



# Permanent Supportive Housing

# What is Permanent Supportive Housing?

- There is no single “official” definition of permanent supportive housing.
- In CT the term refers to:
  - integrated housing (typically rental apartments) for persons who were homeless
  - linked in some way with flexible community-based services that are available to tenants when they need them, but are not required.



# Long-term, affordable, community-based housing

- Housing with no limits on length of stay – a person may stay in an apartment indefinitely if:
  - the person is a good tenant, and
  - pays his/her portion of the rent.
- Housing is either scattered site (throughout the community) or single site, where no more than 50% of the units are for persons with disabilities.



# Supportive Services



- Services that assist participants in the transition from the streets, shelters or unstable housing into permanent supportive housing, and that assist persons living successfully in housing.

# Supportive Services



- Supportive services are voluntary for tenants of Permanent Supportive Housing. A person cannot be removed or evicted from his/her apartment if s/he refuses services.

# Lease Requirements

- Leases are legal documents that are usually signed by a tenant and a landlord or property manager. Leases should not contain clauses that only pertain to certain tenants, i.e., Person must remain in services.





# Leases

- Leases for persons living in permanent supportive housing programs should have the same conditions as any other tenant's lease.



# Questions to ask when looking for an apartment

- People may need assistance in locating the right apartment for them.
  - ✓ Where is the apartment located?
  - ✓ How many bedrooms are in the apartment?
  - ✓ What is the price of the unit?
  - ✓ What utilities will the tenant need to pay?
  - ✓ Does the landlord require a security deposit?  
If so, how much is it?
  - ✓ When will the apartment be available?





# Why are these questions important?

- Certain neighborhoods may be harmful to a person's recovery.
- Children over a certain age need their own room.
- Even though the tenant may have a housing subsidy, many housing programs have a limit for rental payments.
- Tenants may be required to pay for their own utilities. Some people may owe utility companies money from previous housing.
- In CT landlords can't require more than two months rent as a security deposit. This limit is reduced to one month's rent if a tenant is 62 years of age or older.
- A person cannot move into an apartment while someone else is living there.



# Getting someone ready to move into an apartment

- Security Deposits
- Utilities
- Furniture
- Overview of apartment
- First days/nights/months in apartment



# Security Deposits

- A security deposit cannot be used for:
  - an advance for the first month's rent;
  - a deposit for a key;
  - any special equipment.
- A security deposit remains the tenant's property but the landlord holds a security interest in it.
- Security deposits must be kept in an escrow account in a CT bank.

# Security Deposits

- Landlords must return security deposits with interest or give tenants written notice of damages being claimed within *thirty days* of a tenant's move.
- The *only* exception is if a tenant fails to provide a written forwarding address: landlords then need not return security deposits or provide a notice of damages until *fifteen days* after receipt (in writing) of a forwarding address.

# Security Deposits

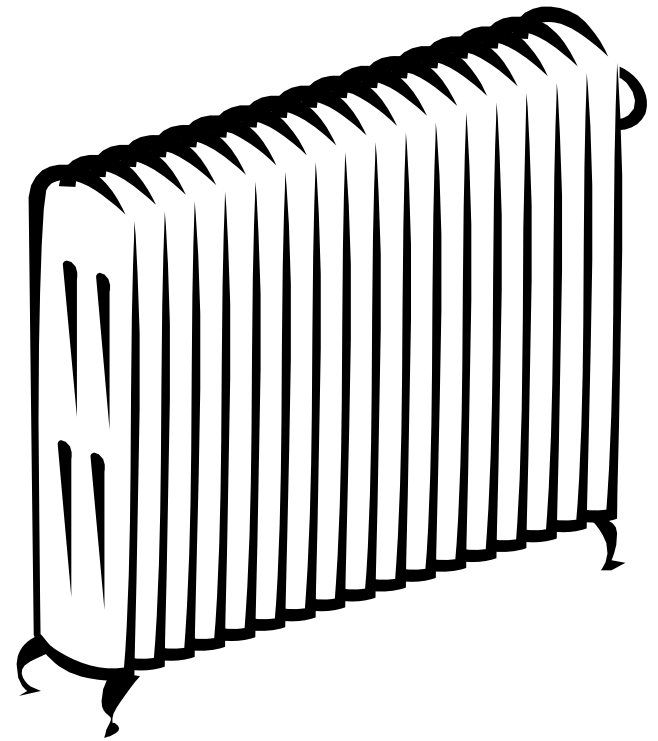
- If a landlord does *not* return a security deposit with interest or provide a written notice of damages within these statutory time limits, the landlord may have to pay the tenant *twice* the amount of the security deposit.
- A landlord's written notice of damages must itemize the nature and amount of tenant damages, including any unpaid rent or utility payments, and must be accompanied by the balance, if any, of the tenant's security deposit not being claimed for damages, plus interest.

# Utilities

- If utilities, heat, hot water, electricity, are not included in the rent, the tenant will need to have them turned on and will be responsible to pay the utility companies each month.
- Some tenants may owe utility companies from previous housing.
- Tenant should contact utility companies about any past bills and make payment arrangements.

# Utilities

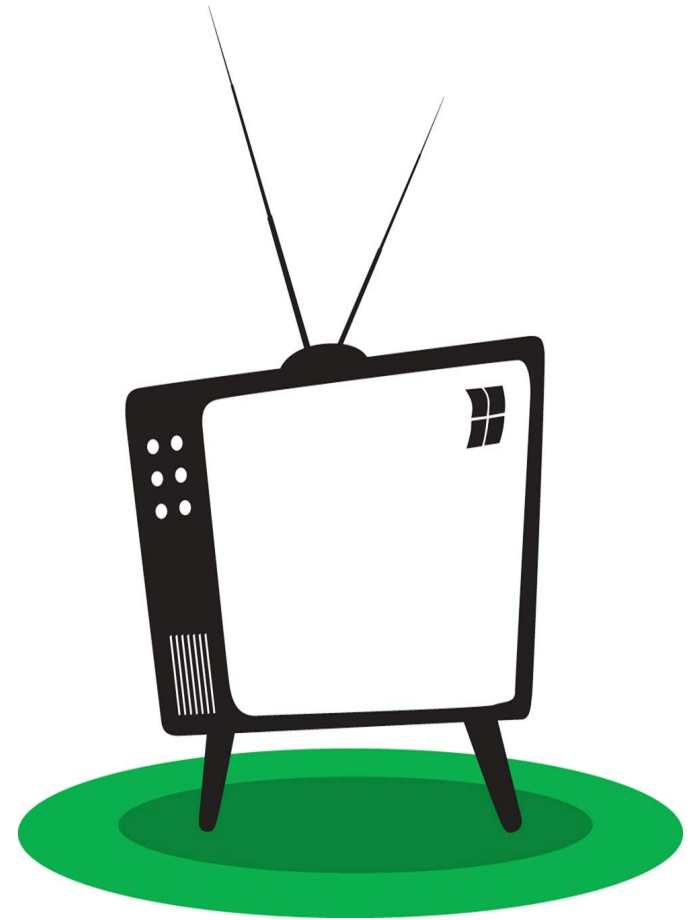
- Eligible households can apply for heating assistance which can help pay for heating sources as oil, natural gas, electricity, etc.
- The Connecticut Energy Assistance Program and the Contingency Heating Assistance Program are administered by the Department of Social Services and coordinated by regional Community Action Agencies.
- Please contact 211 Infoline to find out where to apply in your area.





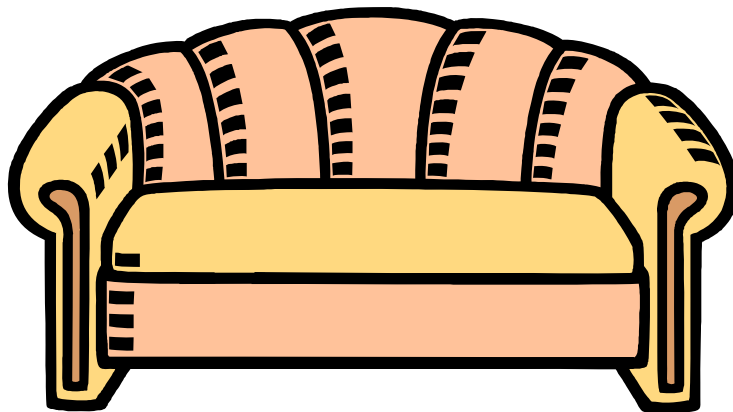
# Necessary versus Optional

- Heat, hot water, cooking fuel and electricity are necessary for a secure home.
- Cable television and telephone lines are considered optional utilities.
- Housing subsidies will give allowances to tenants who must pay for necessary utilities, but will not give allowances for optional.



# Furniture and household goods

- Many people will need basic furniture and household goods.
  - Beds, linen, dinnerware, etc.
- Some agencies have these items for new tenants or have the ability to pay for them.
- Networking may help to get items.



# New Haven Home Recovery The Furniture Co-op

- A furniture co-operative of New Haven area providers who work together to give furniture to persons with disabilities who are transitioning from homelessness.
- For a list of co-op members go to:
  - <http://www.nhhr.org/what-we-do/furniture-co-op-members.html>



# New Haven Home Recovery The Furniture Co-op

- The Furniture Co-op collects furniture from the general public and then gives it to families and individuals who are transitioning from homelessness, living with disabilities or other insufferable hardships.
- Clients are referred to the Co-op after being pre-screened by partner agencies to ensure that those truly in need are receiving the essentials.
- The Co-op turns empty houses into homes.



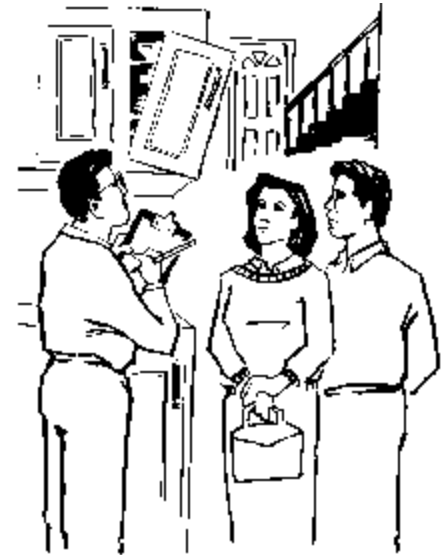
# Overview of apartment

- Housing subsidy providers will inspect the apartment prior to tenant moving in.
- The apartment will need to meet housing quality standards before a tenant can move in and the housing subsidy is in effect.
- Tenant should attend the housing inspection.
- Tenant can request copy of housing quality standard inspection form.

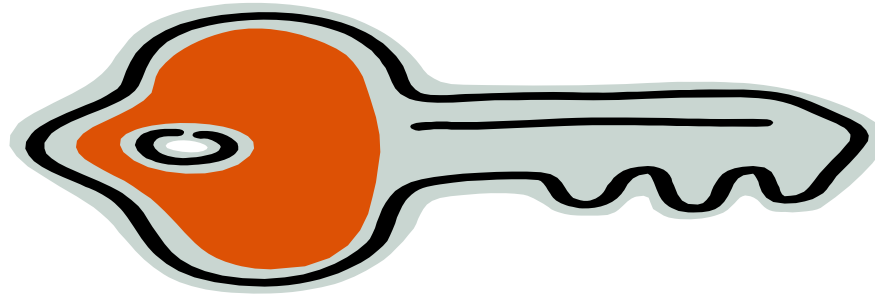


# Overview of apartment

- Some housing subsidy providers will photograph the apartment condition prior to move in, during the annual inspection and during the exit inspection.



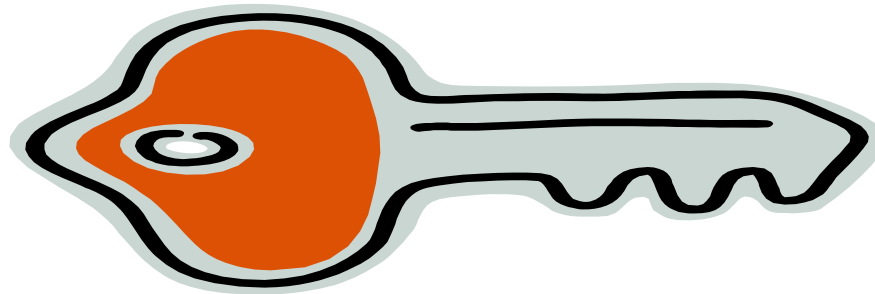
# Keys to apartment



- Landlords are required to give tenant the key to the apartment on the first day of the lease.
- Keys are for persons who will be living in the apartment. Tenants should not give keys to people who are not on the lease.



# Keys to apartment



- Landlords should have a key to the apartment in case of an emergency.
- This does not give the landlord the right to enter the apartment without the tenant's permission.

# Emergencies



- Landlords may enter a tenant's apartment during emergencies, such as:
  - Fire
  - Flood
  - Broken pipe
- When there is not an emergency, the landlord must request permission to enter the apartment or give adequate notice that s/he will be entering the unit.

# Emergency Contacts

- Landlords should give tenant a name and contact information in case of an emergency.
- Tenant losing his/her key may not constitute an emergency.
- Tenant can request that s/he give key to someone s/he trusts in case of lost key, personal emergency, illness etc.



# Rental Payments

- Rent must be paid by midnight on the ninth day after the day it is due (usually the first of the month), or the landlord may start legal proceedings to evict the tenant.
- Tenant is responsible for his/her full portion by this date.



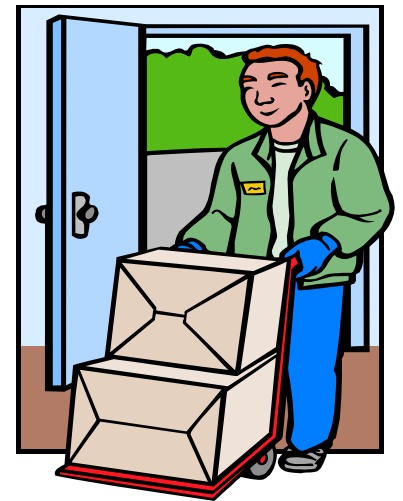
# Rental Payments



- Tenant should send his/her rental payments to name and address given by landlord.
- Tenant should be encouraged to pay his/her portion of rent with a check or money order.
- Tenant should request a written receipt when paying his/her portion of rent.
- The receipt should include date of payment, amount of payment and include the landlord's name and signature.
- This can avoid any conflict in the future.

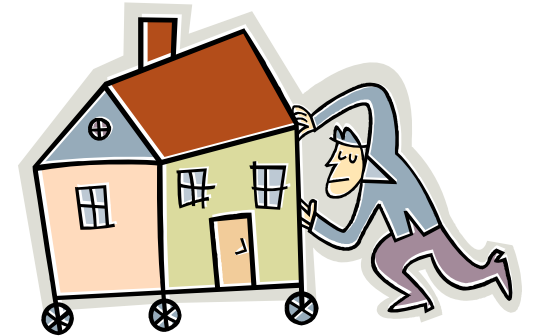
# First few days/nights/months

- People may experience “honeymoon phase” when moving into an apartment.
  - People may overlook things.
  - People may relapse on drugs or alcohol, psychiatric symptoms may increase.



# First few days/nights/months

- Loneliness/Isolation
  - People who have been living in the streets or shelter may feel a sense of loneliness once they are housed in their own apartment.
  - People may feel that they want to help out their friends who are still homeless.





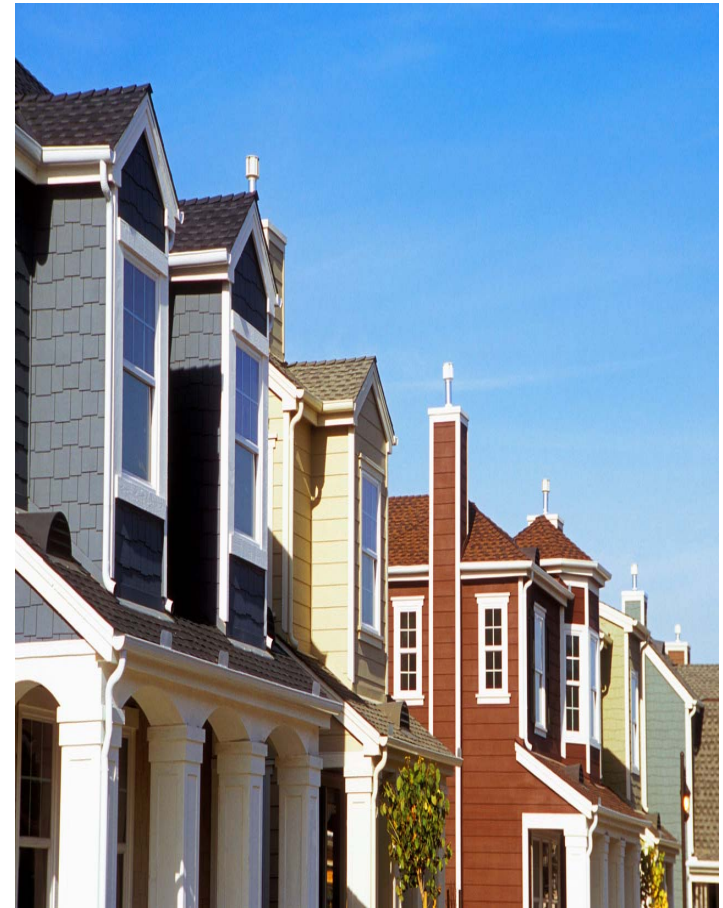
# On-going home visits

- Overview of apartment
  - Neighborhood;
  - Common areas of building;
  - Tenant's apartment;
  - Tenant's physical state – medically, psychiatrically, socially, etc.



# On-going home visits

- Neighborhood
  - When visiting with tenant, look over the neighborhood.
  - Neighborhood activity may be different depending on time of day, or time of year.



# On-going home visits

- Common areas of apartment building



- Common areas (hallways, stairs, porches) should be well-lit, clean and free of debris.
- Exterior of building should be clean, well lit, free of hazards, such as peeling paint, loose stairs, floorboards, etc.

# On-going home visits

- General overview of apartment:



- periodic review of apartment for needed repairs;
- adequate heat in the apartment;
- damages created by tenant;
- plumbing issues;
- electricity.

# On-going home visits

- Needed repairs

- Tenant's apartment is in need of repair.

- Encourage tenant to discuss issues with landlord, offer to assist.
    - Assist with writing a letter to landlord outlining needed repairs.
    - Assist with contacting housing provider for inspection or assistance with landlord negotiations.
    - Next visit, follow-up on concerns.



# On-going home visits



- Stove being used for heat
  - Tenant may not have heat in the unit.
    - Landlord may need to be contacted for repairs or payments (if applicable).
    - Tenant may not be paying his bill – may have to talk with utility company.
    - Income needs to be addressed.

# On-going home visits

- No electricity

- Landlord may need to be notified of electrical issues.

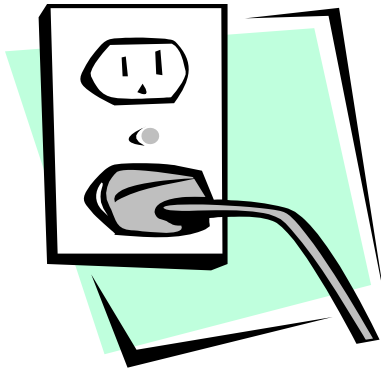
- How long has unit been without electricity?

- Is the entire building effected?

- Has the tenant been paying bills?

- Utility company may be contacted for payments.

- Income needs to addressed.

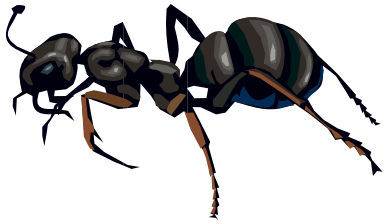




# On-going home visits

- **Infestations**

- Landlord will need to be notified of any infestations.
- Landlord will be responsible for exterminating vermin.
- Tenant will need to give landlord access to exterminate.



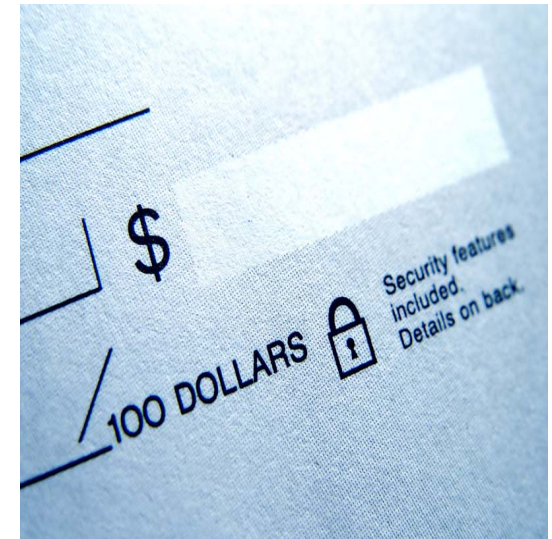
# Tenant Responsibilities

- Pay the rent on time. Must be paid by midnight on the ninth day after the day it is due (usually on the 1<sup>st</sup>), or the landlord may start legal proceedings to evict the tenant.
- Keep the apartment and the surrounding area clean and in good condition.
- Keep noise to a level that will not disturb your neighbors.
- Give the landlord permission to enter the apartment at reasonable times and with advance notice to inspect it or to make any necessary repairs.



# Tenant Responsibilities

- Notify the landlord and case manager of any anticipated prolonged absence from the apartment so he or she can keep an eye on things.
- When moving out, give landlord proper advance notice. Be sure that the apartment is in the same condition as when the tenant moved in and return the key to the landlord promptly.
- Notify the landlord and case manager immediately if the apartment needs repair or if there is major damage.



# Tenant Rights

- A clean apartment when the tenant moves in.
- Clean common areas (hallways, stairs, yards, entryways).
- Well lit hallways and entryways.
- Properly working plumbing and heating.
- Receipt of rental payment. The receipt should have amount paid, date of payment, landlord signature.
- Keep receipts!!



# Reasons for eviction

- Non-payment of rent – tenant did not pay rent on time or did not pay in full.
- Lapse of time (expiration of lease) – the lease has expired and landlord does not want to renew.
- Nuisance – tenant's behavior, activities, noise disturbs neighbors, other tenants, etc.



# Non-Payment of Rent

- Landlords can start legal eviction if rental payments are late.
  - There is a legal process a landlord must go through to evict a tenant. The first step in this process is a Notice to Quit.
  - Prior to going to court, landlords *may* make payment arrangements with tenants, they are not required to do so.
  - If the case goes to court, the Judge may require landlord and tenant to come to a payment agreement.





# Moving out of Apartment (non-eviction)

- **Non-renewal of lease**
  - **Tenant responsibilities:**
    - Must give landlord at least 30 days, written notice of move out date.
    - Must pay last month's rent – security deposits are not last month's rent.
    - Should be present at final, move-out inspection of unit, if applicable.
    - Must move out by last day of notice.





# Moving out of apartment

- Tenant must remove all belongings out of apartment by date given of notice to landlord.
- Tenant cannot leave any items in the unit, landlord is not responsible for move out.
- Tenant should discontinue all utilities.
- Apartment should be “broom clean” upon move out.
- All keys need to be returned to landlord by the date given on notice.



# General Health

- Questions to ask when meeting with tenants:
  - How do you feel?
  - Any on-going aches, pains, medical/dental issues?
  - Do you smoke cigarettes?
  - Do you want to quit smoking cigarettes?
  - Are you on medications?
  - Do you feel they are helping?
  - What, if any, side effects do you have?



# General Health

- When meeting with tenants general health questions can be asked:
  - When did you last see a medical doctor?
  - Do you have a physician?
  - Do you want one?
  - How do you feel in general?
  - Any on-going medical concerns?



# General Health

- Same types of questions for dentist or specialty care doctor, i.e.: gynecologist, podiatrist, etc.
- Follow-up questions are important:
  - People may not want to discuss it one day, but may at the next visit.
  - Something may have developed in between visits.
  - People may feel more comfortable over time.

# General Health



- Diet
  - What do people eat?
  - Do they shop for food?
  - Where do they shop for food?
  - Where do they generally eat?
  - Do they know how to cook?
  - Do they want to learn to cook, shop, eat a more healthy diet?

# General Health

- Exercise
  - Do people feel they lead active lives?
  - Are they interested in any exercise? Joining a gym?
  - Do they like being outside?
  - Do they feel safe in their neighborhood?



# General Health

- **Difficult Topics – Drug and/or Alcohol Use**
  - Tenant may bring topic up to you.
  - Behaviors may cause you to bring up the topic.
  - Is the use negatively affecting a person's life?
    - Is the use impacting the person's ability to be a good neighbor/tenant; or to pay rent?





# Benefits



- Persons rental payments are based on income.
- Rental payments may be effected by increase or decrease of income.
- Persons must report any income change, increase/decrease to benefits, paid employment, child support, etc. to the housing provider.
- Failure to report changes can effect continuation in housing.

# Benefits

- State Supplement Program - Aid to the Aged, Blind or Disabled (AABD)
  - Cash assistance for CT residents.
  - Major program requirement – applicant is either aged 65 or older, blind to disabled.
  - Needs to have income to supplement.



# Benefits



- Elderly – 65 or older.
- Blind – any age.
- Disabled – aged 18 – 64 with SSA/DSS disability determination.
- Must have some other income (SSI/SSDI, veteran's benefits, pension) to supplement.
- Is a financial program, **Medicaid is also provided.**

# Benefits

- What does this all mean?
  - Anyone who is receiving a cash benefit for a who is aged 65 or older, determined to be disabled or blind should be encouraged to apply for State Supplement/AABD.
  - With this one application, people can receive a financial state supplement, Medicaid and/or Food Stamps (SNAP).



# Benefits

- Important things to remember:
  - Moving can effect the amount of State Supplement a person receives.
  - If eligible, when moving from any place (including one apartment to another), Department of Social Services needs to be notified within 10 days.
  - The postal service will not forward DSS checks and the case (and supplement) will be discontinued.
  - Eligibility will again be based on the living arrangement shelter or housing obligation.



# Employment/Benefits

- Paid employment may effect a person's benefits:
  - SSI/SSDI.
  - State Assisted General Assistance Cash.
  - Housing Subsidy.
  - State Supplement.





## Employment

- Employment may mean different things to different people:
  - Some may be interested in working.
  - Some may be afraid to return to work.
  - Some may be currently working.
  - Some may have no employment history.
  - Some may have gaps in employment history.
  - Some may want to work, but would like to get an education before returning to work.



# Employment



- Job applications:
  - Many are computer based.
  - Tenants may want assistance in completing on-line applications.
  - Gaps in employment history can be discussed during interview.
  - People should be encouraged to tell the truth about gaps in employment.



# Employment

- Job interview:
  - What to discuss during a job interview:
    - Skills that person can bring to job.
    - Past employment/work history.
    - Gaps in employment (if they exist).
    - What the person has done since last employment.

# Employment

- Job interview:
  - What to wear to interview. Should be appropriate for job, place of employment.
  - When to arrive for job interview.
  - People should be encouraged to ask questions about job, co-workers, employers' expectations.

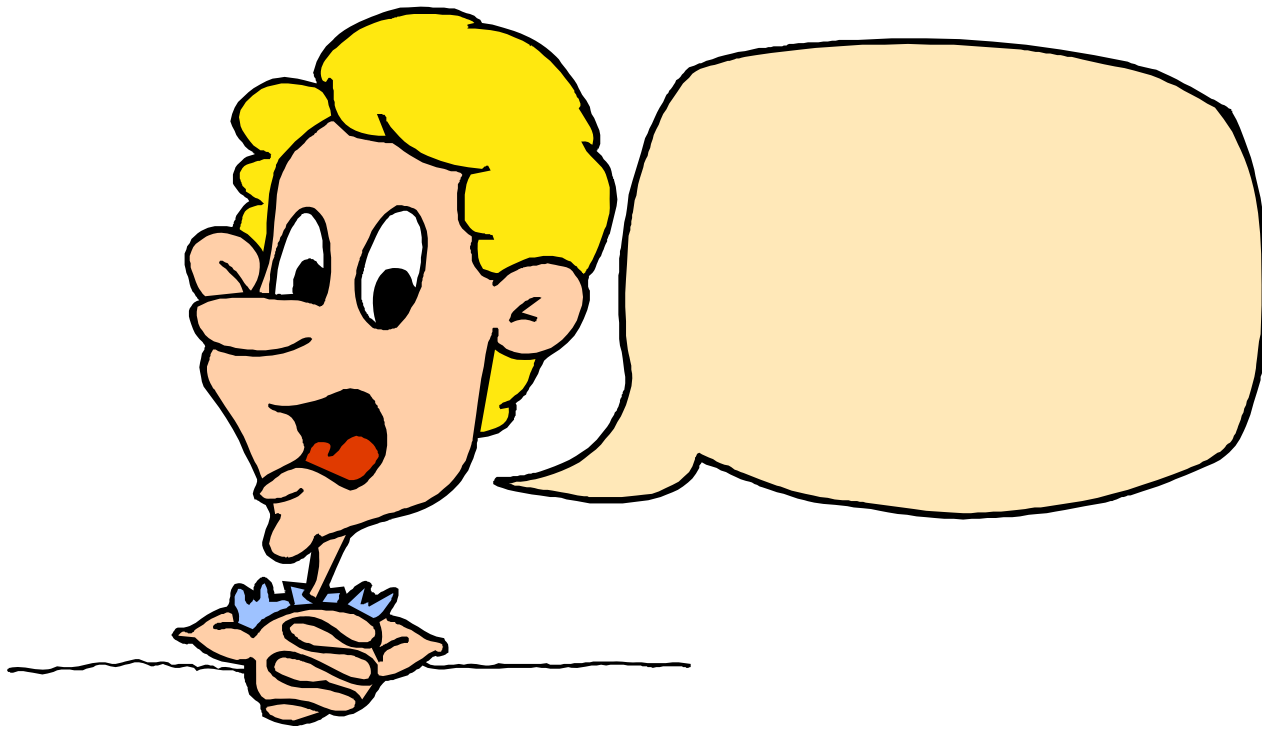


# Employment



- **Benefits of working:**
  - Improved self esteem.
  - More money.
  - Something to do during the day.
  - Social contact.
  - Decreased drug or alcohol use.
  - Decreased psychiatric symptoms.

# Open Discussion





## Links



- Security Deposit Information  
<http://www.ct.gov/dob/cwp/view.asp?a=2247&q=299050>
- Landlord/Tenant Issues  
<http://www.jud.ct.gov/faq/landlord.html>
- Furniture Co-Op  
<http://www.nhhr.org/what-we-do/furniture-co-op.html>
- DMHAS Housing Information  
<http://www.ct.gov/dmhas/cwp/view.asp?a=2902&q=335280>
- Free Cycle  
<http://www.freecycle.org/>