



TENANT REMEDIATION PROGRAM

INTRODUCTION

The Tenant Repair Program (TRP) offers tenants a neutral and cooperative approach to resolving repair issues with their landlords without violations and court procedures. This option promotes de-escalation, effective communication, and better working relationships. Through empowering tenants, educating landlords, and facilitating best practices, TRP aims to foster better living experiences, extend lease agreements, and reduce homelessness and displacement in Philadelphia.

OBJECTIVES

1. **De-escalation**: Provide a non-confrontational environment that promotes landlord-tenant equity, accountability, a clear understanding of the lease agreement, and better communication and cooperation for the future.
2. **Tenant Empowerment**: Provide an alternative option for tenants that doesn't involve formal complaints to local regulatory agencies, which could delay the repair process further, jeopardize the occupancy of their home, and create the potential for retaliatory behavior.
3. **Landlord Accountability**: Provide the necessary education and resources to effectively demonstrate to landlords the importance of promptly addressing repair requests and maintaining healthy and safe living environments for their tenants.

COMPONENTS

1. **Educational Resources**: TRP provides inclusive educational materials and discussions on rights, responsibilities, and best practices, that empower both parties to gain an understanding and appreciation for the importance of each other's role in the landlord-tenant relationship.
2. **Landlord/Tenant Liaison**: TRP Liaisons assist tenants in documenting repair requests, communicating with landlords, and navigating the resolution process. We also help landlords address issues of property access, scheduling, and resources for repairs.
3. **Resource Network**: TRP maintains a network of trusted contractors and service providers to assist landlords, and tenants in rent abatement, in addressing repair issues efficiently and promptly. We promote and help navigate the Rental Improvement Fund, and other housing programs to address larger-scale projects.

BENEFITS

1. **More Compliant Housing**: TRP encourages open communication between landlords and tenants, leading to more preventative maintenance, faster repair response times, and extended lease terms.
2. **Less Burden on City Services**: Reducing the utilization of the Department of Licenses & Inspections and the Fair Housing Commission to resolve issues of minor repairs, leaves resources available for more serious housing matters.
3. **Improved Landlord-Tenant Relationships**: By providing a cooperative framework for resolution, TRP ensures that remediation is equitable which minimizes conflict, promotes harmony, and encourages more investments in affordable rental housing.

Community Advocates & Stakeholders in Housing

1-833-941-CASH

Working Together For Better Housing

www.cash-philly.org