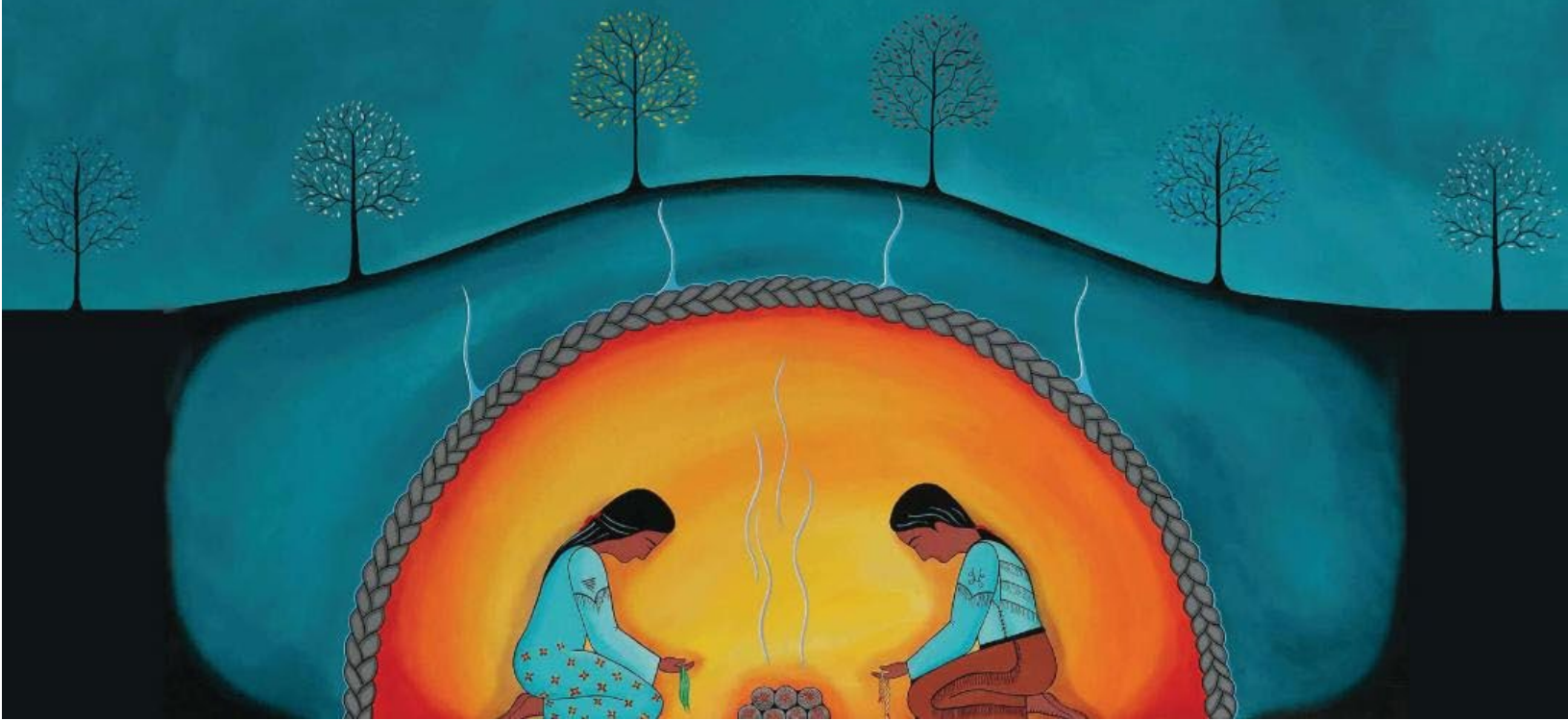




First Nations Housing Professionals Association

L'Association des professionnels de
l'habitation des Premières Nations

SUPPORTING SUCCESSFUL TENANCY





This three part webinar was delivered by Roxanne Harper, FNHP. A summary of the webinar follows:

Successful tenancy. Two words that everyone involved in First Nations housing would agree is a desirable end goal. After all, housing is a huge and expensive asset that shouldn't be exposed to considerable risk. But what is successful tenancy, really? The fact is successful tenancy varies from First Nation to First Nation. Achieving successful tenancy requires everyone involved in housing, from community leaders to community members, to have a clear understanding of how successful tenancy is defined in their community, and how everyone benefits.

This 3-part webinar is designed to help your First Nation achieve successful tenancy. It addresses the following topics:

PART 1 – APPLICATION AND TENANT SELECTION

- How strong housing policy serves as the necessary foundation for successful tenancy
- Why the obligations of both the tenant and the First Nation should be clearly defined in tenancy agreements and be consistent with approved housing policy
- Tips on how to increase tenant knowledge of their responsibilities – if tenants are unaware of their obligations, they are unlikely to meet them
- Why tenants must also be aware of what will transpire if they fail to meet their obligations under their tenancy agreement
- 8 steps in the tenant selection process that should be applied to result in a better tenant
- Sample resources to employ in your First Nation to support successful tenancy

PART 2 – OPPORTUNITIES TO SUPPORT SUCCESSFUL TENANCY

- Tips for housing professionals to help establish good working relationships with tenants once they move in
- Tips on what tenants can do to build good relationships with housing professionals and tools to help them
- How to identify and capitalize on opportunities to educate tenants and the community on the benefits of successful tenancy to the entire community
- Tools tenants can utilize to help them meet their obligations and communicate effectively with housing personnel
- How to identify policy, procedural or administrative changes required to support successful tenancy and why you should act on them
- The benefits of ongoing education and communication which can result in the creation of housing champions in your community





PART 3 – DEALING WITH COMMON TENANT COMPLAINTS

- How housing professionals respond to tenant complaints can have a huge impact on successful tenancy
- The benefits of being proactive rather than reactive when responding to complaints
- Strategies to employ to help build and maintain a professional relationship with tenants
- The importance of a constant focus on how to make improvements around tenant complaints and tips to help you do so
- Steps housing professionals can take to build trust and respect with tenants

WHO SHOULD WATCH?

- Housing managers, housing professionals, and other housing department staff (i.e., all housing staff who are in communication with tenants and community members that may impact the ability of the First Nation to achieve successful tenancy)
- Housing leadership (i.e., governing authority and/or Council members) responsible for housing policy may benefit from viewing parts of this webinar to reinforce their responsibilities for strong and effective housing policy that is constantly monitored and revised as circumstances dictate

HOW TO ACCESS THIS WEBINAR

If you are a member of FNHPA you will be able to gain complimentary access to this webinar by going to www.fnhpa.ca. Select the Members Home section in the upper right corner and use the search function and enter “Supporting Successful Tenancy Webinar” and it will take you to the webinar in the Knowledge Centre area. Or go to www.fnhpa.ca. Click on News and Events and select this webinar in the Workshops and Webinars area.

Members also have access to other webinars in the members area. Some of the others are:

- First Nations Housing and Community Engagement
- First Nations Housing Procurement Practices
- Introduction to Matrimonial Real Property for Housing Managers
- Risk Management

If you are not a member you can email sarah@fnhpa.ca and arrange to pay \$150 and you will be given access for this webinar or take out an annual membership for \$150 and your member number will give you access.

