

LANDLORD-TENANT-CASE MANAGER COMMUNICATION AGREEMENT

About this tool: This communication agreement should be filled out and signed by the tenant and then provided to the landlord to promote open communication between the tenant, landlord, and case manager. The form can easily be modified, but already includes those communication issues that are frequently cited by landlords as “red flags”. The important thing is to identify and address problems before they lead to lease non-compliance and possible eviction. Note that before this agreement is used, you may want to have your client sign an information release authorization form.

Dear [NAME OF LANDLORD],

My goals are to:

- Fulfill my obligations as outlined in the lease
- Ensure rental payments are received on time
- Maintain the rental unit in good condition
- Help maintain a safe, pleasant and decent housing community

I am enrolled in the [NAME OF PROGRAM] at [NAME OF AGENCY] where I am working with [NAME OF CASE MANAGER] to help me achieve these goals. We would like to maintain a positive and communicative landlord-tenant-case manager relationship. Therefore, we are asking you to inform both my case manager and myself if any of the following occur. We greatly appreciate your cooperation:

Landlord

_____ I have not received full rent by the 3rd day of the month.

_____ I have received a complaint that there is too much noise from the tenant's apartment.

_____ I have significant concerns about the condition of the tenant's unit. (Examples: Landlord has seen damage or received complaints about bad smells that could be related to garbage.)

_____ I think someone is living in the tenant's unit who is not named on the lease.

_____ I think someone in the tenant's unit may be doing something illegal.

_____ The behavior of someone living in or visiting the tenant's unit is causing other tenants to complain.

_____ Provide the tenant with 24 hours notice prior to entering the unit.

_____ Follow up / Respond quickly to inquiries and concerns.

_____ I see something that is a violation of the lease. Describe : _____

_____ Other: _____

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Tenant

As your tenant, I understand my responsibilities set forth in the lease agreement. In order to fulfill my responsibilities, I will inform you and/or my case manager if any of the following occur:

- _____ A rare, but serious emergency occurs that will impact my ability to pay rent on time
- _____ I will be away from the unit for an extended time period (Examples: 30, 60, 90 days)
- _____ Inform the landlord of maintenance issues
- _____ I observe or experience an issue or event that impacts the safety of the community
- _____ Follow up / Respond quickly to inquiries and concerns.

Case Manager and/or Housing Coordinator

As your tenant's case manager, I am here to connect them to supportive services and work with them on an on-going basis to move towards self-sufficiency. I am also here as a support to the landlord to help mediate issues that might interfere with a positive tenant/landlord experience. Therefore, I will inform you if any of the following occur:

- _____ Inform the landlord if I become aware of a situation that will impact the tenant's ability to pay rent on time
- _____ Inform the landlord if I become aware of a circumstance that will impact the tenant's occupancy of the unit (Examples: tenant is hospitalized for 60, 90 days)
- _____ I observe a maintenance issue
- _____ I observe or experience an issue or event that impacts the safety of the community
- _____ Participate in problem solving / trouble shooting only in the event that the tenant and landlord are unable to resolve an issue without my assistance
- _____ Follow up / Respond quickly to inquiries and concerns

Please contact me using any of the following:

	Phone	Phone 2	Email	Address
Landlord Name:				
Tenant Name:				
Case Manager Name:				

(Signature of Landlord)

(Date)

(Signature of Tenant)

(Date)

(Signature of Case Manager)

(Date)