

Landlord Ambassador Program

Owner Information Session
August 12, 2020

Agenda

- Introductions
- Program background
- Assistance provided
- Timeline
- Next steps
- Q & A

Program background

- In 2017 HPD partnered with Enterprise Community Partners to create the Landlord Ambassadors Pilot Program
- The goal was to provide **intensive technical assistance** to property owners experiencing physical and/or financial distress in their properties
- Property owners were eligible for enrollment if:
 - Subject to the 2017, 2018, or 2019 Tax Lien Sale
 - Referred by HPD or an Ambassador

Program background

- All enrolled property owners agreed to:
 - Properly register property with HPD
 - Remove 80% of HPD B & C violations
 - Enter into DOF/DEP payment agreement or develop plan to become current on arrears
- Pilot Program was extended to become a Demonstration Program; currently in 4th year

Program background

Who is the Landlord Ambassador?

- MHANY Management, Inc., a nonprofit organization that owns, manages and develops affordable housing
 - Familiar with HPD and other City agencies
 - Experienced in serving the communities in which they are located
 - Committed to working with property owners to stabilize their buildings and their neighborhoods

Assistance provided

- The Landlord Ambassador helps property owners improve the financial, physical and operational conditions of their property by providing **Technical Assistance** in the form of implementing building best practices and training while assisting with **Vacant Unit Repairs**
- All technical assistance services associated with this program are **free** to enrolled property owners

Assistance provided

- **Technical Assistance**
 - Property inspection and physical assessment
 - Creation of short-term stabilization/implementation plan to address emergency/immediate issues while developing a long-term strategy for financial and operational stability

Assistance provided

- **Technical Assistance**
 - Curing violating conditions, removal of violations
 - Entering payment plans for existing municipal arrears
 - Identifying qualified third-party consultants as needed (general contractors, architects, engineers, attorneys, etc.)
 - Accessing financial resources (loan application and loan closing assistance)
 - Training in multifamily building best practices

Assistance provided

- **Vacant Unit Repairs**
 - Identify vacant units in buildings
 - Develop scopes of work for repair in individual units and common areas with pre-approved contractors
 - Repairs completed at no cost to enrolled property owners
 - Identify eligible tenants and teach owner tenant screening and lease-up best practices

Assistance provided

Brooklyn property owner inherited a 5-unit Brooklyn property from their parents over 10 years ago. The building's small size & low rents made it difficult to cover rising utility costs & ongoing maintenance expenses. The Landlord Ambassador helped them learn & implement property management best practices and provided loan closing assistance which enabled them to finance major improvements and enter into a Regulatory Agreement preserving existing affordability for 30 years.

Bronx property owner inherited a 6-unit property that had accumulated property violations and water, sewer & property tax arrears. They lacked the capital to enter into payment agreements to pay back these arrears. By working with the Landlord Ambassador, they were able to clear violations, address property arrears and hire a property manager who has helped make repairs in the building & address maintenance issues as they arise. Now that the property is stable, they can plan for major capital improvements.

Expectations

- **Collaborate** with the Landlord Ambassadors to **create a stabilization/implementation plan** for your building
- **Share information** on building income and expenses
- **Provide access** to your property to the Landlord Ambassador, as requested
- **Communicate** in a regular and timely manner with the Landlord Ambassador

Timeline

**Deadline to Enroll:
August 17, 2020**

Program Launch:
September 1, 2020

Program Completion and Assessment:
June 30, 2021

Next Steps

Return **legible and filled out** property enrollment form by **August 17, 2020** to:

Email: HPDLAP@hpd.nyc.gov

Website: <https://www1.nyc.gov/site/hpd/services-and-information/landlord-ambassador-program.page>

Tel: 646-588-8847

Q & A

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