

Request for Qualifications for City of Albuquerque Landlord Engagement Landlord Liaison Program

Applications for qualifications will be accepted until 5:00 p.m. Tuesday, September 5, 2023.

The City of Albuquerque is seeking a qualified, not-for-profit organization to provide Landlord Liaison services for a new City of ABQ Landlord Engagement Program (LEP). The Program will reimburse verified damages to property owners in Albuquerque who lease units to households holding a Permanent Supportive Housing (PSH) voucher in order to reduce risk for owners and increase access to affordable housing for renters. The City is offering funding up to \$231,665 annually to support three Landlord Liaison positions. The main activities will include conducting outreach to property owners, property management companies, and PSH agencies and to support navigation of the claim process to seek reimbursement for eligible damages from the fiduciary agent. The City will provide Program Guidelines.

The City of Albuquerque Landlord Engagement Program (LEP) creates a new funding source, fund manager and navigation services to assist landlords of units that are leased to households with a Permanent Supportive Housing (PSH) voucher. The program will cover PSH vouchers households funded by the City of Albuquerque General Funds and U.S. Department of Housing and Urban Development (HUD) CoC funds administered by local non-profit agencies.

This Program builds on the successful statewide Landlord Collaboration Program for young adults funded by CYFD and administered by NM Finance Authority (MFA). The objective of the City's new Landlord Engagement Program is to reduce barriers to market-based rentals for PSH voucher holders in the Albuquerque by addressing concerns expressed by property owners about the risk of damage and lost income. By providing outreach and personalized customer service to streamline the reimbursement process, the Program aims to increase access and availability of rental units to PSH voucher holders.

The Request for Qualifications offers funding to support three new Landlord Liaison positions as a critical element of the LEP and provides social support for participating property owners. Attachment A provides a listing of job duties. Briefly, the Landlord Liaisons associated with this program will offer landlord-focused support to include the following:

1. Compile a list of property owners who do and do not currently engage in leases with households holding a PSH vouchers.
2. Conduct outreach with property owners and managers in the City of ABQ who currently do not engage in leases with households with a PSH voucher to communicate the benefits of the LEP, offer customer support to facilitate the associated processes, and encourage them to rent to PSH voucher households.
3. Conduct outreach to inform property owners who hold leases with PSH households about the LEP and offer services to provide support and facilitate claim processing.
4. Provide individualized assistance with property owners to support their understanding and navigation of the PSH voucher system. Activities will include facilitating contact with agencies providing PSH vouchers and case management, HQS inspection, and others to streamline the rental process for landlords.

5. Resolve issues that may arise during a tenancy in collaboration with the landlord and any associated providers and support agencies. Provide strategic support with PSH provider agencies to engage in site visits to ensure early identification of damages or concerning rental behaviors.
6. Facilitate the placing of a financial claim for reimbursement by a property owners/manager including working with a designated fiduciary partner to ensure the timely and complete submission of needed materials. These materials include a claim form, W9, invoices/receipts, and photos of damage. More detail on claim types and cap amounts are included in **Attachment B**.
7. Facilitate a weekly LEP meeting and maintain open communication with the designated fiduciary representative and City program representative for coordination, program development, and decision-making around the placement of claims.
8. Collect data and compile in quarterly reports, the basic performance metrics such as: a record of service activities, landlord engagement results, and number of claims facilitated. A template for data collection will be provided.

Importantly, the Landlord Liaisons for this program are focused on the needs of property owners/managers and do not act in a case management or navigation capacity directly with tenants holding the PSH voucher. Direct service to voucher households is conducted by agency support staff.

The City recommends hiring three FTEs comprised of two Landlord Liaisons and one Lead Landlord Liaison. In addition to the responsibilities of the Landlord Liaison, the Lead Landlord Liaison will provide supervision, data reporting, attend LEP partner meetings, provide presentations to property-owner associations and larger community groups, support updates to the *Program Guidelines* document, and support continued program evaluation and development recommendations.

Though a single not-for-profit placement is sought to embed this cohort of three Landlord Liaisons, these positions will serve the landlords of all PSH voucher householders across the City of ABQ. As such, the Landlord Liaisons will interact and coordinate with the support staff of the many provider partners administering PSH vouchers.

Available Funding

The City of ABQ offers **\$231,665** annually, for three full-time Landlord Liaison positions. This amount is inclusive of salaries, benefits/fringe, admin costs and associated hard and soft costs including technology needs, training, memberships, marketing materials and mileage reimbursement.

Responding not-for-profit organizations may submit different budget amounts than those listed above, but may not exceed the maximum budget amount of **\$231,665**. (*A simplified budget chart is found in Attachment C. Please complete this template with your organization's preferred amounts*)

CABQ will use this Request for Qualifications (RFQ) process to contract with a not-for-profit agency to administer these positions.

CABQ FCS Procurement Rules for Social Service Contracts allows FCS to procure social services through prequalification of potential Offerors in order to move expediently when opportunities arrive.

Required Qualifications:

Qualified not-for-profit organizations must demonstrate:

1. Experience working with landlords in the City of ABQ;
2. Organizational and administrative capacity to embed and support these three positions;
3. Ability to implement the requirement of this RFQ within budget;
4. Ability to support the three Landlord Liaisons in providing equitable services across the City of ABQ without preference for specific landlords or provider organizations; and
5. Commitment to follow program guidelines in administering these positions and supporting their intended purpose and duties.

Submission Process:

Applications for qualifications will be accepted until 5:00 p.m. Tuesday, September 5, 2023.

Interested not-for-profit organizations must:

1) Submit a narrative that addresses the following questions. The narrative should be limited to three pages in 12-point font. The budget will not count toward the page limit. Please briefly address each question in the order listed below with a clear heading title.

- a. Describe the breadth and depth of your experience/expertise working with landlords, property management companies, and any property rental or real estate groups in the City of ABQ.
- b. Describe the breadth and depth of your experience/expertise working with the population served by PSH Vouchers in the City of ABQ.
- c. Describe the breadth and depth of your experience/expertise in collaboration with housing provider organizations in the City of ABQ.
- d. Describe the approach/strategies you believe are most important in working with property owner/managers.
- e. Describe how you would you support and/or integrate the three Landlord Liaison positions in your organization and how would they fit into the mission of your organization.
- f. The City of ABQ is committed to creating ease of access and an equitable opportunity for providers and landlords across ABQ to use the services of a Landlord Liaison. How might you allot the services and activities of the three landlord liaisons .to best serve landlords and housing voucher providers across the city?
- g. Describe why your organization is interested in hosting these positions and why your organization is a strong candidate.

2) Complete the annual budget estimate for costs to hire, administer, and support the three Landlord Liaison positions using the Form in **Attachment C**.

3) Provide copy of most recently completed financial audit.

4) Provide documentation of not-for-profit status.

Complete applications with narrative, estimated annual budget, financial audit, and documentation of not-for-profit status should be submitted via email to HPI@cabq.gov.

Review Process

An Ad Hoc Committee, comprised of DFCS staff, ABQ City Council representative(s), and supporting consultant(s) will review and qualify applicants as applications are received. The Committee will rank-order qualified applications, based on the extent to which they meet the criteria listed in this RFQ. The results of this process will be a pool of qualified applicants that are rank-ordered. From this pool, FCS will negotiate and enter into contracts with a qualified organization to administer this contract. FCS will use rank order information when selecting agencies to contract for these services, but rank order will not be the only determining factor.

Questions

Questions regarding the RFQ may be sent in writing to HPI@cabq.gov. Questions and answers to all inquiries will be posted at <https://www.cabq.gov/family/partner-resources/request-for-proposals>.

Questions will be accepted until 5:00 p.m. August 30, 2023.

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Attachment A

City of ABQ Landlord Liaison Job Duties

Landlord Liaison Proposed Job Components

- Provides supportive services for landlords, including regular check-ins and availability to discuss tenant issues and/or assistance navigating the City of ABQ and CoC voucher system
- Works with housing providers' supportive services staff and PSH voucher participant(s), if necessary, to facilitate solution-finding to tenant/landlord issues
- Builds rapport and working relationship with a variety of property owners and property management companies ranging from "mom and pop" sites to large companies
- Builds a list of landlords and related resources to pass on to housing support staff
- Provides outreach, engagement, and education for landlords and recruits new landlords
- Assists landlords to understand the benefits of the Landlord Engagement Program (LEP)
- Assesses landlords' needs and offers appropriate financial and social supports from the LEP
- Assists landlords to navigate available services and file claims or other paperwork as necessary
- Provides information to support services staff and housing navigators regarding landlords, vacancies, and availability of rental units
- Attends and acts as a representative to landlord-focused community efforts
- Identifies gaps in the system of housing services/supports, works to resolve them as needed, and communicates appropriate findings and concerns to program supervisory staff

LEAD Landlord Liaison Job Duties

Performs the above job duties of the Landlord Liaisons PLUS:

- Conducts supervisory activities for the two Landlord Liaison positions, as directed by the not-for-profit organization which hosts these positions
- Ensures services of Landlord Liaisons are distributed equitably across supportive housing partners distributing PSH vouchers and others with a role to play in the City of ABQ
- Collects and assesses performance data and supports updates to the program dashboard
- Communicates data results internally, and to program partners ABQ City and the fiduciary partner, for consideration and program evolution
- Builds rapport and cultivates partnership with larger landlord-focused entities and groups including the NM Apartment Association
- Provides presentations to program partners, housing support providers, and landlord-focused entities to gather input, expand services to new community providers in the City of ABQ, and communicate the benefits of the Landlord Engagement Program
- Offers recommendations and manages changes needed to evolve the program based on program data, community, and program partner input
- Facilitates weekly Landlord Liaison Coordination meetings, with fiduciary partner and City of ABQ representative(s), for teambuilding, accurate processing of claims and sharing of best practices and resources
- Facilitates meetings as needed between major program partners ABQ City, NM MFA, and respondent organization for collaboration and alignment on needed program changes, mission, vision, outcomes, barriers, program budget, or other major program updates/needs
- Makes changes to the Landlord Engagement Program, the Program Guidelines document and communicates changes as needed

Attachment B

Claim Types and Cap Amounts

Payment of claims will be facilitated by Landlord Liaisons in accordance with LEP guidelines that will be provided by the City.

Claims will be placed with a designated fiduciary partner for timely processing.

Claims may exceed cap amounts under certain circumstances as outlined in the LEP Program Guidelines. In brief:

1. Up to \$2,500 in reimbursement for damages above the security deposit amount
2. Up to \$1,000 in upgrades to meet HQS inspection(s)
3. Up to \$500 in flexible funds to meet housing needs and create housing stability including:
 - Reimbursement for an HQS delay
 - Pet deposit
 - Utilities hook up or bill
 - Application fees
 - Past due fees
4. One month of Vacancy Loss, equal to one month's rent, if damages prevent a unit from becoming rent ready for 27 or more days.

Attachment C
Expense Summary Form

Complete the following annual budget estimate for costs to provide Landlord Liaison services. If the City selects your agency for a contract, further budget detail will be requested. This form is available in Excel form on cabq.gov/family/partner-resources/request-for-proposals

1. Agency Name:			
2. Project Title:			
Expenditure Category	Program Total	City Funding Requested	Percent Requested
Personnel Costs			
Salaries & Wages			
Payroll Taxes and Employee Benefits			
Total Personnel Costs			
Operating Costs - Direct			
Contractual Services			
Audit Costs			
Consumable Supplies			
Telephone			
Postage and Shipping			
Occupancy			
a. Rent			
b. Utilities			
c. Other			
Equipment Lease/Purchase			
Equipment Maintenance			
Printing & Publications			
Local Travel			
Conferences, Meetings, Etc.			
Direct Assistance to Beneficiaries			
Membership Dues			
Equipment, Land, Buildings			
Insurance			
Fuel and Vehicle Maintenance			
Total Operating Costs			
Total Direct Costs (Personnel & Operating)			
Indirect Costs (____%)			
TOTAL PROGRAM EXPENSES			