

THRESHOLD

RISK MITIGATION GUIDELINES

Overview

Threshold by HOM (Threshold) is a new service of HOM, Inc., and Maricopa County's centralized landlord liaison service, which supports all scattered site permanent housing programs in Maricopa Regional CoC. As its operator, HOM, Inc. will support and collaborate with property owners and managers to be active partners in solving homelessness. Threshold is owned by and benefits all programs throughout the CoC, not just programs by HOM and its partners.

Threshold is the first-ever centralized network of resources and support for property owners and managers participating in supportive housing programs in the Greater Phoenix area. Threshold services and benefits will enable like-minded property owners and managers to operate profitable and well-maintained properties while providing safe and stable homes for those who need them.

At Threshold, we believe you play a crucial role in building a community where everyone goes to sleep with a roof over their head. Our priority is ensuring your investment works for you. The risk mitigation funds offered through Threshold allow you to rent your property to a participant in a supportive housing program while ensuring it remains well-maintained and profitable.

While housing programs primarily focus more on tenants, Threshold recognizes and serves the specific and unique needs of property owners and managers. We know that when we work together, we can create a stronger, better community for all.

Notable Threshold Contacts

Threshold Owner Support Hotline: [602.507.6737](tel:602.507.6737)

Daniel Davis

Director of Landlord Relations
602.507.4164 – Daniel@HOMInc.com

Stella Darnall

Landlord Engagement Supervisor
602.507.6754 – Stella@HOMInc.com

Trevor Thundershield

Landlord Support Supervisor
602.507.6744 – Trevor@HOMInc.com

Zach Zachman

Inspections Supervisor
602.507.4208 – Inspections@HOMInc.com

Commitments of HOM, Inc., Threshold Administrator

Centralized Support – HOM will operate a dedicated hotline staffed by professionals ready to assist you with non-emergency issues related to Threshold-assisted tenants participating housing programs. Emergency situations should be handled by calling 9-1-1. This hotline provides owners and managers a centralized point of contact for questions and concerns. HOM will

coordinate communication and response with Service Providers to mitigate issues that threaten the housing stability of program participants.

Risk Mitigation Funds – HOM will contact the owner or manager regularly to ensure successful tenancies for the Threshold-assisted tenants and to maintain an effective partnership with the landlord. If damages or eviction occur despite interventions, the Owner will follow the Risk Mitigation Fund Guidelines in seeking reimbursement from Threshold for move-out charges for eligible participants. HOM will oversee the Threshold Risk Mitigation Fund which will cover up to 3 times the monthly contract rent in move-out charges for Threshold-assisted tenants during their tenancy and up to 1 time the monthly contract rent in vacancy loss coverage. HOM will verify and process all damage claims submitted and pay landlords for legitimate damages and move-out charges using the Threshold Risk Mitigation Funds.

Move-Out Inspections

Once the tenant vacates the dwelling unit, the Landlord must notify the appropriate case manager and/or HOM Housing Specialist immediately of the vacancy. At that time, an Inspector from HOM or the respective service provider will arrange to conduct a move-out inspection of the unit within 48 hours of the Landlord's notification of move-out. The Inspector will take photos and complete a move-out inspection form. At this time, the Inspector will refer the Landlord to complete and submit a Damage Claim and Vacancy Loss Worksheet to HOM for reimbursement for damages and vacancy loss.

Damage Claims

Through Threshold, HOM provides up to three (3) month's Contract Rent, minus any refundable security deposit collected by the Landlord to be used for damages to the unit that are Tenant-caused and above and beyond normal wear and tear. Damages should be documented via a move-out inspection by HOM or Service Provider and Damage Claims may not be processed without a move-out inspection conducted by HOM or Service Provider.

The Damage Claim and Vacancy Loss Worksheet can be found at:

www.ThresholdAZ.com/DamageClaims

Vacancy Loss

Through Threshold, HOM also provides up to one (1) month's Contract Rent to be paid for vacancy loss for the unit. Vacancy Loss is paid for the number of days the unit remains vacant beyond the last day of the month that the Tenant vacated, at a prorated rate from the first day of that month to the day of the next lease.