



Version 1.1
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Housing

Family Liaison Playbook

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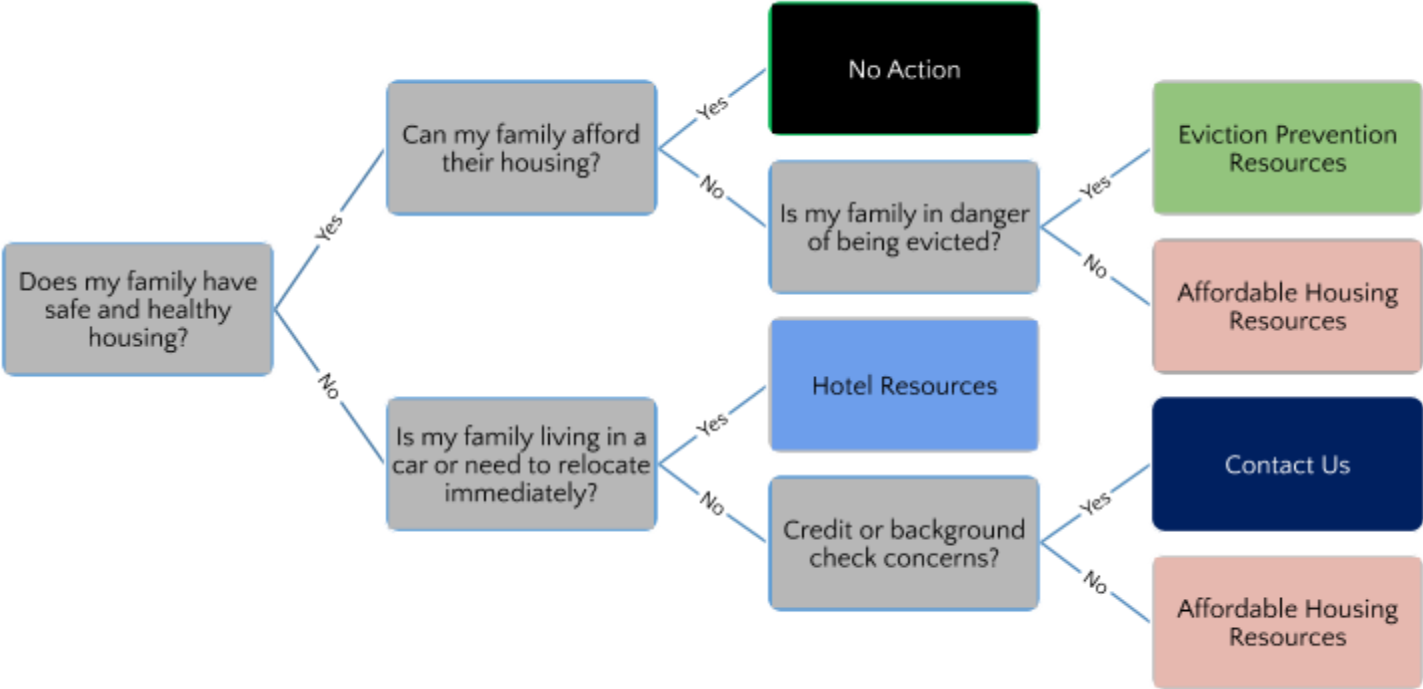
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How to use this playbook

Safe, healthy and affordable housing is foundational to a family’s well being and stability. Due to a limited rental market with few affordable vacancies, people with the lowest incomes may be forced to rent substandard housing that exposes them to health and safety risks such as vermin, mold, water leaks, and inadequate heating or cooling systems. Overcrowding (>2 people living in the same bedroom, multiple families living in the same residence), cost burdens, eviction, landlord discrimination and homelessness can lead to physical health problems, mental health, stress and poor psychological well being.

This playbook will outline critical decision points, resources and tips to assist our families find stable, affordable housing and address these challenges. Liaisons should understand their family’s housing circumstances and needs and review the information contained herein to help address.

Housing Resource Decision Tree



Eviction Prevention Resources

Resource name	Description of services	Engagement details	Contact information
<p>Charlotte Mecklenburg County- City of Charlotte Neighborhood and Business Services</p> <p><u>Address:</u> 600 E. Trade St. Charlotte, NC 28202</p>	<p>Government grant on rental needs</p> <p>There may be funds to pay security deposits or money from HUD affiliated agencies to rehouse the homeless</p>	<p>Call the phone number to learn about available funds</p> <p>*Calling the additional help number can refer our client to a specific agency based on their needs.</p>	<p><u>Phone number:</u> (704) 336-2266</p> <p><u>Website:</u> https://www.needhelppayingbills.com/html/mecklenburg_county_eviction_assi.html</p> <p><u>Additional help:</u> info@needhelppayingbills.com Or call 1-888-892-1162</p>
<p>Charlotte Area Fund</p> <p><u>Address:</u> 901 N. Tryon Street Charlotte, NC 28202</p>	<p>Financial assistance for rent, security deposits, utility costs, and home modifications.</p>	<p>Emergency financial assistance is provided through the organization if they are clients of the program. So they must apply and engage in the courses that the organization offers.</p> <p>*contact crisis or gsa if not in program</p>	<p><u>Phone number:</u> (704) 372-3010</p> <p><u>Website:</u> https://www.charlotteareafund.org/</p>

<p>Legal Aid of Charlotte</p> <p><u>Address:</u> 1431 Elizabeth Ave Charlotte, NC 28204</p>	<p>Free legal advice for tenants facing eviction. Also free eviction defense, help in applying for section 8 affordable rent subsidized homes, and other benefits.</p>	<p>Call or go directly to the office in order to request assistance</p> <p>*Client's income must be at or below 125% federal poverty level</p>	<p><u>Phone number:</u> (866) 219-5262</p> <p><u>Website:</u> https://www.legalaidnc.org/</p>
<p>Crisis Assistance Ministry</p> <p><u>Address:</u> 500-A Spratt St. Charlotte, NC 28206</p>	<p>Can provide emergency financial assistance as well as other basic needs such as furniture and appliances</p>	<p>Curbside rent and utility assistance available at office Monday- Friday 8:30am-7:00pm as well as Saturday 9:00am-5:00pm</p> <p>Or there is also an online application at https://www.crisisassistance.org/programs/basic-needs/emergency-financial-assistance/</p> <p>*Do so with 48 hours in advance</p>	<p><u>Phone number:</u> (704) 371-3001</p> <p><u>Website:</u> https://www.crisisassistance.org/</p>

Affordable Housing Resources

Resource name	Description	Important information	Contact information
Rent or buy houses and apartments			
Talley Properties Address: 2716 Westport Road Charlotte, NC 28208	Property management company that rents homes, townhomes, and condos.	Does a criminal, eviction, and credit check when considering applications. *Will review convictions on a case by case basis	Phone number: (704) 332-2206 Website: www.talleyproperties.com
TR Lawing Address: 1445 E 7 th Street Charlotte, NC 28204	Property management firm that rents homes, townhomes, and condos.	Does a criminal, eviction, and credit check when considering applications. *Will review convictions on a case by case basis (any harm to others or property felonies will possibly be denied)	Phone number: (704) 414-2000 Website: www.trlawing.com
Lerner Residential Address: 5009 Monroe Road Charlotte, NC 28205	Property management company that owns and manages apartment communities in Charlotte.	Does a criminal, eviction, and credit check when considering applications. *Will review convictions on a case by case basis	Phone number: (704) 536-2900 Website: www.lernerapartments.com
WRH Realty Services www.wrhrealty.com 1. Ashley Square Apartments Address:	A property management company with two apartment complexes in the Charlotte area	No criminal background	Phone number: (727) 892-3000 Website: www.wrhrealty.com

<p>4845 Ashley Park Lane, NC 28210</p> <p>2. Mill Pond Apartments</p> <p>Address: 3515 Laurel Mill Drive Charlotte, NC 28262</p>			<p>1. Phone number: (833) 255-1835 Website: https://www.ashleysquareatsouthpark.com/</p> <p>2. Phone number: (883) 573-0067 Website: https://www.millpond-apartments.com/</p>
<p>Tanglewood Apartments</p> <p>Address: 3200 Dalecrest Dr, Charlotte, NC 28269</p>	<p>Small apartment complex</p>	<p>Will review and accept criminal background on a case-by-case basis.</p> <p>Automatic denial for any felony/misdemeanor or for DV, drug use – possession, delivery or manufacturing.</p>	<p>Phone number: (980) 224-9751</p> <p>Website: https://www.tanglewoodaptnc.com/</p>
<p>Park Avenue</p> <p>Address: 19750 W. Catawba Avenue Charlotte, NC 28031</p>	<p>Offers rental houses in the area</p>	<p>Does a criminal, credit, and eviction background check</p> <p>Some of the homes do accept Section 8</p>	<p>Phone number: (888) 372-7528</p> <p>Website: www.parkavenuecharlotte.com</p>

<p>Henderson Properties</p> <p><u>Address:</u> 3030 Latrobe Dr. Charlotte, NC 28211</p>	<p>Family owned business that rents/sells houses</p> <p>Has several different locations</p>	<p>Will review and accept criminal background on a case-by-case basis. The assessment for approval can be found at ...</p> <p>https://www.hendersonproperties.com/property-maintenance-services/rental-application/</p>	<p>Phone number: Corporate: (704) 535-1122</p> <p>Available rentals: (704) 970-4147</p> <p>Website: www.hendersonproperties.com</p>
<p>Rubee Properties</p> <p><u>Address:</u> 8307 University Executive Park Dr. Suite 251 Charlotte NC, 28262</p>	<p>Real estate firm that rents/sells houses and apartments</p>	<p>Will consider all types of credit there just might be changes in the deposit amounts</p> <p>Any felony or violent crimes, evictions, and insufficient income are grounds for denial</p>	<p>Phone number: (704) 817-9533</p> <p>Website: https://www.rubecproperties.com/</p>
<p>All County Piedmont Property Management</p> <p><u>Address:</u> 220 Westinghouse Blvd Suite 408 Charlotte, NC 28273</p>	<p>Property management company that provides rental properties</p>	<p>Does a criminal and credit check.</p> <p>More application guidelines at https://allcountypiedmont.com/available-rentals/rental-guidelines/</p>	<p>Phone number: (980) 263-2900</p> <p>Website: https://allcountypiedmont.com/available-rentals</p>

<p>Bottomline Realty</p> <p>Address: 2301 W. Morehead Street, Suite C Charlotte, NC 28208</p>	<p>Real estate firm that rents/sells houses and apartments</p>	<p>Does a criminal, eviction, and credit check when considering applications.</p> <p>Do not accept housing vouchers.</p> <p>More application guidelines at https://rentbottomline.com/residents/application-process/</p>	<p>Phone number: (704) 379-7492</p> <p>Website: https://rentbottomline.com/rental-search/</p>
<p>Dwelle Property Management</p> <p>Address: 3300 Shopton Road Charlotte, NC 28217</p>	<p>Property management company that provides rental properties</p>	<p>Reviews rental history, credit, income verification, and a criminal background check</p> <p>More application guidelines at http://dwellerentals.com/rental-qualification/</p>	<p>Phone number: Weekdays: (704) 523-6782 Weekends: (704) 617-2591</p> <p>Website: http://dwellerentals.com</p>
<p>Invitation Homes</p> <p>Address: 9335 Harris Corners Parkway, Suite 150 Charlotte, NC 28269</p>	<p>Property management company that provides rental homes</p>	<p>Reviews rental history, credit, income verification, and a criminal background check</p> <p>More application guidelines at https://www.invitationhomes.com/qualification-requirements/?_ga=2.15472694.1659995741.15918</p>	<p>Phone number: (888) 990-4684</p> <p>Website: https://lease.invitationhomes.com/markets/carolinas?_ga=2.216077334.1659995741.1591807390-308718264.1591807390</p>

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Shearer Realty <u>Address:</u> 10210 Berkeley Place Dr. Suite 240 Charlotte, NC 28262	Real estate firm that rents/sells houses	Reviews rental history, credit, income verification, and a criminal background check *Does not accept applicants with felonies	Phone number: (704) 567-8200 Website: https://rentalhouse sincharlotte.com/
Kinley Properties <u>Address:</u> 833 East Blvd. Charlotte, NC 28203-5115	Property management company that provides rental properties	Reviews credit, income verification, and a criminal background check More application guidelines and instructions at https://www.kinleyproperties.com/ap plication-informatio n	Phone number: (704) 944-0004 Website: https://www.kinley properties.com/
Antiquity Heights in Cornelius <u>Address:</u> 20215 Heights Way, Cornelius, NC 28031	Apartment complex in Cornelius, NC. Has subsidized housing	Check online to see if there are any available units *there were none as of 6/14/2020	Phone number: (704) 655-1305 Website: https://www.apart ments.com/antiquit y-heights-cornelius -nc/pwj7y2v/

<p>Grove place apartments</p> <p>Address: 6509 E W T Harris Blvd Charlotte, NC 28215</p>	<p>2 and 3 bedroom apartments available soon</p>	<p>No on-site office</p> <p>*Contact by calling or through the website</p>	<p>Phone number: (844) 372-4649</p> <p>Link: https://www.apartments.com/grove-place-no-on-site-office-charlotte-nc/0101eq1/</p>
<p>Reserve at Stone Hollow</p> <p>Address: 8800 Hollow Creek Circle Charlotte, NC 28262</p>	<p>Apartment complex</p> <p>Offers 1,2, and 3 bedroom apartments</p>	<p>Check available listings under floor plans and apply</p>	<p>Phone number: (833) 677-5529</p> <p>Website: https://www.reserveatstonehollow.com/</p>
<p>Mill Pond Apartments</p> <p>Address: 3515 Laurel Mill Dr, Charlotte, NC 28262</p>	<p>Apartment complex near Concord Mills mall</p> <p>Offers 1,2, and 3 bedroom apartments</p>	<p>Check website for available listings</p> <p>*2 bed 2 bath available now</p>	<p>Phone number: (844) 281-7019</p> <p>Website: https://www.apartments.com/mill-pond-apartments-charlotte-nc/y45r1gr/</p>
<p>AmericanHomes4rent</p>	<p>Shows homes for rent in the are</p>	<p>Reviews credit, income verification, and a criminal background check</p> <p>More application guidelines and instructions at Application qualifications</p>	<p>Phone number: (980) 365-5949</p> <p>Website: Homes4rent-Charlotte</p>

Low income resources			
<p>Westminster Property</p> <p>Address: (Greensboro Corporate Office) 3859 Battleground Ave Ste 100 Greensboro, NC 27410</p>	<p>Property management company that provides affordable housing units for low income residents</p>	<p>Search for apartments through the website at https://westminstercompany.com/properties/</p> <p>**No application fee so apply even if there is a waitlist</p>	<p>Phone number: (336) 375-1552</p> <p>Website: https://westminstercompany.com/</p>
<p>Harvest Center</p> <p>Address: 415 Airport Drive, Charlotte, NC 28208</p>	<p>Contains a program which consists of transitional housing components for males, females, and families, with a three-phase holistic approach.</p>	<p>Must apply to the CLT Passport Program.</p> <p>More information about the program and the application guidelines at https://theharvestcenter.org/clt-passport-program/</p> <p>*There are several commitments and requirements to this program</p>	<p>Phone number: (704) 335-1616</p> <p>Website: https://theharvestcenter.org/</p>
<p>A Way Home, Foundations for the Carolinas</p> <p>Address: 220 N. Tryon Street Charlotte, NC 28202</p>	<p>Provides housing subsidies and supportive services. Families with returning veterans are especially targeted for support.</p>	<p>Assists at-risk families for up to 2 years Subsidize rent in market-rate apartments Increase long-term economic independence</p>	<p>Phone number: (704) 973-4500</p> <p>Website: www.fft.org/awayhome</p>

<p>Charlotte Family Housing</p> <p>Address: 300 Hawthorne Ln, Charlotte, NC 28204</p>	<p>Offers temporary shelter and assists in transitional housing. Long term goal is to prepare them for long-term housing.</p>	<p>Complete the application to join the program at https://charlottefamilyhousing.org/wp-content/uploads/2020/03/Electronic-Referral-Form-2020-1.pdf</p> <p>Additional program eligibility at... https://charlottefamilyhousing.org/program-eligibility/</p>	<p>Phone number: (704) 335-5488</p> <p>Website: https://charlottefamilyhousing.org/</p> <p>Email: intake@charlottefamilyhousing.org</p>
<p>InLivian Housing Demand (formerly CHA)</p> <p>Address: 400 East Boulevard Charlotte, NC 28203</p>	<p>Provides safe and affordable housing to low and moderate-income families while supporting their efforts to achieve self-sufficiency. They offer income based housing and a housing choice voucher program.</p>	<p>How to apply for income based housing at http://inlivian.com/how-to-apply/</p> <p>You can also check if the housing choice voucher program is open with the same link.</p>	<p>Phone number: (704) 336-5183</p> <p>Website: http://inlivian.com/</p>
<p>Charlotte Mecklenburg Housing Partnership</p> <p>Address: 4601 Charlotte Park Drive Suite 350 Charlotte, NC 28217</p>	<p>Provides an apartment rental program and a homeownership program. Each of these programs provides properties as well as educational classes.</p>	<p>View available properties and requirements for the rental program for apartment communities at https://www.cmhp.org/rentalcenter/</p> <p>View information about the homeownership program at https://www.cmhp.org/</p>	<p>Phone number: (704) 342-0933</p> <p>Website: https://www.cmhp.org/</p> <p>Email: info@cmhp.org</p>

		.org/homeownershi p/homeownership- program/	
Community Link <u>Address:</u> 601 East 5th Street, Suite 220 Charlotte, NC 28202	Provides housing solutions that help people go from homeless to homeownership. They offer rental assistance, travelers aid, and asset building programs.	Information on each program that is offered and how to contact them at https://www.comunitylinknc.org/pages/programs	Phone number: (704) 943-9490 (800) 977-1969 Website: https://www.comunitylinknc.org/
LIEAP – Low Income Energy Assistance Programs <u>Address:</u> (Community Resource Center) 3205 Freedom Drive Charlotte, NC 28208	A federally funded program that provides a one-time vendor payment to help eligible households pay their heating bills	See application at https://www.mecknc.gov/dss/admin/Documents/dss-8178L-ia_english.pdf Either mail application to address or email it to lieap@mecklenburgcountync.gov	Phone number: (704) 336-3000 Website: https://www.mecknc.gov/dss/admin/Pages/Low-Income-Energy-Assistance-Program.aspx
YWCA Central Carolinas <u>Address:</u> 3420 Park Road Charlotte, NC 28209	Provides a program called Families Together that provides affordable housing and services for homeless families with minor children	*This program is by referral only More information about acceptable referrals, services, and admission requirements at https://ywcacentralcarolinas.org/programs/housing/families-together/	Phone number: (704) 525-5770 Website: https://ywcacentralcarolinas.org/
The Housing Partnership <u>Address:</u>	An online database of affordable, mixed-income	Offers homeownership education program, downpayment	Phone number: 1 (704) 342-0933 Website:

S4601 Charlotte Park Drive Suite 350 Charlotte, NC 28217	apartment communities, serving adults, families and veterans.	assistance and mortgage/rent payment assistance programs.	https://www.cmh.org/apartments
Social Serve Address: Socialserve PO Box 35305 Charlotte, NC 28235	An online database that finds housing in the area and allows for the possibility to find landlords that do not do require a criminal background check or a credit check	Possibly no criminal background check or credit check	Phone number: 1 (877) 428-8844 Website: http://www.socialserve.com/tenant/NC/Search.html?city_id=5271&type=rental&advanced=t
Affordable Housing Online	An online database of low income apartment communities in Charlotte	Background and credit check requirements vary based on different apartment community requirements	Website: https://affordablehousingonline.com/housing-search/North-Carolina/Charlotte
Invitation Homes	National home leasing company providing full-service inspection, maintenance and other services throughout the lease.	Requires combined gross income of 3x monthly rent, favorable credit, no felonies, bankruptcies or evictions	Website: https://www.invitationhomes.com/difference/
Greenleaf	Digital landlord providing rental search capabilities	Offers no security deposit options	Website: https://www.gogreenleafmanagement.com
NCHousingSearch.org	An online database for rental and home listings in NC	Requirements vary by rental/listing	Website: http://nchousingsearch.org
Foster care housing			
Elon Homes	Provides housing for young males and female ages	Information and eligibility for the program at	Phone number: (704) 369-2500

<p>Address: 617 North Summit Avenue Charlotte, NC 28216</p>	<p>18-21 that have lived in foster care at some point in their life. This allows these people to transition out of foster care to an independent adult.</p>	<p>https://www.elonhomes.org/wp-content/uploads/2019/07/Village-FAOS-April-2019.pdf</p> <p>For admission to program contact</p> <p>(704) 369-2511 or admissions@elonhomes.org</p>	<p>Website: www.elonhomes.org/community-based-family-foster-care/</p>
<p>Housing for Heroes (ex: military, first responders, etc)</p>			
<p>Homes For Heroes (no local offices) corporate address: 9201 W Broadway Ave #615, Minneapolis, MN 55445</p>	<p>Provides ways for heroes to save money on a home. They also provide a list of other resources that focus on helping heroes.</p>	<p>More information on what qualifies as a hero and savings at https://www.homeforheroes.com/our-story/faq/</p> <p>Register for the rewards program at https://www.homeforheroes.com/hero-rewards/hero-signup/</p> <p>The list of additional hero resources at https://saluteheroes.org/get-help/resources/</p>	<p>Phone number: (763) 777-5800</p> <p>Website: https://www.homeforheroes.com/</p>
<p>A Place for Heroes Address: P.O. Box 30186 Charlotte, NC 28230</p>	<p>Provides a residential community with access to necessary community resources, learn life skills and transition to permanent housing.</p>	<p>Information on eligibility at https://aplaceforheroes.org/eligibility/</p> <p>*at the bottom of the page is how you can contact for the program</p>	<p>Phone number: (980) 236-0698</p> <p>Website: https://aplaceforheroes.org/</p> <p>Email: info@aplaceforheroes.org</p>

Disaster resources (ex: fire or flood)			
American Red Cross Address: 2425 Park Road Charlotte, NC 28203	Can help those tenants that may be homeless due to a disaster, such as a fire or flood. Short term rent, shelter, or motel vouchers may be offered in these cases, along with basic needs such as clothing or furniture	Use the link to choose what help may be needed. Military members can also receive financial assistance after a disaster. See more at https://www.redcross.org/get-help/military-families/financial-assistance.html	Phone number: 704-376-1661 Website: https://www.redcross.org/get-help.html
Possibilities if bad credit, past evictions, or criminal record			
The Apartment Gurus no address	A facebook real estate company that helps you find a place to live regardless of bad credit or evictions. They also can offer credit assistance.	Go to the facebook page and click book now to select a time to meet with a representative. There is also the message option at the top of the page for other questions.	Phone number: (724) 769-3118 Website (facebook): https://www.facebook.com/apartmentgurusexpress/?ref=page_internal Email: agurusexpress@gmail.com
Craigslist	This website is a resource for locating homes and apartments. Since this pertains to individual owners, they might be more lenient on criminal and financial backgrounds.	With the link provided you can search for homes in the area and contact owners about the application process.	Website: https://charlotte.craigslist.org/search/apa?availabilityMode=0&sale_date=all+dates

Hotel Resources

Extended Stay America : Monthly rate available.

The address is 123 E. McCullough Dr.,Charlotte, NC 28262. The other University location at 8211 University Executive Park Dr.,Charlotte, NC 28262 is \$100 more per month.

Frequently Asked Questions (FAQs)

What information should I have in prep for application/interviews?

- Rental history
- Credit score
- Income
- Family size

What are some tips to find housing if there are previous issues with credit, eviction or criminal convictions?

- Individual landlords may be more flexible than bigger companies in renting to people with criminal backgrounds on their records. Sometimes, the renters might have to knock on doors in a particular area (school zone) and ask about potential individual owners who might rent to your family.
- When filling out an application, the potential renter must be prepared to answer questions about the past landlord(s.)
- Consider how to handle criminal background checks before you get into the situation. If one person who has a clean background can qualify financially and the other person has a criminal background, think very hard about who applies and puts their name on the lease application before filling out the application. Applications have been denied for even misdemeanor offenses. Every complex is different. Endorsement letters from someone can be helpful, as well as paying rent upfront.

Revision History

Date	Version	Revision Summary
4/26/2020	V1.0	Initial draft
11/30/2020	V1.1	Updated resources, FAQs and formatting