

FSL Resident Retention Project





About Your Presenter

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National Affordable Housing
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me on LinkedIn*

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.**



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

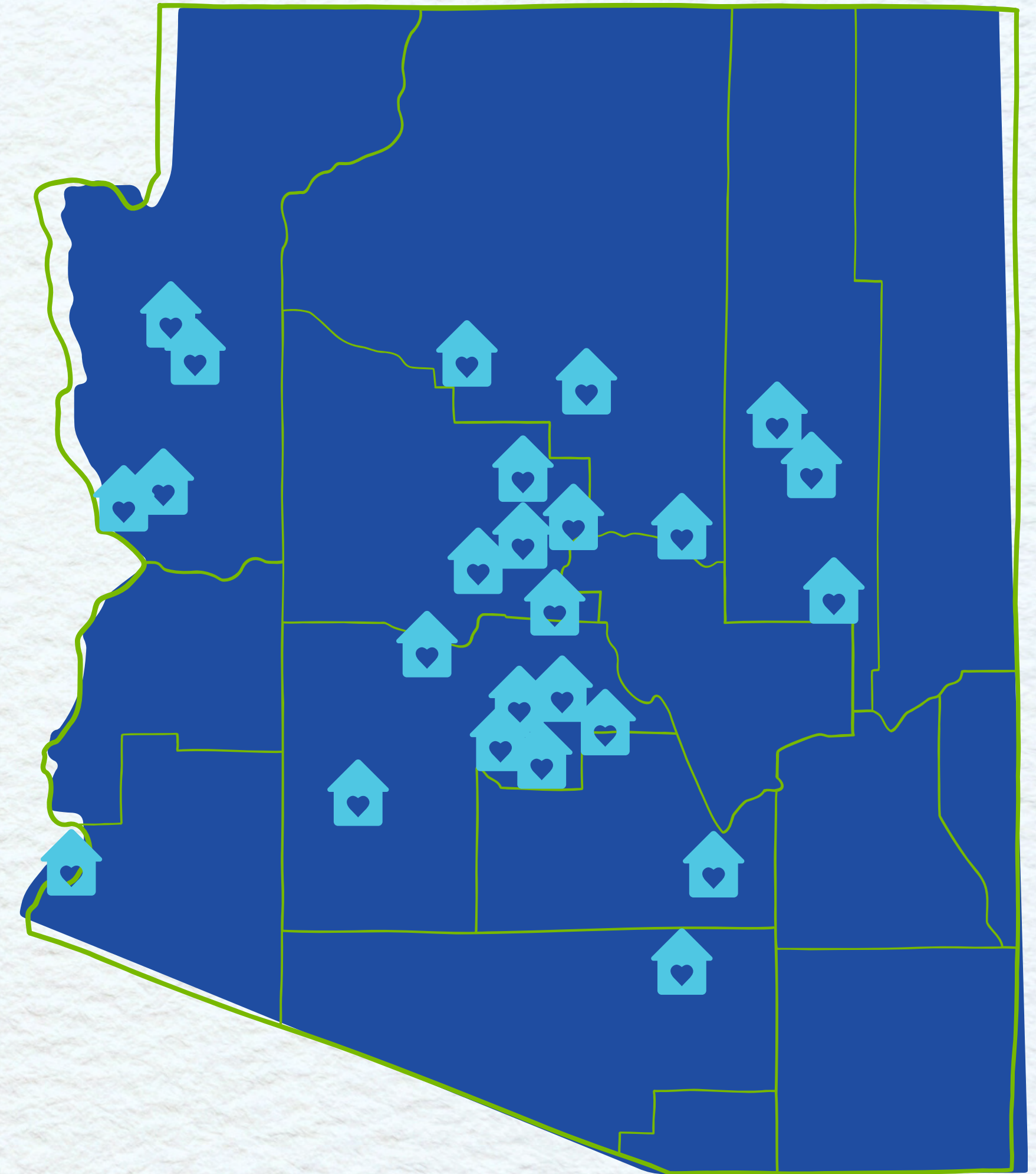
Caregiver Services

The Caregiver House

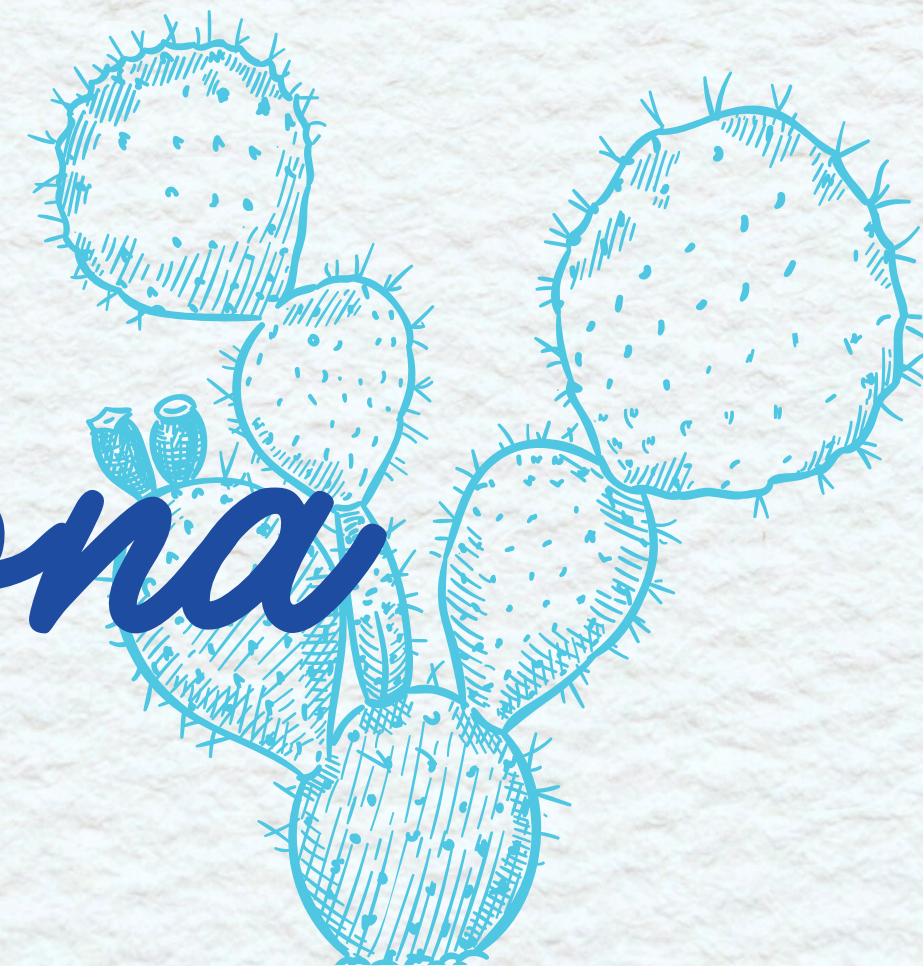
25 Complexes | 967 Units

Locations

Avondale	Holbrook	Payson	Tucson
Coolidge	Kingman	Phoenix	Wickenburg
Cottonwood	Lake Havasu City	Prescott	Williams
Flagstaff	Mayer	Show Low	Yuma



FSL Housing
Across *Arizona*



Evolution

The evolution of FSL multi-family housing.

1990

4 Complexes
149 Units

Locations:
Kingman, Payson, Avondale,
and Wickenburg



+3

3 Complexes
73 Units

Locations:
Kingman, Phoenix,
and Williams

1981

+1



+1

+2

4 Complexes
212 Units

Locations:
Phoenix, Show Low, and
Lake Havasu City

2008

+1

+2

2012

4 Complexes
164 Units

Locations:
Yuma, Show Low,
Prescott, and Flagstaff



2024

4 Complexes
305 Units

Locations:
Phoenix, Show Low, and
Lake Havasu City

+1 +3 +3

+1

+3

+1

7 Complexes
257 Units

Locations:
Coolidge, Cottonwood, Phoenix,
Holbrook, Mayer, Tucson

2018

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.



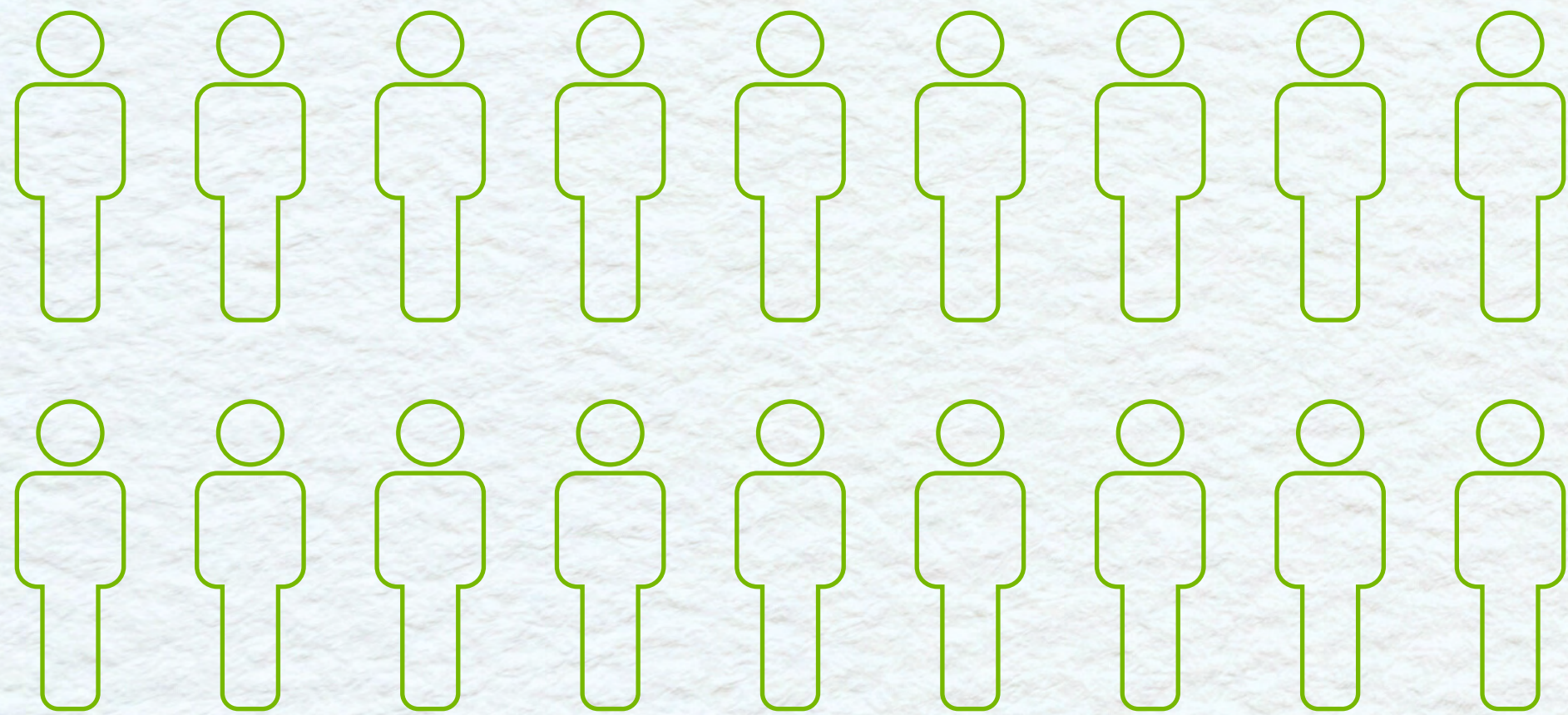
**As defined by HUD*

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

Homelessness in Maricopa County

Age 55+

2,090

TOTAL

9,642

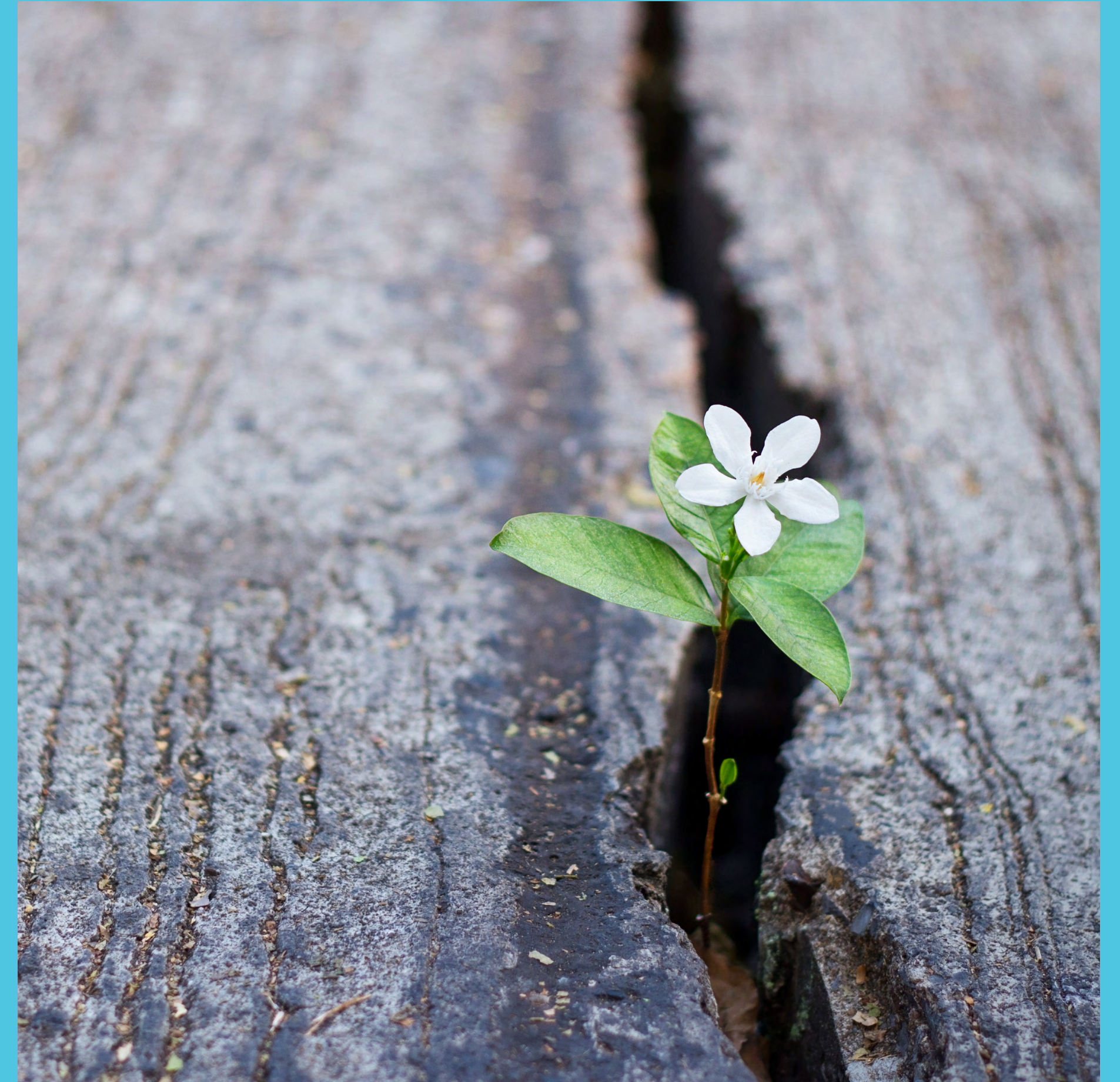
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22%

*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

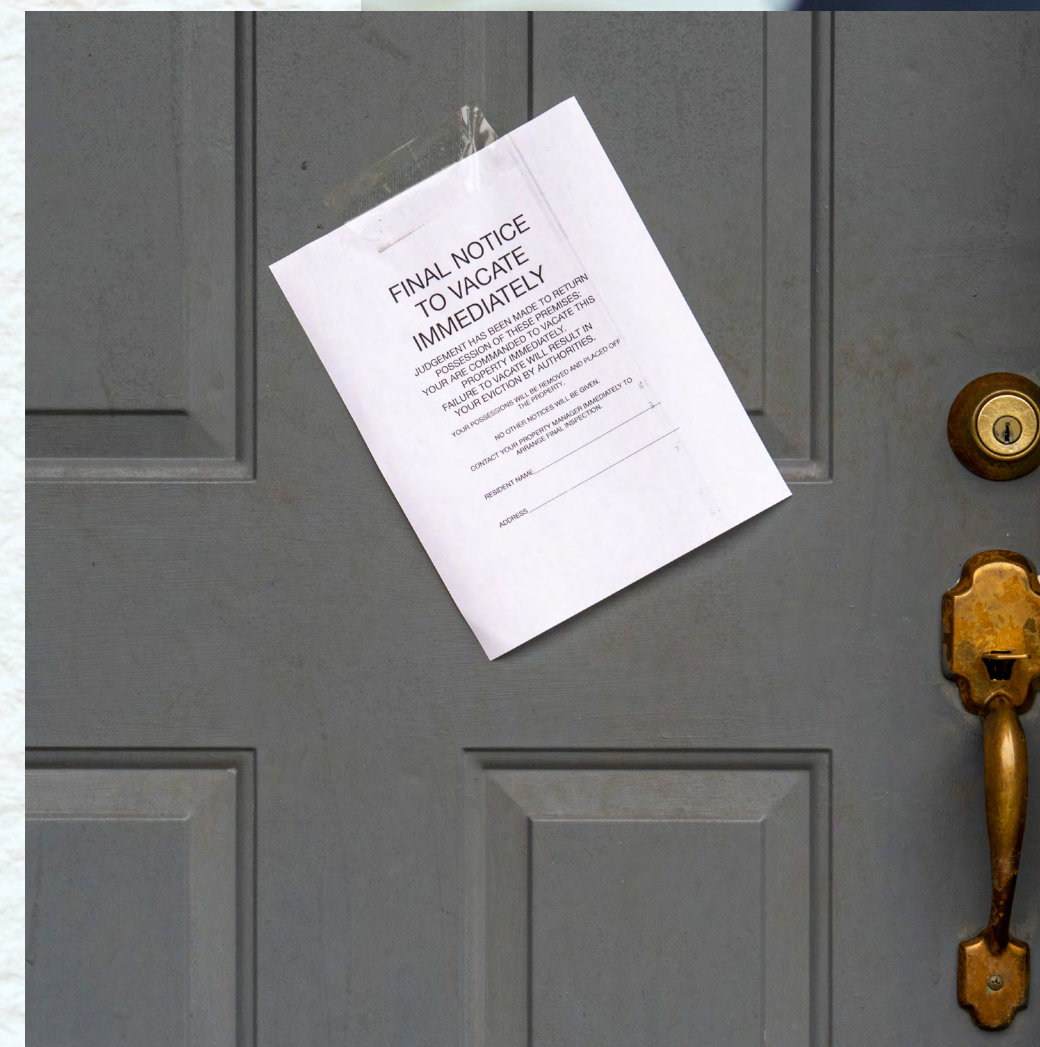


Eviction Defined:

- 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.

Non-Renewals Defined:

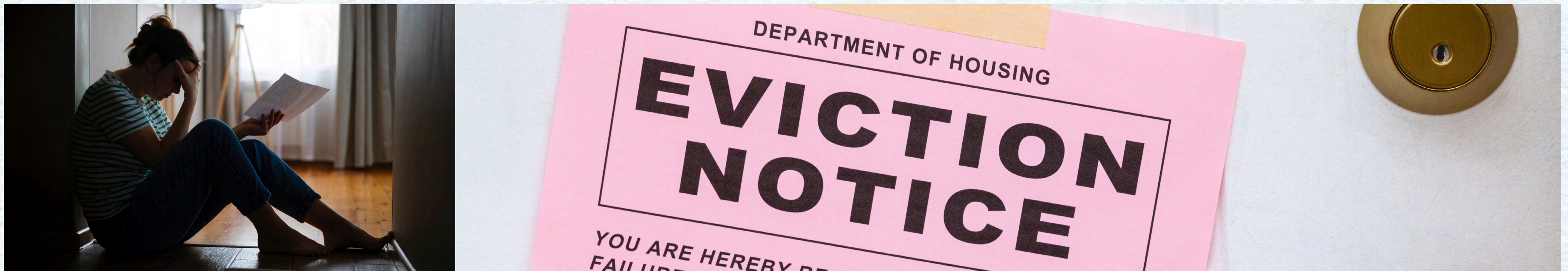
Management served a breach of lease notices; when not cured, they served a notice stating a plan not to renew the lease.



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



Stress/threats to
other residents



Loss of
rental income



Healthy and
safety concerns



Hostile work
environment for staff



Legal fees



Staff to Loss
of Productivity



Damage to
assets

Why Evict?

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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5. Violating smoking rules - 2 households

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6. Apartment condition - 4 households

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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?



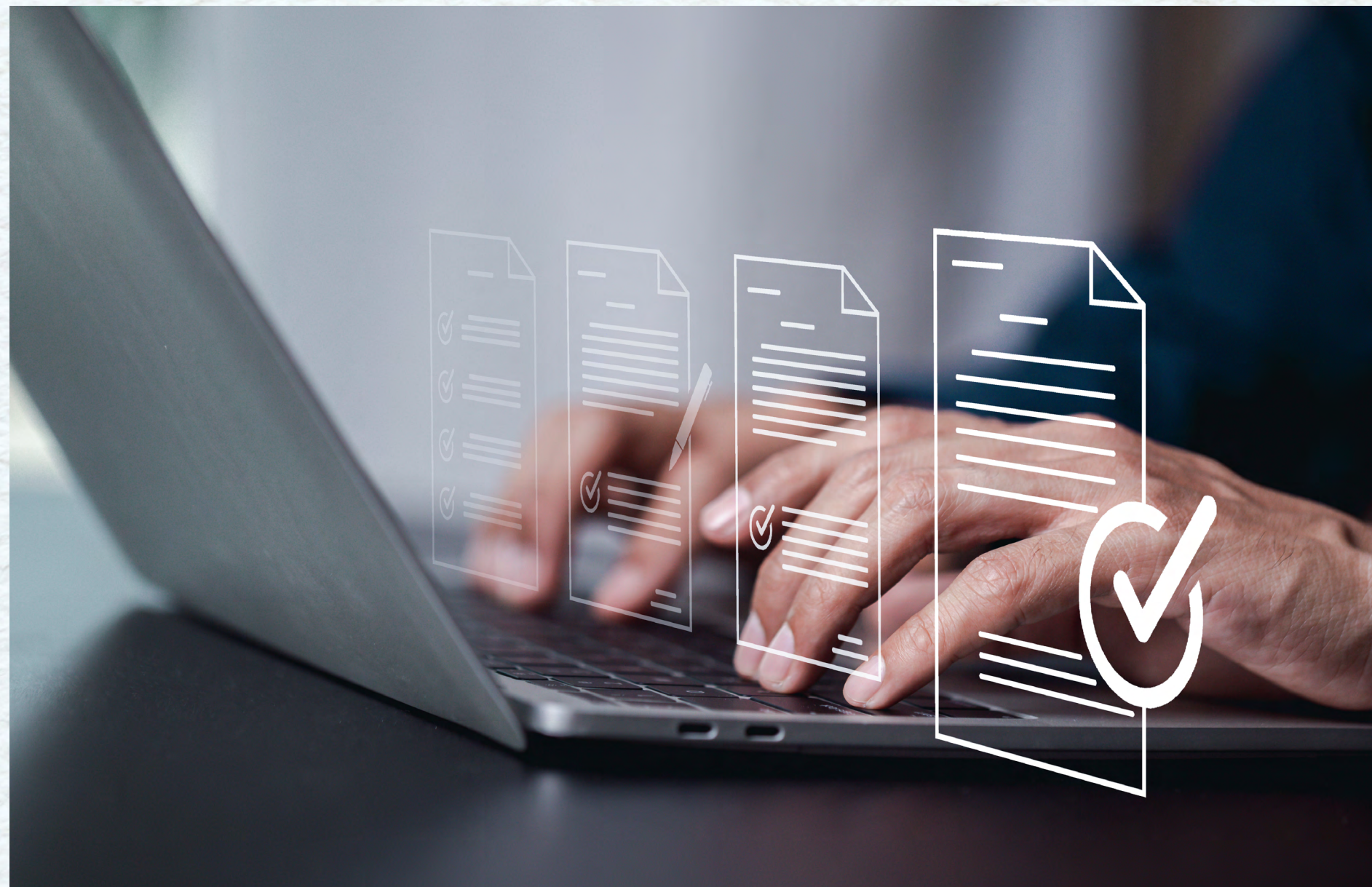
Application Process



Requirements:

Fill out application form, background checks, no cost to apply, acceptance based on Tenant Selection Plan.

Application Process



Grievance Policy:

Steps an applicant can take after their application is rejected.

Wildfire AZ

Leading the Housing
Stability Collaborative 2024



AZ Pet Project

Assisting residents with pet care
that threatens their housing

Community Partnerships:

Possible Resource Ideas:

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3. Court-ordered mediators (owners vs. resident)
4. Eviction diversion program
5. Housing counselors
6. Seamless follow-up services for the evicted (could be court ordered)

**Any
Questions?**



Stay Connected

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me on LinkedIn*