



Landlord Engagement Pilot Program

Program Introduction &
Information Guide for Tenants

Welcome

The City of Missoula is pleased to introduce the Landlord Engagement Pilot-Program, an initiative designed to strengthen partnerships between landlords and tenants. Our shared goal is to increase housing stability, reduce vacancies, and support people transitioning into housing.

Program Overview

The Landlord Engagement Pilot-Program provides:

- Dedicated staff liaison from City Houseless Programs for landlord and tenant support.
- Education opportunities and access to mediation services for both tenants & landlords.
- Funding to reduce financial risk for property owners.
- Recognition for landlords who contribute to housing stability in our community.

Landlord and tenant participation and feedback will directly shape how this program grows in the future.

Program Supports for Tenants

To help reduce risks and promote stability, tenants leasing through this program will also receive:

- Light touch case management or housing navigator support.
- Connection to emergency rental assistance if possible (when available).
- Mediation services to resolve conflicts before they escalate.
- Opportunities to take Tenant Education classes.
 - A 2-hour 1-on-1 session for participating tenants where we will build a budget with you, review your lease/application, discuss apartment living, review resources near your unit (transportation, grocery stores, parks ect.), and more.
- After completion of this session, you will be provided a certificate of completion that can be used to strengthen your application.
- This is a case-by-case training. If it is needed to strengthen the tenant's application then it should be completed before sending in an application, otherwise it can happen before or right after moving into the new unit.
 - Ongoing monthly 30-minute training courses, open to the public, that will cover a variety of similar topics as the 1-on-1 session, as well as connection to other service providers and resources in the community.

Your Role as a Participating Tenant

As a participating tenant, you will:

- Meet with the Property Engagement Specialist to review eligibility to the pilot-program. Below are what is reviewed when considering eligibility:
 - Income stability/budgeting, credit score, unpaid arrears or debts, rental history, and criminal background.

- Communicate openly with the city liaison about concerns or challenges that may come up during your tenancy.
- Attend mediation to resolve these concerns if it is needed.
- Participate in feedback sessions during the pilot.

Program Timeline

- Months 1–3: Landlord onboarding, resource distribution, initial benefits available, and starting to onboard/lease to tenants.
- Months 4–9: Active leasing, benefits in place, training sessions offered.
- Months 10–12: Program evaluation, feedback sessions, and recommendations for expansion.

Next Steps

- You or your case manager should connect with the Property Engagement Specialist if you believe you are eligible for this program.
- Apply to available units as they become available.
- Attend future education classes and feedback sessions as they are hosted.

FAQ

What support will I receive as a tenant?

The Property Engagement Specialist will strive to connect you to an affordable apartment unit that you are able to maintain within your budget and that meets your needs. You will also be able to reach out to them with any concerns you have and get help navigating complicated or confusing situations that may arise before or during tenancy.

Is participation required after I move in?

As a participant of the program your main obligation is to successfully maintain the lease by paying your rent on time, understand your expectations laid out in the lease, and report any damages for repair when they come up. The Property Engagement Specialist will check in with you, especially during the first three months of signing your lease, to ensure you are doing well and have your needs met.

Your feedback will be very valuable, as this is a pilot program and your input is key to our ongoing success. You will be invited to share your feedback a few times throughout the first year, so we can learn how to improve.

Does the program pay my rent? What should I do if I fall behind on rent?

The LEP does not pay rent or provide rental subsidies. You are responsible for all rent and utilities to remain in the unit. Should you fall behind on rent payments, have an emergency, or in any way be unable to make your rental payments on time, that should be communicated as soon as possible to

both the Property Engagement Specialist and your landlord, so that we can work as a team to find a path forward. There is no such thing as too much communication and we want to help you succeed.

What should I do if I have a disagreement with my landlord?

The Property Engagement Specialist can help handle disputes that arise between tenant and landlord. Reach out to them to inform them of the issue and start the process of getting your concerns addressed. If it is a larger issue, there are funds set aside specifically for mediation, where trained professionals can help diagnose and solve disputes that may arise before they get to a more serious nature.

How long does the program last?

The pilot program will run for one year, January through December 2026. At the end of 2026 an evaluation will happen to determine next steps for the pilot. This will in no way impact your lease.

Contact Information

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Thank You

Thank you for choosing to participate in the Landlord Engagement Pilot-Program. Your commitment to maintaining your housing and engaging with available supports helps strengthen our community and create more stable, connected neighborhoods. The City of Missoula appreciates the effort you bring to this partnership and values your role in building a housing system where everyone has the opportunity to succeed.