TASC + B2H Landlord Orientation Packet

# Welcome & Introduction

Thank you for partnering with the TASC + B.R.I.D.G.E. To Home (B2H) initiative. This orientation packet is designed to provide you with all the essential information and tools needed to successfully participate in this program as a housing provider. We work collaboratively to support some of Illinois’ most vulnerable populations, including individuals with complex histories and service needs.

# Program Overview

The TASC + B2H initiative supports individuals transitioning from incarceration back into the community. Our primary goal is to ensure long-term housing stability and improved quality of life for returning citizens, especially those who are justice-impacted, living with mental illness, or listed on the sex offender registry. Participants are supported by case managers, a 24-hour hotline, housing specialists, and other resources.

# Population Served

- Recently released individuals from Illinois Department of Corrections (IDOC)  
- Individuals diagnosed with serious mental illness (SMI)  
- Individuals who have committed arson or are registered sex offenders  
- Veterans, older adults, and individuals with chronic health issues  
- Those with limited family support, income, or employment history

# Client Support and Emergency Protocols

Each participant will be assigned a case manager responsible for day-to-day support, service planning, and emergency response coordination. If immediate assistance is needed after hours, landlords can utilize the 24-hour TASC Housing Support Hotline. The hotline is staffed with trained personnel capable of triaging emergencies, mediating conflicts, and dispatching support when necessary.

Hotline Number: [Insert Hotline Number Here]

# Requesting Assistance for Tenants

If concerns arise with a participant (e.g., mental health crisis, non-payment, property damage), landlords should:  
1. Notify the tenant’s case manager via phone or email  
2. Log the incident using the Lease/Violation Form (provided in this packet)  
3. Use the 24-hour hotline if urgent or after-hours  
TASC will convene a response team if issues escalate.

# Landlord Incentives & How to Use Them

As part of our incentive structure, landlords are eligible for:  
- Lease-up bonus upon first tenancy  
- Risk mitigation reimbursements (for damages beyond deposit)  
- Unit hold payments (up to 30 days)  
- Quarterly or semi-annual advance rent payments

To claim an incentive:  
1. Submit an Incentive Request Form (provided in this packet)  
2. Attach required documentation (lease agreement, W-9, proof of issue if applicable)  
3. Submit via our secure portal or through your housing liaison

# Rent Payment & Reimbursement Schedule

Landlords may receive payments based on one of two schedules:  
- Quarterly Advance: Rent paid in advance for 3 months.  
- Semi-Annual Advance: Rent paid in advance for 6 months (pending approval).  
Payments are processed within 15 business days upon receipt of all completed documentation.

# Compliance, Inspection & Maintenance

Units must meet Housing Quality Standards (HQS) to be eligible for tenancy. The HQS checklist is included with this packet. TASC or its partner may conduct a pre-move-in inspection. Annual inspections and maintenance audits may follow. Landlords must respond to health/safety concerns within 48 hours.

# Included Resources & Forms (Recommended)

- Lease Agreement Template  
- HQS Pre-Inspection Checklist  
- Incentive Claim Form  
- Issue Tracker Log  
- W-9 Form  
- ACH Payment Setup Instructions  
- Landlord Orientation Sign-Off Sheet

# Thank You

We appreciate your dedication to supporting returning citizens and creating opportunities for lasting stability. With your partnership, we can achieve meaningful change and build safer, stronger communities.