

### **Partnering to Increase Successful Tenancies**

Rent Smart Education and Support Society (RSESS, renamed from Ready to Rent BC in October 2019) believes in the transformative power of education to help individuals and families to find and maintain their housing, increase successful tenancies and prevent housing instability and homelessness.

Since 2009, RSESS has delivered education to over 6000 people. Community Partners have an opportunity to certify staff to become RentSmart Community Educators.

**What is RentSmart?** RentSmart provides education and support to tenants, landlords and community champions with one goal: Successful Tenancies. Successful tenancies are key to building strong communities, increasing housing stability and preventing homelessness.

**The RentSmart model has three main goals:**

1. Assist people to find and/or maintain good housing;
2. Reduce conflict, damages and evictions, and;
3. Increase housing stability.

**What is a Community Partner?** Organizations that integrate RentSmart into their services to clients.

**Who is a Community Educator?** Individuals who are trained to deliver RentSmart education. Community Educators tend to be staff of organizations, government and housing providers (community partners) who are helping people to find and stay in appropriate housing.

RentSmart education includes two distinct courses for tenants and one engagement tool for landlords: RentSmart Certificate course (12 hours), RentSmart Basics (3 hours) and RentSmart Landlord.

1. **RentSmart Certificate** 12 hour Certificate Course covers:
  - Tenant rights and responsibilities
  - Landlord expectations and responsibilities
  - Effective communication skills
  - Budgeting and planning for housing expenses
  - Maintenance do's and don't's
  - Safety and pests
2. **RentSmart Basics** is a 3-hour course that focuses on the 'three keys to housing success'. The curriculum has specific adaptations to meet the needs of:
  - Youth
  - Immigrants and refugees
  - People experiencing mental health and addictions
  - Seniors
3. **RentSmart Landlord** provides information to housing providers and landlords to learn about RentSmart tenants, and to utilize common communication and problem solving strategies for successful tenancies.

## **How to Become a Community Partner and Community Educator**

Ready to Rent staff are happy to answer any questions you have about the RentSmart model and program.

### **Step 1: Attend RentSmart Educator training**

- Register online to attend the 4-day training that covers the following:
  - Best practices in housing stability and homelessness prevention
  - Adult education and facilitation principles and skills
  - Prevention of homelessness and increasing housing stability
  - Curriculum for RentSmart model programs
  - Conditions for successful delivery of RentSmart model

Upon completion, trainees can become certified Community Educators and are able to deliver the courses. A licensing agreement outlines the roles and responsibilities of community partners, educators and Rent Smart Education and Support Society. Educators and community partners are given access to a dashboard account for administering courses and student records. The dashboard also includes a resource library of posters, templates, PPT presentations, course aids, and reference materials. Future Community Educators are provided with an Educator account at the time of registration. Upon completion of Educator training, full account functions and organization logins are activated.

### **Step 2: Deliver the RentSmart education for Successful Tenancies**

- Community Partners agree to program standards and support Community Educators to teach courses
- Complete set up of your organization and educator accounts
- Use the Dashboard to create and administer your course and student records, access resources and purchase participant manuals.
- Utilize the forms provided for evaluation and impact measurement

### **Community Partners and Educators receive the following benefits:**

- Professional development including facilitation skills, group management and capacity building around housing rights, responsibilities and financial literacy
- License to deliver a program proven to help youth, individuals and families achieve housing stability
- 30% discount on first manual orders placed within 4 months of certification up to \$150
- Regularly updated curriculum to build the knowledge, skills and confidence to find and keep housing
- Ongoing access to Curriculum, PowerPoints, and other resources
- Access to customizable templates and materials for promoting courses
- Connection to a growing network of community partners and educators
- National newsletters and quarterly provincial video conferencing
- Ongoing support to organize and deliver your courses
- Regularly updated provincial and national impact and evaluation data
- Part of a growing movement for the prevention of homelessness

**Role of Rent Smart Education and Support Society**

- Train and certify Community Educators and Master Trainers
- Provide curriculum and materials to Community Educators
- Administer ongoing evaluation and impact measurement systems
- Review and incorporate feedback for ongoing improvement
- Phone, chat and email support to educators
- Fulfil manual orders in a timely manner
- Maintains a database of all RentSmart graduates and an online certificate verification service
- Provide ongoing professional development opportunities through webinars, training and publications

**Role of Community Partners**

- Agree to RentSmart principles and best practices
- Adhere to the Community Educator licensing agreement
- Ensure that courses will be taught by trained Community Educators only
- Respect copyrighted materials
- Co-brand RentSmart marketing materials
- Utilize RentSmart Organizational accounts to record and administer course and graduate records
- Utilize RentSmart Organizational accounts to administer affiliated Community Educator information

**Role of Community Educators**

- Deliver RentSmart Certificate and Basics courses
- Ensure that courses taught reflect RentSmart program standards
- Engage with learners through adult education principles
- Utilize RentSmart Educator accounts to record and administer course and graduate records
- Participate in the collection and sharing of evaluation and impact measurement data

Note: Educators retain their certification even if they change position or employer

**Program Costs**

<p><b>RentSmart Educator 4 day Training</b> Price includes RentSmart Educator Manual/Curriculum. *Successful completion includes full access to Educator/Organization Dashboard, resources and templates, coaching and support, and New Educator discount on manual orders</p>	<p>\$650 (plus applicable taxes)*</p>
<p><b>RentSmart Certificate Manuals</b> **Price includes graduate certificate with graduate name unique ID for verification delivered by mail. Replacement certificates available at no cost.</p>	<p>\$25 each/per participant** Bulk pricing available</p>
<p>RentSmart Basics Manuals</p>	<p>\$10 each/per participant Bulk pricing available</p>