

1. Tenant and Landlord must communicate with the Housing Navigator regarding any issues that jeopardize tenancy immediately.
2. Landlord will contact Housing Navigator if rent is 10 days past due.
3. Tenant and Landlord will contact Housing Navigator immediately regarding any repair issues.
4. All rights governed by federal law, state statute, local ordinances, safety and housing codes, common law, contract law and applicable case law.

Ending the Tenancy:

1. Landlord and Tenant are both required to give proper notice per lease to vacate the unit.

2. Housing Navigators are to be notified immediately of either party taking action to end the tenancy.

Claims:

1. All financial claims must be submitted to the Housing Navigator within 21 days of tenant vacating the unit or for tenants who will remain housed, within 21 days following the last day of the initial 12 month lease.
2. Claim Request form completed: **Must include invoices for maintenance and receipts for materials.**
 - a. Non-payment of rent, utilities, or other monies owed to the landlord as outlined in the lease.
 - b. Damage to the property beyond normal “wear and tear” and in **excess of the tenant’s security deposit.**
 - c. Eviction expenses may be included.
3. All claims must be submitted through the “Claim Request Form” to the Housing Navigator that signed the Memorandum of Understanding.
4. All financial claims will be reviewed by the LIP Claim Review Team.
5. The Housing Navigator will notify the landlord of the claim amount approved.
6. If the landlord does not agree with the LIP Claim Review Team, they have 15 days to appeal in writing to the Housing Navigator.
7. Claims will be denied if they are in non compliance with federal or state laws.
8. Claims may be denied for the following reasons: failure to submit the required documentation in the time specified, failure to complete the follow-up interview if the initial request is approved, failure to provide evidence requested such as pictures, receipts, correspondence documentation and Violence Against Women Act protections, etc.
9. Appeals will be reviewed by the Claims Review Team and St. Louis County LIP Grant Manager.

Claim Process Guide 2020

1. Landlord must submit the completed Claim Request Form to the Housing Navigator within 21 days from tenant termination.
2. The Claim Request Form must contain a brief description of specific actions that warrant a claim and line item reimbursement request.
3. Include documentation to identify each component of the claim such as past due rent, repair costs, maintenance invoice (capped at \$25/hour), or cost of eviction.
4. Housing Navigator will provide case file notes to document the tenancy and termination.

5. The LIP Grant Manager will establish a Claim Review Team meeting and prepare a Claim File for evaluation.
6. The Claim Review Team consists of the LIP Grant Manager, Housing Navigator, Case Manager, Legal Aid representation, a member of the Housing Response Committee, a landlord representative and a housing agency community partner.
7. Housing Navigator will send email with approved amount to landlord. Landlord will have 15 days from date of email to file an appeal in writing (email ok) describing reasons for appealing the decision.
8. SLC Grant Manager will submit approved grant to Accounting for disbursement.

I have read and fully understand the stated details of the St. Louis County Landlord Incentives Program and Claim Process Guide.

_____ Landlord _____ Date

_____ Tenant _____ Date

_____ Housing Navigator _____ Date