

# Landlord Collaboration Program

**New Mexico Mortgage Finance Authority**

Special Needs Housing: Combating Homelessness

## **HFA Staff Contact**

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**New Mexico Mortgage  
Finance Authority**

# 2024 NCSHA Award Submission

ENTRY CATEGORY:

**Special Needs Housing**

ENTRY SUBCATEGORY:

**Combating Homelessness**

ENTRY NAME:

**Landlord Collaboration  
Program**



**HOUSING**  
NEW MEXICO | MFA

## **New Mexico Mortgage Finance Authority's Vision and Mission**

Approaching 50 years as the state's housing authority, New Mexico Mortgage Finance Authority's (MFA) vision is for all New Mexicans to have quality, affordable housing opportunities. MFA is the state's leader in affordable housing, providing innovative products, education, and services to strengthen families and communities. The New Mexico Children Youth and Families Department (CYFD), in partnership with MFA and youth/young adult housing providers in central and northern New Mexico, collaborated to launch the Landlord Collaboration Program pilot in April 2022. The program has continued to improve and grow each year.

### **The Landlord Collaboration Program is Innovative**

CYFD and MFA agree that partnerships with landlords are critical to ending homelessness and that there are many strategies involved in engaging and recruiting landlords, including the provision of risk mitigation funds and supportive services to landlords. Landlord risk mitigation type programs create added protection for landlords willing to rent to someone with limited income, a poor rental history, or a criminal history.

### **The Landlord Collaboration Program Addresses an Important State Housing Need**

The purpose of the CYFD/MFA Landlord Collaboration Program initiative is to increase access to safe, permanent and supportive housing opportunities for youth (ages 24 and under) who are experiencing homelessness, exiting foster care or are at-risk of homelessness. There is a great need for access to safe, permanent and supportive housing opportunities among this population in New Mexico. This program incentivizes landlords to rent to our vulnerable youth by offering them a "safety net" should there be damages to a unit during or after a tenancy.

### **The Landlord Collaboration Program Provides Benefits that Outweigh the Costs**

Funds are distributed by MFA to landlords within New Mexico to be used to cover costs such as excessive damage to rental units, lost rent due to damages or needed repairs, past due utilities keeping a young renter from accessing services at a new location or legal fees beyond the security deposit, as well as certain targeted upgrades so new rental units can meet HUD minimum standards.

### **The Landlord Collaboration Program Effectively Employs Partnerships with CYFD and Housing Providers**

The Landlord Liaisons are responsible for encouraging landlords to rent to at-risk young adults, keeping a list of rental opportunities for young adults, facilitating the appropriate matching of rental vacancies to the needs of young adults, and resolving issues that may arise during the tenancy of young adults. Landlord Liaisons focus on assisting landlords in filings claims when necessary and serve as a "middle person" for the MFA program manager. The three Landlord Liaisons working on this program were strategically placed within existing youth housing providers, covering 15 northern New Mexico counties and the urban Albuquerque Metro area.

When claims are submitted by a Landlord Liaison, the MFA program manager reviews the landlord claim form and supporting documents, including pictures, and will reach out and communicate with the

appropriate landlord liaison to confirm pertinent facts before a decision or payment is initiated to a landlord. Supporting documents include receipts of items purchased for repairs, invoices from contractors or material suppliers, and records of unpaid utilities or legal fees.

If the MFA program manager is unable to make a determination regarding the appropriateness of the claim, the MFA program manager works with the CYFD program manager, who has final say, to make a determination about if the claim is allowable.

### ***Claim Types***

Approved payable claim types and dollar cap amounts are as follows:

- Up to \$3,000 available to reimburse landlords, above security deposit, for damages during or after tenant vacates rental.
- Up to \$1,000 available to make improvements needed to meet minimum HUD standard.
- Up to one (1) month vacancy loss, above security deposit, equal to monthly lease amount, if time is needed to make repairs.
- Up to \$500 flex funds to be spent at the discretion of the Landlord Liaisons on payment for landlord time to receive specialized training and/or to address needs arising during a tenancy that are directly related to the livability, continued occupancy, or maintenance of rental unit that may have the effect of preventing an eviction.

### ***Timeline***

- Claims may be initiated as soon as the need arises and must be initiated within 60 days of termination of occupancy of a youth tenant involved in one of the aforementioned housing programs.
- Claims may be submitted during an existing tenancy of a youth tenant involved in one of the aforementioned housing programs or after a tenant has vacated the property.

Supporting Documentation:

Landlords must file a claim form and submit photos and invoices or receipts to substantiate claims.

### ***Reporting Process***

The reporting process includes quantitative measures such as county, claim type, initial claim amount and actual claim amount paid. Reporting also includes the date a claim was received and when it was submitted for payment, with the average turnaround time currently being within a 1-to-2-day period.

The MFA Program Manager inputs client data into LCP Performance Measures Spreadsheet which then categorizes responses quarterly as well.

The Program Manager then transfers quarterly data to the LCP Quarterly Report which includes a summary and dashboard for quick analysis of program performance and program impact measures.

**The Expected Outcomes that Demonstrate Measurable Benefits to Targeted Clients Include:**

***Youth:***

- Decrease the number of homeless and youth at-risk of homelessness
- Enhance the desirability of young renters to landlords
- Decrease the time youth are accepted by landlords as tenants
- Increase the number and quality of rental options for young adults
- Increase the number of positive rental experiences for youth
- Increase opportunities for youth to establish positive rental histories
- Reduce negative rental outcomes

***Landlords:***

- Increase supportive experiences for landlords
- Increase likelihood of landlords accepting young tenants
- Increase the number of positive rental experiences for landlords
- Increase the likelihood of addressing problems early in a tenancy
- Increase financial resources and safety nets for landlords

***Community Systems:***

- Increase engagement and recognition of non-traditional partners, such as landlords
- Address structural inequality and reduce barriers faced by young renters
- Support the breakdown of myths and stereotypes about young renters

**The Landlord Collaboration Program is Replicable**

The Landlord Collaboration Program has not only assisted numerous youth to access housing they otherwise might not have had available to them, but it has helped increase the number of landlords willing to rent to our vulnerable youth in the areas served. Not only do we believe that the program is replicable in other states, but its structure and guidelines are currently being used to create an additional program that will soon be available in Albuquerque and will provide similar assistance and payment of claims for those who are issued City of Albuquerque housing vouchers.

**The Landlord Collaboration Program Has a Proven Track Record of Success in the Marketplace**

Carmichael Consultants has supported the program development, data collection, community partnering and continued operations of the Landlord Collaboration Program since its inception. Perhaps this program's greatest strength is its many partnerships, leveraging everyone's strengths and recognizing landlords for their critical role and contributions in the effort to end homelessness.

From the start of the program in April of 2022 through March 31, 2024, 161 claims have been paid, meaning 161 youth have been assisted through this program. Of those 161 claims, 148 landlords were assisted in the total amount of \$182,640.68.

# New Mexico Mortgage Finance Authority

Landlord Collaboration  
Program

**Kelly Patterson**  
*Program Manager*  
Community Development Department

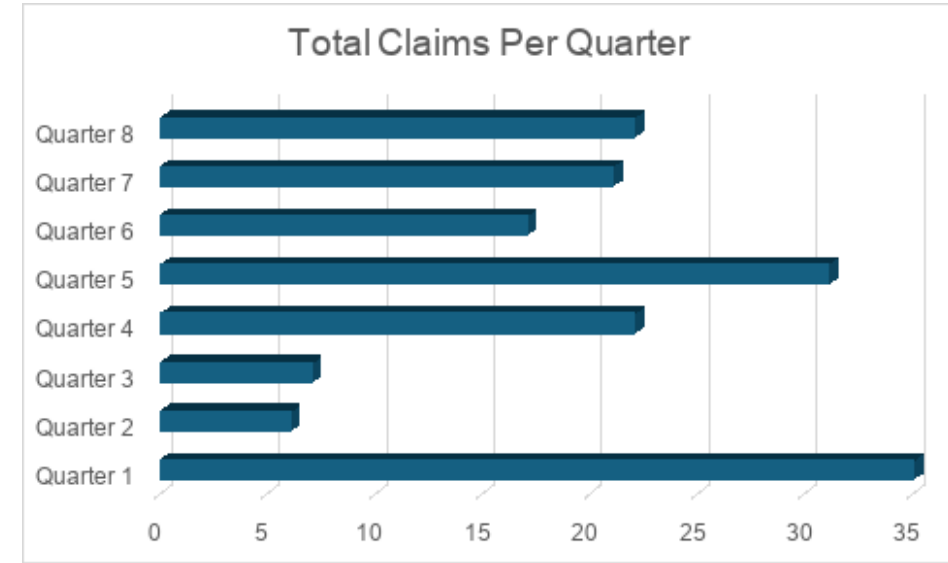
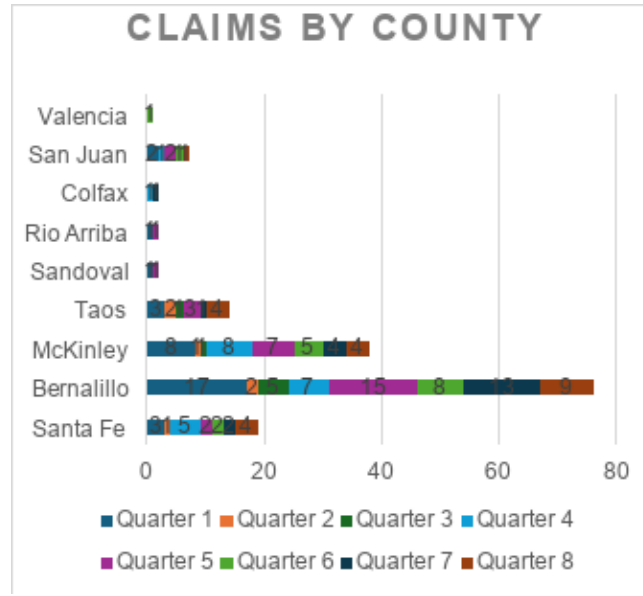
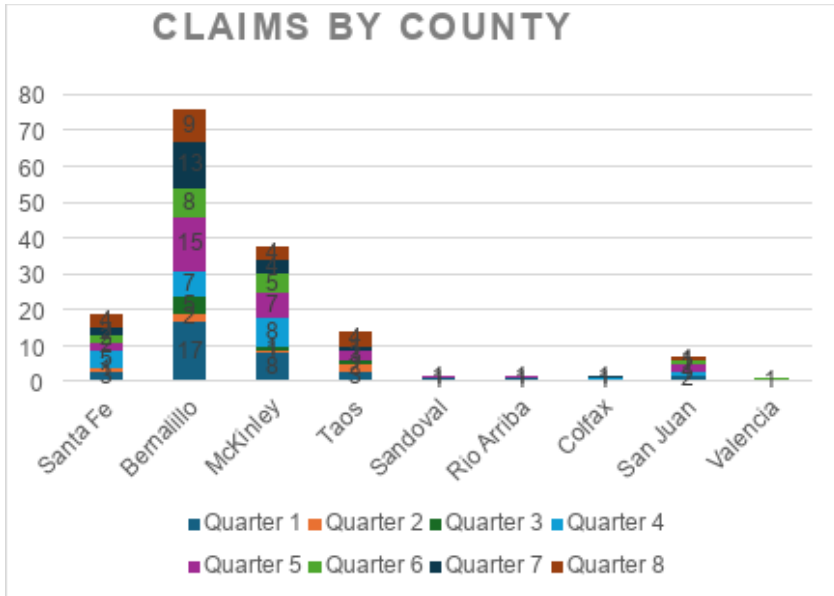


# Landlord Collaboration Program

## Claims by County:

County	Quarter 1 (Apr - Jun 22)	Quarter 2 (Jul-Sep 22)	Quarter 3 (Oct-Dec 22)	Quarter 4 (Jan – March 23)	Quarter 5 (April – June 23)	Quarter 6 (Jul – Sept 23)	Quarter 7 (Oct – Dec 23)	Quarter 8 (Jan – March 24)	Total
Santa Fe	3	1		5	2	2	2	4	19
Bernalillo	17	2	5	7	15	8	13	9	76
McKinley	8	1	1	8	7	5	4	4	38
Taos	3	2	1		3		1	4	14
Sandoval	1				1				2
Rio Arriba	1				1				2
Colfax				1			1		2
San Juan	2			1	2	1		1	7
Valencia						1			1
<b>total</b>	35	6	7	22	31	17	21	22	161

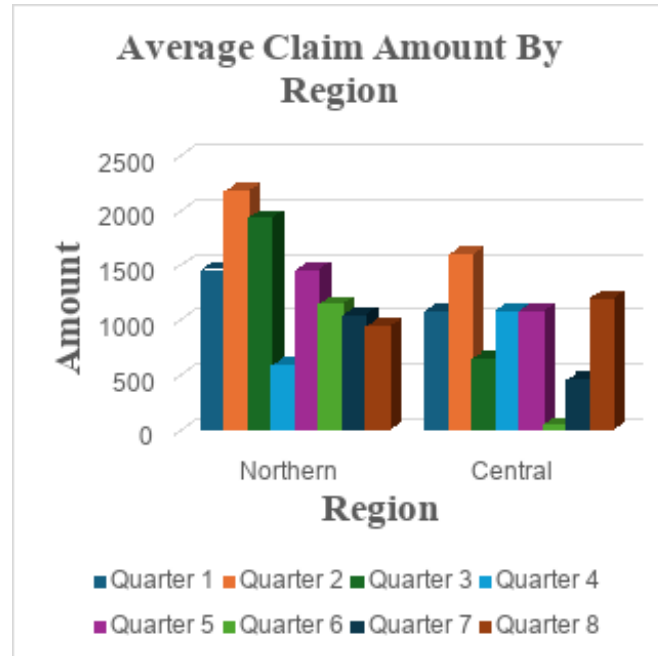
# Landlord Collaboration Program



# Landlord Collaboration Program

## Average Claim Amount by Region:

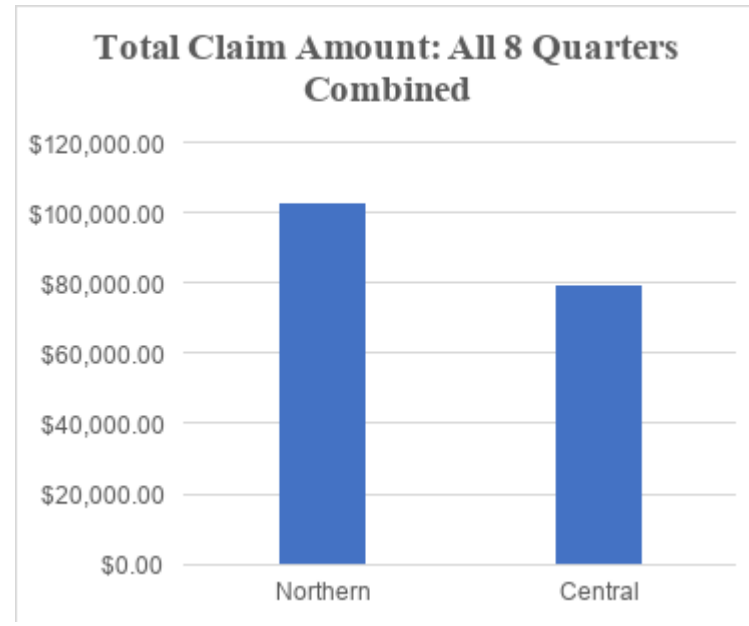
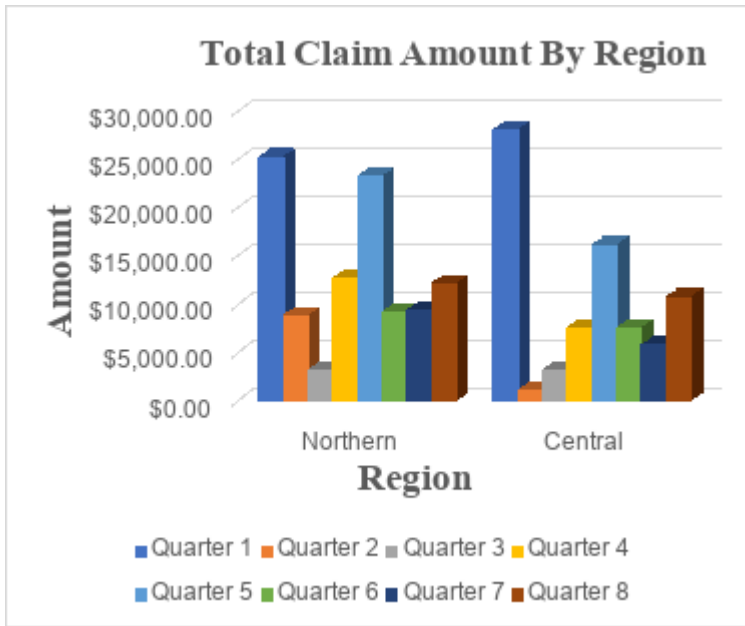
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Northern	1445.63	\$2,162.56	\$1,917.37	\$573.25	\$1,445.63	\$1,131.29	\$1,033.02	\$927.73
Central	1069.45	\$1,583.00	\$632.37	\$1,074.00	\$1,069.45	\$27.66	\$442.87	\$1,185.05



# Landlord Collaboration Program

## Total Claim Amount by Region:

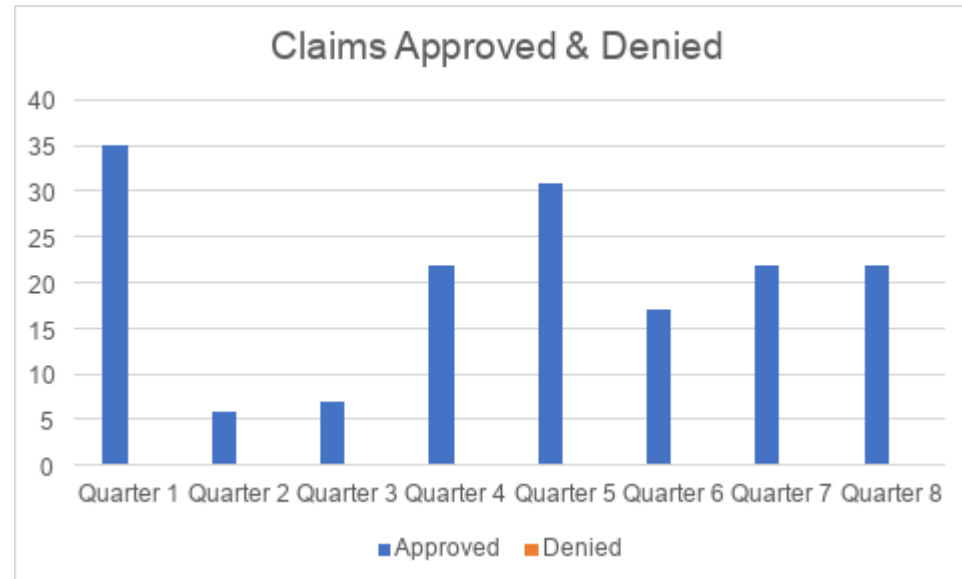
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
<b>Northern</b>	\$25,124.16	\$8,750.00	\$3,113.34	\$12,611.60	\$23,130.15	\$9,050.29	\$9,297.16	\$12,060.45
<b>Central</b>	\$27,964.13	\$946.15	\$3,161.86	\$7,518.00	\$16,041.71	\$7,448.98	\$5,757.26	\$10,665.44



# Landlord Collaboration Program

## Claims Approved and Denied:

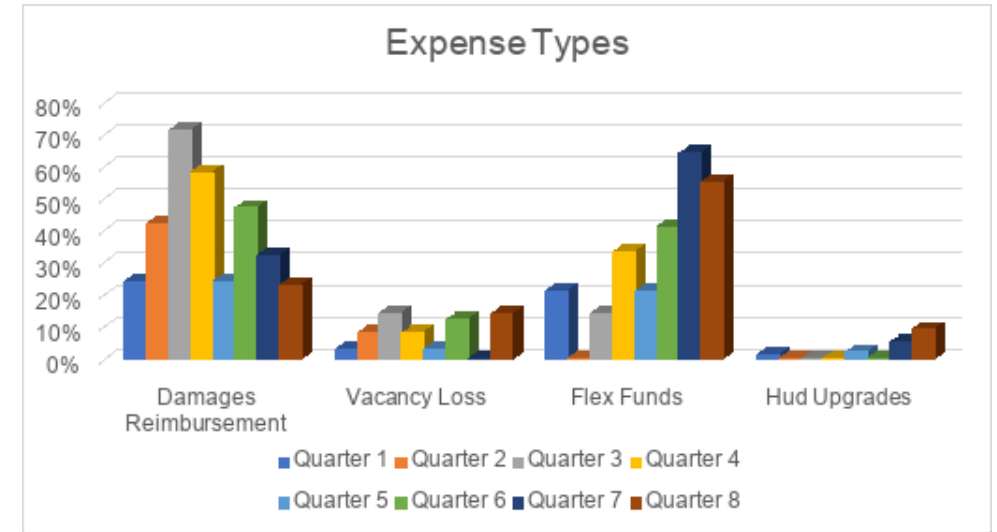
	Approved	Denied
Quarter 1	35	0
Quarter 2	6	0
Quarter 3	7	0
Quarter 4	22	0
Quarter 5	31	0
Quarter 6	17	0
Quarter 7	22	0
Quarter 8	22	0



# Landlord Collaboration Program

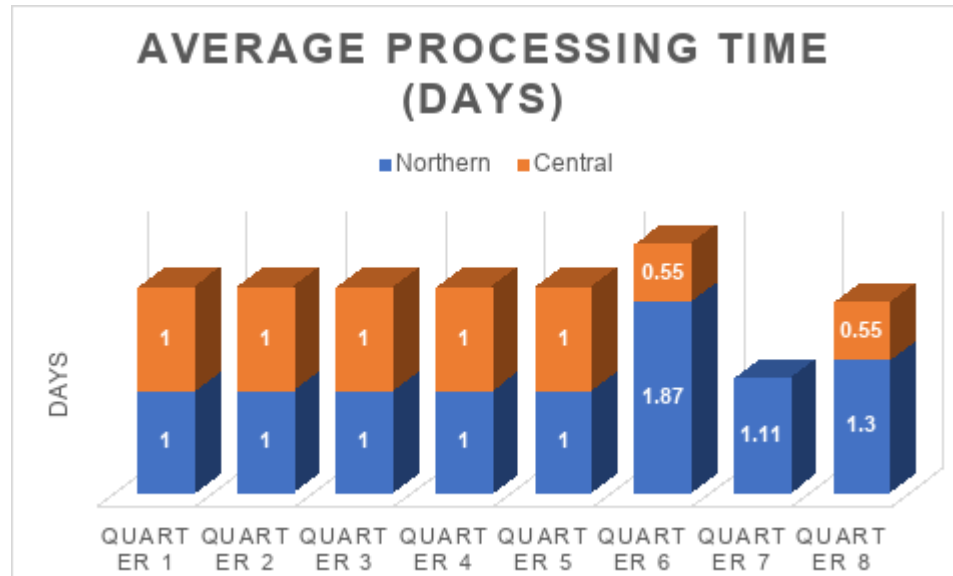
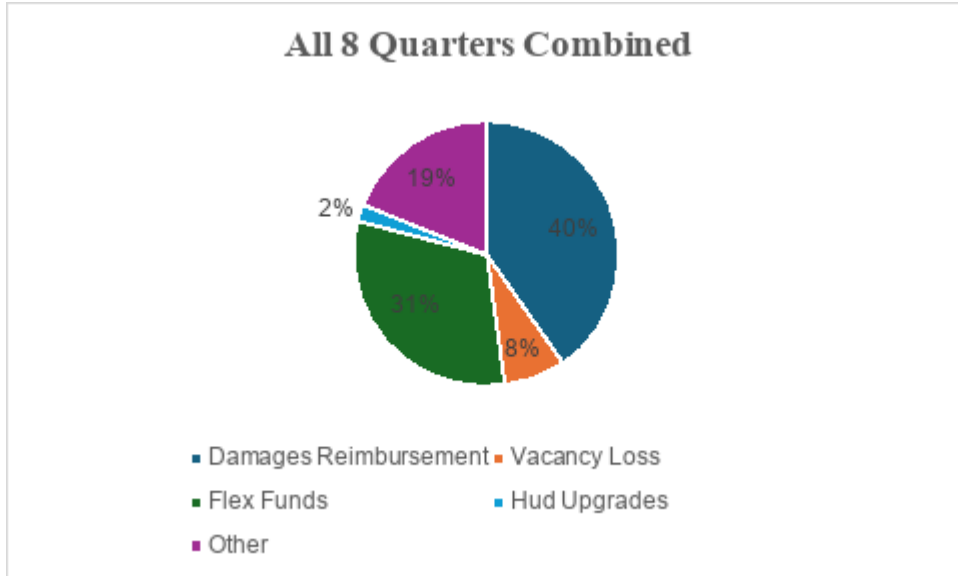
## Expense Types:

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Damages Reimbursement	24%	42%	71%	58%	24%	47%	32%	23%
Vacancy Loss	3%	8%	14%	8%	3%	12%	0%	14%
Flex Funds	21%	0%	14%	33%	21%	41%	64%	55%
Hud Upgrades	1%	0%	0%	0%	2%	0%	5%	9%
Other	50%	50%	0%	1%	50%	0%	0%	0%



# Landlord Collaboration Program

All 8 Quarters Combined:



Damages Reimbursement	40%
Vacancy Loss	8%
Flex Funds	31%
Hud Upgrades	2%
Other	19%

Average processing time (Days)	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8	Total
Northern	1	1	1	1	1	1.87	1.11	1.3	1.16
Central	1	1	1	1	1	0.55		0.55	0.87142857

# Landlord Collaboration Program

**Kelly Patterson**

*Program Manager*

Community Development Department

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*We Are Housing New Mexico*



About the Program  
File a Claim >

## Landlord Collaboration Program (for Young Adults)

# About the Program

## What is the Landlord Collaboration Program?

The Landlord Collaboration Program supports landlords to say "yes", to young, at-risk renters and encourages successful tenancies. New Mexico Children, Youth, and Families (CYFD), in partnership with New Mexico Mortgage Finance Authority (MFA), and other youth service providers, are happy to offer the following remedies for use by landlords who meet eligibility requirements.

MFA will distribute these funds to landlords, and they can be used to cover costs such as damage to rental unit(s) above normal wear and tear and in excess of the security deposit, lost rent (vacancy loss) is also reimbursable, as are certain targeted upgrades to meet HUD minimum standards. More information on program services, eligibility, and reimbursement can be found below. If you want to place a claim, please click on the blue link, "File a Claim", in the box on the left side of this page.

For more information contact Kelly Patterson at [kpatterson@housingnm.org](mailto:kpatterson@housingnm.org) and (505) 767-2281.

## Do I Qualify?

Landlords who rent to vulnerable young people, between the ages of 18 and 24, who are receiving supportive services from housing providers and/or CYFD in the 14 counties of Northern New Mexico and the Albuquerque metro area qualify for these remedies. If you question whether or not you are renting/have rented to a young person fitting this description, please contact Kelly Patterson at [kpatterson@housingnm.org](mailto:kpatterson@housingnm.org) and (505) 767-2281.

Claims may be initiated as soon as the need arises but MUST be initiated within 30 days of termination of occupancy by the young tenant. All claims will be reviewed on a case-by-case basis.

**We are happy to help you through the claims process and appreciate partnering with you to provide housing to young tenants.**

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**Landlord Collaboration Program (for Young Adults)**

# File a Claim

About the Program  
File a Claim

## What is Available?

MFA distributes available funds to landlords, and those funds can be used to cover the costs listed below, upon approval.

**Claims for damages:**

Up to \$3,000 is available to reimburse landlords if repair costs exceed a tenant's security deposit. A landlord may charge up to \$20.00 an hour for their own time if they make their own repairs. Claims may be initiated during an existing tenancy or within 30 days of termination of occupancy by an eligible tenant.

**Claims for vacancy loss:**

Up to one month of "vacancy loss" (equal to monthly lease amount), is reimbursable if time is needed to make repairs after a tenant vacates the rental unit. The vacancy loss must exceed a tenant's security deposit, and the property cannot be rented to a new tenant during this one-month window. Claims may be initiated during an existing tenancy or within 30 days of termination of occupancy by an eligible tenant.

**Claims for needed improvements:**

Up to \$1,000 is available to make improvements needed to meet minimum HUD standards before an eligible tenant moves in.

**Services of a Landlord Liaison:**

If you have been offered the services of a Landlord Liaison, please reach out to this person for additional support in placing a claim.

## How Do I Place a Claim?

Placing a claim is easy. Landlords are asked to complete and submit the three documents below to start the claim process:

- A completed Claim for Reimbursement form, available [here](#)
- Supporting documentation with invoices, receipts and photos clearly showing damage and costs of repairs. Examples are available [here](#)
- A completed WR with the name on the form being the same name that will appear on a check if a claim is approved, available [here](#).

Once these documents have been completed, please scan and upload them to Kelly Patterson at [kpatterson@housingnet.org](mailto:kpatterson@housingnet.org) and (505) 767-2281.

If you have any questions or difficulty downloading, completing and/or uploading the completed documents please reach out to Kelly Patterson at [kpatterson@housingnet.org](mailto:kpatterson@housingnet.org) and (505) 767-2281. We are happy to help you through this process and appreciate your efforts to provide housing to young adults in your community.

**Required Documents:**

**Claim for Reimbursement Form:**

**WR for Landlord:**

**Receipt Examples**

## Landlord Liaison Contact Information

If your rental property is in one of the following counties—Cibola, Los Alamos, Harding, McKinley, Sandoval, Santa Fe, San Juan and San Miguel—please contact:

Jarvis Johnson  
505-629-8679  
[jjarvis@poothubitters.org](mailto:jjarvis@poothubitters.org)

If your rental property is in one of the following counties—Colfax, Mora, Rio Arriba, Quay, Taos and Union—please contact:

Penny Peterson  
575-758-8505  
[ppeterson@wasthen.org](mailto:ppeterson@wasthen.org)

If your rental property is in the BPO Metro area, please contact:

Max Castillo  
505-477-8286  
[www.maxcastillo@wasthen.org](mailto:www.maxcastillo@wasthen.org)

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## Landlord Claim Form

Thank you for your interest in the Landlord Collaboration Program and for renting to young people in your community. We look forward to hearing from you about your needs and quickly processing your claim. Please fill in the needed information below to the best of your abilities. If you have any questions, please reach out to Kelly Patterson at [kpatterson@housingnm.org](mailto:kpatterson@housingnm.org) and (505) 767-2281. Please remember to also upload your W9, pictures of the damage, and receipts on this webpage.

### Information Needed for Check Request Form

Property Name:

Property Address of Damaged Unit:

Landlord or Property Management Company Name (Any payment will be made out to this person/entity)

Address to send any payment:

Landlord or Property Management Company Phone:

Landlord or Property Management Company Email:

### Information Regarding the Circumstance(s) Around the Claim

What type of claim are you submitting (check all that apply)

DAMAGE CLAIM

VACANCY LOSS

UPGRADES

FLEX FUNDS

**FOR DAMAGE CLAIMS:** Short description of events that resulted in damage (Ex. When tenant vacated the property, landlord found a broken window and two doors with damage.

Who is believed to have caused the damage to the rental unit?

Tenant

Acquaintance of Tenant

Other Person: *Please Specify*

Do you have any details about how the damage occurred? If so, please share.

What upgrades were necessary?

## Information on the Amount of the Request

What is the amount of Security Deposit on this rental unit?

What is the total amount of damages or upgrades?

What is the amount over the Security Deposit that is being requested to cover damages?  
*(The tenant's Security Deposit must be used first to cover damages. These funds are intended to cover damages over and above the Security Deposit)*

What was the contracted rent per month for this unit?

Has the tenant vacated the property, or do they still live in the rental unit?

Still Renting

Vacated the Rental Unit

You may qualify for a vacancy loss payment. To qualify, the rental unit must remain empty and not rent-ready for a minimum of 1 month, due to need repairs. Please answer the following:

Date rental unit vacated:

Expected date that the rental unit will be ready to rent again:

You may qualify for an inspection delay payment. To qualify, the delay must be more than five days. Was there a delay in the housing inspection that caused a vacancy lasting beyond 5 days?

Yes

No

If yes, please indicate the total number of days the unit remained vacant during the delay.

Date inspection requested:

Date inspection completed:

**Thank you for taking the time to get us the information we need. We will get back to you soon with any additional questions and/or a decision on this claim.**