

APPENDIX 20

SAMPLE OUTLINE: CURRICULUM FOR A RENTAL
HOUSING COUNSELING PROGRAM

SAMPLE OUTLINE: CURRICULUM FOR A RENTAL HOUSING COUNSELING PROGRAM

Rental counseling should generally be divided into two phases: pre-occupancy and post-occupancy.

Pre-Occupancy Phase: The Pre-occupancy phase of counseling can prevent future management-tenant conflicts. Pre-occupancy counseling in the rental program generally can be held in group sessions. The sessions should address the following areas:

Resident lease requirements and obligations: The IHA may provide a full explanation of the requirements and obligations in the lease agreement; the IHA's Collection and Eviction Policy; and discuss the importance of making rent payments to the IHA. It should be stressed that rent payments are the principal source of funds for IHA operations and unit maintenance, and that nonpayment of rent will result in eviction.

Other IHA policies and rules: The resident should become familiar with all rules that affect tenancy. These may include the IHA's policies regarding pets, permission for redecorating, utility usage, resident maintenance, etc.

Post-Occupancy Phase: During the post-occupancy phase of counseling, the IHA should work with the family to develop essential residential skills such as operating appliances and reporting maintenance problems. This phase of the program lends itself to home visits and may include the following:

- o Move-in inspection: The IHA and resident should conduct an inspection of the home to record deficiencies and make arrangements for corrections. The inspection report should be signed and dated by the resident and a copy placed in the resident's file.
- o Demonstration: The resident knows how to operate all dwelling equipment. The IHA should demonstrate appropriate cleaning techniques and materials, reviews common maintenance problems and explain procedures for reporting future maintenance needs.
- o Periodic home visits: The IHA may wish to make periodic home visits to review the lease and answer questions the family may have about the program. If the family has difficulty in meeting its financial obligations, the IHA should work with the family to remedy the problem. This may include obtaining outside

The two major Rental Counseling and Training Program phases:

Pre-Occupancy
Resident Lease Requirements
IHA Policies and Rules

Post-Occupancy
Move-In Inspection
Demonstration of Equipment
Periodic Home Visits
Assistance to the Family

referral services for the resident or having rental payments made directly to the IHA, through deductions, or vendor payment arrangements with the social services agency, etc.

- o Assistance to the family: The IHA may offer referral services to its residents. This means that the IHA staff should have knowledge of which services are available in the community. The IHA may then refer residents to the proper source of necessary services, for example, child care, selection of furnishings, decorating services, food and nutrition, alcohol and drug abuse programs, health care, etc.

-- SAMPLE --
A-20.1

Appendix 20