

# Housing Retention Project



# HOUSING RETENTION SPECIALIST PILOT

A PROGRAM DEVELOPED BY EAST RIVER  
LEGAL SERVICES AND SIOUX FALLS THRIVE'S  
HOUSING ACTION TEAM.

## WHAT IS THE GOAL?

PREVENT EVICTIONS BY FINDING SOLUTIONS TO SMALL  
HOUSING PROBLEMS BEFORE THEY LEAD TO CONSEQUENTIAL  
ONES.

### HOW DOES IT WORK?

THE HOUSING RETENTION  
SPECIALIST (HRS) WORKS  
WITH TENANTS TO  
RESOLVE ISSUES  
AFFECTING SUSTAINED  
OCCUPANCY. THE HRS  
CAN SERVE AS A  
FACILITATOR BETWEEN  
PROPERTY MANAGERS  
AND RESIDENTS.

### WHO DOES IT BENEFIT?

TENANTS  
PROPERTY OWNERS &  
MANAGERS  
THE COMMUNITY

WANT TO  
LEARN  
MORE?

CONTACT THE HOUSING RETENTION  
SPECIALIST TODAY!

Phone: 605.336.9230 | Toll Free: 800.952.3015

Email: [Housing@ERLServices.org](mailto:Housing@ERLServices.org)

# HOUSING RETENTION SPECIALIST PILOT

## OTHER FREQUENTLY ASKED QUESTIONS

### Q: How does the program work?

Landlords must apply to participate in the pilot. If their property is accepted, the families renting there may also choose to participate.

If a problem comes up – an issue with maintenance or a late rent payment for example – the property manager or renter can ask for assistance from the Housing Retention Specialist.

### Q: Does a tenant have to participate if a property manager says so?

No. Participation is completely voluntary. However, tenants are likely to find that the HRS can help them with all kinds of housing and family issues.

If a tenant has a financial issue, the HRS can help get support from federally funded emergency rental assistance programs. The HRS also has access to a relief fund to help with other financial emergencies.

### Q: What happens if the tenant and property manager just can't work things out?

In the unlikely event the parties' relationship can't be restored, the HRS will pursue a mutual agreement to terminate the lease.

In the worst case, both the renter and property manager will be discharged from the pilot. The landlord is free to pursue eviction. The renter is free to find a lawyer.

**ANY OTHER  
QUESTIONS?**



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[Info For Landlords](#)

[Info for Tenants](#)

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