



SCOPING QUESTIONS

FOR A HOME PROVIDER - HOME SEEKER MATCHMAKING PROGRAM

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PILOT PROGRAM SCOPING QUESTIONS

For organizations interested in creating a matchmaking program between home seekers and home providers, or integrating elements into existing programming, there are many questions to address before implementation.

Organizations will need to make the following programmatic decisions to define the scope of the matchmaking program. Some decisions are interconnected, while others stand alone.

Program scope

- How many participants will the program match? Will the program start with a pilot? Will the program ramp up enrollment in subsequent years?
 - Will the program use a continuous/ongoing intake process, be cohort based, both or an alternative?
- What range of participants will the program support (e.g., what levels of individual needs will be supported, and levels of participant vulnerability in the housing, social or medical needs, or other continuums)? How will equity be addressed in the program structure and interactions with participants? How will accessibility needs of participants be met or supported, and what are the limitations?
- What, if any, eligibility criteria will be used (e.g., participant age, participant community affiliations, proximity of home to transit and amenities)?
- Will background checks be required? What kind? Will credit checks be conducted? What about situations where participants may not have existing credit (e.g., international students)?
- Will the program prioritize one kind of home provider over others (e.g., home shares prioritized over a homeowner with a coach house)?
 - Will you provide support to home providers who need to renovate or construct a space to create room for a home seeker?
 - Will program staff share information/resources about local government permit requirements or rely on governments or external companies to share appropriate information?
- How will the program be funded?
 - Would participants be expected to pay a one-time fee to join, or ongoing administrative fees?
 - If so, who pays the fee(s)? The home provider or home seeker or both?
 - What are implications for participants if the program ends due to grant funding timelines?
 - What staffing resources are required to ensure successful program delivery?

Program logistics

- How will the program recruit participants? Will the program advertise (to whom, and at what budget)?
- Does the organization plan to use its own capacity to run the program, or to partnering with a company to operate the program?
- What kind of orientation and training will the program include? If so, will participants receive training any of the following topics
 - Program orientation (timeline, services, supports available, contact and procedures for emergencies/worst-case scenarios, evaluation)
 - Tenant/landlord responsibilities
 - How to be a home share provider
 - How to share spaces as roommates
 - Cultural sensitivity
 - Conflict resolution and communication tools
 - Tax information (reporting rental income)
 - Relevant legal/insurance matters (rights and responsibilities of landlords/tenants)
 - Financial options for homeowners (e.g., how to fund renovations)
 - Others?
- Does the organization have the internal capacity to develop these trainings (existing or with program staff)? Which community partners or organizations who can provide the trainings on your behalf (e.g., larger home share programs like Community Living B.C. have existing online training for providers, or some credit unions or financial institutions may be willing to do a workshop for interested homeowners regarding loan options)?
- How will rent be paid (e.g., directly to the home provider, or to an intermediary, such as the matchmaking organization)? How will late or missed payments be handled, and by whom?
- How will agreement between participants be made? Will the organization administer agreements? To what extent will agreements be customized or fixed (e.g., to include social arrangements such as specific duties in exchange for lowered rent, house rules, social norms and expectations about visitors, such as family and friends)?
- Will there be a set term length for the tenancy or will that be flexible based on participant needs and the matches?
- Will the organization make check-ins mandatory? How frequently for each match?
 - Will there be any self-reporting check-ins (e.g., through a survey where staff follow up with responses lower than a specific threshold)?
- How will the power differences between home providers and home sharers be addressed?
- To what extent will the program support or manage creation and maintenance of suites on behalf of the home providers (e.g., support with finding tenants, moving support, decluttering or downsizing services)?
- Will the program facilitate social connections between participants and in the broader program (e.g., informal meetups, picnics or other social gathering)?
- Will the program provide or facilitate access to emergency housing available for participants in worst-case scenarios (e.g., major conflict, home provider hospitalized)?

- What dispute resolution policies and procedures will the organization have? Will counselling or conflict management services be available?
- How will policies and procedures be communicated and monitored with program participants?
- Matchmaking logistics
 - Will matchmaking be done manually or through existing matchmaking software or program? If by existing software/program, which one?
 - Will the program facilitate a meeting between potential participants (e.g., “speed matchmaking” nights where potential participants could meet)?
 - What matchmaking criteria will the organization use?
- Matchmaking considerations
 - How much of a say do program participants have regarding the matches? Will participants have veto power before a match is made? If so, at what stage?
 - How might participant preferences and needs be addressed in the matching process (e.g., participant looking for an older adult or student renter, rent budget, location of house vis a vis amenities and services, lifestyles, interests in support such as yard care and grocery shopping)