FSL Resident Retention Project
About Your Presenter

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About FSL

Founded in 1974 by the Roman Catholic Diocese of Phoenix.

FSL MISSION
FSL’s mission is to provide home and community-based services and develop energy-efficient, affordable housing to promote health, independence, and dignity for all.

Serving over 40,000 Arizonan’s each year.
Arizona Housing Coalition
Conference | February 2024

A Safe Home
- Single Family Homes for Sale
- Adult Behavioral Health Therapeutic Home
- Assisted Group Living
- Adult Foster Care
- Home Energy Solutions
- Weatherization
- Quality Monitoring Services
- Apartments for Rent
- SouthWest Building Science Training Center

Nutritious Meals
- ReCreación
- Food Pantry
- Senior Centers

Health & Wellness
- ReCreación
- Assisted Group Living
- ACTIVATE
- Senior Centers
- Caregiver Services
- CATCH
- Community Action Programs
- MercyCare Advantage Wellness

Caregiver Support
- Family Caregiver Education
- Caregiver Services
- The Caregiver House
25 Complexes | 967 Units

Locations
Avondale       Holbrook       Payson       Tucson
Coolidge       Kingman        Phoenix      Wickenburg
Cottonwood     Lake Havasu City Prescott Williams
Flagstaff      Mayer          Show Low     Yuma
The evolution of FSL multi-family housing.

1981

3 Complexes
73 Units

Locations:
Kingman, Phoenix, and Williams

1990

4 Complexes
149 Units

Locations:
Kingman, Payson, Avondale, and Wickenburg

2008

4 Complexes
212 Units

Locations:
Phoenix, Show Low, and Lake Havasu City
### 2012
- 4 Complexes
- 164 Units
- Locations: Yuma, Show Low, Prescott, and Flagstaff

### 2018
- +1
- 7 Complexes
- 257 Units
- Locations: Coolidge, Cottonwood, Phoenix, Holbrook, Mayer, Tucson

### 2024
- +1
- 4 Complexes
- 305 Units
- Locations: Phoenix, Show Low, and Lake Havasu City

### 2024
- +3
- 25 Complexes
- 967 Units
- 12 AZ Cities & Towns
Chronic Homelessness Defined:

1. A person who lives in a place not meant for human habitation, Safe Haven, or Emergency Shelter,

2. has a disability, and

3. has been homeless continuously for one year OR four or more times homeless in the last three years, where the combined length of time homeless is at least 12 months.

*As defined by HUD*
2023 Homelessness Trends:

18 people entering homelessness for every 10 people leaving homelessness

*AZMAG.ORG Homelessness Trends Report Q3 2023*
2023 Arizona State Eviction Filings through July

96,868

*Arizona Supreme Court www.azcourts.gov
Homelessness in Maricopa County

Age 55+

2,090

TOTAL

9,642

= 22%

*MAG Point-in-Time Count Report (January 2023)
FSL Eviction & Non-Renewal
Data Goals

1. Understand FSL property evictions or non-renewals
2. Better advocate for the residents affected
Eviction Defined:

1. A civil legal process by which a landlord can legally remove a tenant from their rental property. It can occur when the tenant stops paying rent, breaches the rental agreement terms, or in other situations permitted by law. The eviction process varies by state and municipality, but it generally involves a notice, a lawsuit, and a court hearing.

2. The landlord/owner makes a case and sues the tenant to take possession of the unit. When the court rules in favor of the landlord/owner, the tenant must vacate.

*As defined by www.investopedia.com*
Non-Renewals Defined:

Management served a breach of lease notices; when not cured, they served a notice stating a plan not to renew the lease.
Hostile Move-Out Defined:

Hostile move-out is a term used for this presentation and is not universal.

Hostile move-out describes events where management gives the resident breach of lease notices, and the resident, in turn, provides management a 30-day notice to vacate or skip before and eviction hearing could occur.
Looking For Additional (Nationwide) Insights?

www.evictionlab.org/research

- The Prevalence, Concentration, and Geography of Eviction
- People at Risk of Eviction
- Consequences of Eviction
- & More
Why Evict?

Stress/threats to other residents
Loss of rental income
Hostile work environment for staff
Healthy and safety concerns
Legal fees
Staff to Loss of Productivity
Damage to assets
The Cost of Eviction - 2023

$52,000 in lost rent and damages from move-outs
What the data showed:
Eviction/Non-Renewal Narratives 2021-2022
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1. Substance abuse - 2 households
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2. Criminal activity - 3 households
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3. Unauthorized occupants - 4 households
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Eviction/Non-Renewal Narratives 2021-2022

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3. Unauthorized occupants - 4 households
4. Threats or harassment of management of other residents - 14 households
What the data showed:
Eviction/Non-Renewal Narratives 2021-2022

1. Substance abuse - 2 households
2. Criminal activity - 3 households
3. Unauthorized occupants - 4 households
4. Threats or harassment of management of other residents - 14 households
5. Violating smoking rules - 2 households
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Eviction/Non-Renewal Narratives 2021-2022

1. Substance abuse - 2 households
2. Criminal activity - 3 households
3. Unauthorized occupants - 4 households
4. Threats or harassment of management of other residents - 14 households
5. Violating smoking rules - 2 households
6. Apartment condition - 4 households
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1. Substance abuse - 2 households
2. Criminal activity - 3 households
3. Unauthorized occupants - 4 households
4. Threats or harassment of management of other residents - 14 households
5. Violating smoking rules - 2 households
6. Apartment condition - 4 households
7. Non-payment - 9 households
Advocacy Needed

What immediate assistance is there for those not enrolled in a Regional Behavioral Health Authority (RBHA)?

AHC 2023 grants address those homeless and in transitional housing to get housed.

Who assists the people housed but at risk for homelessness?

Our statewide community legal services do a fantastic job helping select cases, but their capacity is saturated.

Who is there to assist at the courts?
Application Process

Requirements:
Fill out application form, background checks, no cost to apply, acceptance based on Tenant Selection Plan.
Steps an applicant can take after their application is rejected.

Grievance Policy:
Community Partnerships:

Wildfire AZ
Leading the Housing Stability Collaborative 2024

AZ Pet Project
Assisting residents with pet care that threatens their housing
Possible Resource Ideas:
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2. Court-appointed “guardian ad item” volunteer program for unrepresented residents facing eviction court
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5. Housing counselors
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4. Eviction diversion program
5. Housing counselors
6. Seamless follow-up services for the evicted (could be court ordered)
Any Questions?