



Continuum of Care Transitional Housing: Talking Points for Communicating Changes with Connecticut Landlords (12/5/25)

Overview: The CT BOS Continuum of Care (CoC) is shifting many Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH) programs to a Transitional Housing (TH) model. This change is driven by new federal funding requirements. Below are talking points to reassure landlords about what this transition means. The 2025 CoC NOFO is currently being contested in court, and important details are pending from HUD. Given those uncertainties, Recipients and Subrecipients of CoC funding should determine what information it makes sense to proactively provide to landlords now. Landlords may already be aware of the changes and approaching agencies with questions.

This document is intended as a resource to guide conversations with landlords not as a handout to provide directly to landlords. Agencies should review the information to ensure consistency with your particular model, prior to discussing with landlords. This document may also be useful as you prepare written outreach materials for your landlords.

Guaranteed Rent & Payment Reliability

- **One-Year Transition Period:** Rapid Rehousing (RRH)/Permanent Supportive Housing (PSH) projects will have a full year to make the switch to transitional housing. The transition will begin in 2026 and conclude in 2027. During the transition landlords can expect continuity in rent payment and program supports for their existing tenants.
- **On-Time, Steady Rent:** Beyond the transition, CoC transitional housing also offers consistent rent payments. The housing provider typically pays **most or all of the rent directly to the landlord**. Landlords can expect to receive rent on time each month, just as you did under RRH/PSH.
- **No Payment Gaps:** If a tenant's income changes, and they can't pay their portion, the TH program adjusts the subsidy to help ensure your rent is whole. In other words, **your rental income is protected**.

Tenant Stability and Lease Compliance

- **Stability Through Support:** Unlike a typical tenancy, TH tenants aren't on their own – they have case managers and support services helping them stay on track. This support helps ensure **lease compliance** and **fosters stability and security for both tenants and landlords.** With help on budgeting, housekeeping, and conflict resolution, tenants are less likely to violate their lease.
- **Lower Turnover:** Transitional housing tenants can remain in the program for up to 24 months. The required lease or occupancy term is at least one month and automatically renewable, up to two years, giving a balance of **flexibility and stability**. Tenants who are succeeding can stay for the program's duration, and when they do move on, it's typically with notice and a plan – often with another referred tenant ready to fill the unit.



Connecticut Balance of State Continuum of Care

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- **Unit Maintenance:** As a condition of participation, tenants are required to provide unit access for regular inspections. Plus, tenants have regular check-ins to help ensure unit maintenance, thereby reducing risks of costly damage.

Robust Support Services for Tenants and Landlords

- **Case Management:** Every TH tenant is assigned a case manager who regularly checks in with them. This means **another set of eyes and ears** helping ensure the tenant is following the lease and addressing issues early. If a tenant struggles with rent, housekeeping, or interpersonal issues, the case manager can step in to help before it becomes a problem for you. You won't be left alone to deal with problems.
- **Wrap-around Services:** Programs connect tenants to employment, health care and counselors if needed, and ensure they access benefits (like Social Security) so they can pay bills and live stably. This translates to a tenant who is **more likely to pay rent on time and care for your property**.
- **Problem Resolution & Mediation:** Program staff are on-call for landlord concerns. If a disagreement or other issue arises, you have a direct point of contact to help mediate. Minor issues (noise complaints, neighbor disputes, etc.) can be resolved quickly **preserving a positive landlord-tenant relationship**. This third-party involvement helps defuse tension and keep the rental relationship professional and positive.
- **Consistency and Respect:** Landlords often report having fewer issues with CoC participants **than other renters**, thanks to the combination of tenant accountability and program oversight. The emphasis is on making it a win-win: stable housing for the tenant **and a stable, hassle-free tenancy for the landlord**.
- **Transition Planning:** As tenants approach the end of their stay, case managers work on next-step housing, including potentially signing a standard lease with you if all parties agree. This means transitions are smoother, and **you aren't left with sudden vacancies**. In fact, transitional programs aim to set tenants up so they can remain in the unit at the end of the lease. Programs are also incentivized to fill vacancies quickly. The program will help manage any move-out process and even assist in finding a new tenant keeping your occupancy high with minimal extra effort on your part
- **Landlord Loyalty:** Landlords who try these programs often become repeat partners. In fact, **landlords frequently return with more units to offer** after having a positive experience. When you know rents are coming in and issues are handled, it's natural to want to continue the partnership. This continuity builds a trusted relationship between you and the service provider.

Flexible Lease Terms with Clarity

- **Standard Lease Agreements:** You will use a lease or occupancy agreement just as you normally would, with **all the same protections and clauses**. HUD requires a minimum initial lease term of one month, automatically renewing, up to 24 months maximum. Many programs use an initial one-year lease or a month-to-month lease that renews. If a lease violation occurs, **you have the right to enforce the lease, including eviction**, per Connecticut law. Participating in the CoC program **does not require you to waive any legal rights** as a landlord.



Community Benefits

- **Help End Homelessness:** By participating, you're helping achieve Connecticut's **mission** to prevent and end homelessness by quickly connecting people to housing and support services. Transitional Housing is a key part of this strategy. HUD's current policy incentivizes transitional models prompting many Connecticut RRH and PSH projects to convert. This shift is supported by federal and state authorities to fill gaps in the housing continuum. Your involvement means being a part of solutions to homelessness.
- **Significant Resources Invested:** The State of Connecticut is fully behind these programs. The Balance of State CoC (which covers most of CT) receives nearly **\$74 million annually** in federal funds. Additionally, state and local funds, plus private grants, are leveraged. This high level of funding and attention means **the support you receive isn't going away**. Landlords are recognized as crucial partners, and government and nonprofits are actively working to make your experience positive.
- **Addressing a Crisis:** Homelessness has been on the rise in Connecticut. In January 2025, **3,735 people were homeless in our state on a single night**, a number that increased 10% from the previous year. By opening your unit to a TH program tenant, you directly help relieve the strain on shelters and give someone a chance to stabilize. You're not just a landlord – you become a **key part of the solution** to a statewide challenge.
- **Personal satisfaction:** Many landlords take pride in providing a home to someone working hard to rebuild their life. Reducing homelessness has positive ripple effects (safer, more stable neighborhoods, less burden on emergency services, etc.). At the same time, you're running your business with dependable rent and responsible tenants. **It's a win-win scenario** – you get a reliable income and staff support, and an individual or family gets the dignity and stability of a home. You would be joining a community of solution-oriented landlords across Connecticut who are making a positive impact while also reaping practical benefits.

Summary

The transition from RRH/PSH to Transitional Housing offers landlords **reliable payments, proactive tenant support, legal protections, and prompt assistance** when needed. The model is designed to maintain everything landlords value - steady rent, respectful tenants, enforceable leases, low vacancies, and staff support, while adding flexibility not previously available under PSH/RRH. By continuing to lease to tenants under the TH program, you'll experience continuity — the same or better level of support as before — and you'll be part of a statewide effort that benefits everyone. CT BOS and our state agency partners are committed to making this partnership work ensuring **your concerns are heard and your role is appreciated**. In short, CoC transitional housing comes with a **safety net**: both in human support and financial backup, far beyond a typical rental situation.

Thank you for considering being part of this effort to provide stable homes and end homelessness in our communities.