



Service Provider FAQ

1.) What is LeaseUp Los Angeles?

LeaseUp is an initiative of PATH created to increase LA County's affordable housing inventory by collaborating with property owners and managers to help end homelessness in Los Angeles.

LeaseUp addresses the concerns of property owners and managers with a dedicated team of professionals to navigate the process. LeaseUp offers support, incentives and consistent assistance to increase the possibility of finding a home for more of our neighbors living on the streets.

This is a collaborative effort to provide housing for our homeless neighbors. LeaseUp services include managing a landlord risk mitigation program, providing outreach and education to the community, managing a central housing resource portal and facilitating the housing process for service providers.

2.) What are Housing Location Services and how do I get access?

In conjunction with the LeaseUp campaign for property owners, PATH is providing the units acquired to eligible housing programs. The centralized housing resource portal provides access to available units that have been pre-vetted by a team of dedicated Housing Specialists. These units are inspected, and property owners are aware of case management services and housing subsidies.

3.) How do I know if my agency or program is eligible for services?

If you work at a non-profit or government agency and your primary role and responsibility includes assisting people experiencing homelessness find housing, and provide case management to maintain housing, you may be eligible to access the resource. Agencies must also be involved in the Coordinated Entry System to receive

access. Eligible programs include: Rapid Rehousing, Supportive Services for Veteran Families, Housing Navigation, and Prevention.

4.) What are expectations to utilize the services?

The LA Homeless Services Authority has established a set of guidelines for Landlord Care Expectations that will be released in early 2019. As a condition to access the services, it's expected that all users of the website be present at all pre-housing appointments and lease signings, conduct home visits as scheduled, be responsive to landlord concerns, ensure on time rental and move-in assistance payments to landlords, and work collaboratively with the LeaseUp team on the move-in process.

We want to work together to make the process as efficient as possible for property owners and for program participants.

5.) Do I have to attend viewings and lease signings with our participant?

In short, yes. But we do understand that emergencies arise. Please ensure that someone from your team can assist with coverage and communicate any issues with PATH's Housing Specialist. We want to work together to ensure long term housing stability for all participants.

6.) I requested access two weeks ago and still have not received my log-in information. What do I do?

- 1.) Ensure that you utilized your agency email address to sign-up for services.
- 2.) Ensure that your agency is a part of Coordinated Entry System and you work in a housing program – examples of programs include Rapid Rehousing, Housing Navigation, Housing Stabilization, Supportive Services for Veteran Families, etc...
- 3.) If you do not know if your agency is eligible, please contact Thomas Wong, Housing Location Coordinator with LAHSA. TWong@lahsa.org

7.) I have access, now what?

Work with your participants on their housing plan to identify where they want to live, the type of subsidy they will be utilizing, and begin the search for housing!

Each unit has a dedicated Housing Specialist working with the property owner. They will be your liaison to view, apply, and possibly lease the unit. All communication with the landlord during the pre-housing meetings must be coordinated through the Housing Specialist.

8.) What if I reach out to a Housing Specialist and I don't hear back?

We expect our team to respond to inquires within 1 business day. We know that housing is a scarce resource and everyone wants to access units for their participants. If you do not receive a response after a couple of days, please email LeaseUpLA@epath.org with the unit address and Housing Specialist you attempted to connect with. We will make sure you are connected.

Additional questions in regard to services can be directed to LeaseUpLA@epath.org