

Engaging with ORR-Eligible Populations

A HOUSING STAKEHOLDER'S GUIDE

Housing stakeholders play a critical role in supporting ORR-eligible populations in the U.S. This guide offers an overview of key considerations, benefits, tools, and resources to provide landlords, property managers, and other housing stakeholders with when engaging the Office of Refugee Resettlement's (ORR)-eligible populations.

OVERVIEW

The Office of Refugee Resettlement promotes health, well-being, self-sufficiency, and stability for refugees and other eligible individuals as they integrate into the United States. Learn more about [populations currently eligible for ORR support and the services ORR provides](#).

BENEFITS OF RENTING TO ORR-ELIGIBLE POPULATIONS

Renting to ORR-eligible tenants benefits housing providers by expanding their pool of reliable renters, who often have additional financial and case management support. Many refugees and/or other populations are employed and are eager to establish stable housing. Learn more about the [benefits of renting to newcomers](#).

Housing Considerations and Expectations





ORR-eligible populations may have different housing experiences, expectations, and considerations from living both in the U.S. and abroad. Potential considerations for housing stakeholders may include but are not limited to the lack of rental history in the U.S., unfamiliarity with the U.S. housing market and rental processes, a preference for communal living with family members, and to find housing near support services for better community integration. Often these households are navigating lease agreements and tenant responsibilities for the first time and may have additional questions.

Thus, to make the transition to housing in the U.S more seamless while engaging with ORR-eligible populations, it may be valuable for housing stakeholders such as landlords and property managers to offer additional orientations and utilize multilingual resources when possible. Refugee Housing Solutions (RHS) has a host of resources available such as a [Tenant Toolkit](#) (in multiple languages) and a [Landlord Toolkit](#) which stakeholders may find applicable and valuable when working with and engaging ORR-eligible populations.

Interpretation and Communication Support

To strengthen communication between both landlords and tenants especially if they do not speak the same language, there are free language applications available to support and opportunities for paid translation and interpretation services when necessary.

A few options to consider for strengthening and fostering communication could be the following:

Language Applications for Smart Devices	 Tarjimly offers free and affordable remote interpretation and translation services via a community of 65,000+ translators.
	 Google Translate : While not perfect, using Google Translate can help facilitate communication.
Translation and Interpretation Services	 Consulting and Translation by Communication Essentials LLC
	 Global Wordsmiths

It is also important to be aware that the Fair Housing Act prohibits discrimination based on national origin, including imposing barriers due to limited English proficiency (LEP). Housing providers should ensure fair access to leasing and maintenance services. The Department of Housing and Urban Development (HUD), says:

“For example, a housing provider may not impose less favorable terms or conditions on a group of residents of a certain national origin by taking advantage of their limited ability to read, write, speak or understand English.”

Additional Resources and FAQs for Housing Stakeholders

Refugee Housing Solutions (RHS), in coordination with various stakeholders, such as but not limited to housing organizations, non-profits and government partners, created a myriad of documents overviewing housing support which may prove valuable when engaging with ORR-eligible populations. It is important to note these resources were created at a point in time and to get a full list of ORR-eligible populations, it is recommended to regularly check ORR’s [Fact Sheets](#).

- [Housing Provider Frequently Asked Questions: Renting to Newcomers and Refugees \(RHS\)](#)
- [Frequently Asked Questions \(FAQ\) Renting to Refugees and Eligible Newcomers \(RHS\)](#)
- [Renting to Ukrainian Newcomers \(RHS\)](#)
- [Understanding Entry Pathways for Ukrainians \(RHS\)](#)
- [Fact Sheets: Eligibility & Benefits \(ORR\)](#)

Toolkits and Guides

For a deeper dive and practical guide to supporting and engaging ORR-eligible tenants, see the following resources created by RHS:

- [Landlord Toolkit](#)
- [How to Make Rental Operations Newcomer Friendly](#)
- [Rental Application Essentials: How Newcomers Can Use Alternative Documents](#)

Tenant-Facing Resources

ORR-eligible populations and tenants may benefit from additional support with housing orientation and resources in their own language. Housing providers could share these multilingual resources with tenants to facilitate smoother tenancy:

- [Please Repair](#) (multiple languages)
- [Tenant Toolkit](#) (multiple languages)
- [Welcome to Your New Home](#) (multiple languages)
- [Blogs on Ways to Become a Good Tenant](#)
- [Settle In - Written Resources](#)
- [Settle In - YouTube](#): This channel hosts videos in multiple languages around a variety of housing topics, including:
 - Navigating Housing in the US
 - Rental Housing
 - Home Safety

Video Resources

These video trainings for the housing stakeholders cover key best practices and information that may be applicable when renting to ORR-eligible individuals.

- [An Overview on Renting to Newcomers](#)

Additional Guides and Documents for Housing Stakeholders

The following documents may be useful in bolstering understanding of renting to ORR-eligible individuals.

- [Five Principles Landlords Can Follow to Take a More Active Role in Preventing Evictions](#) (Housing Matters)
- [Building a Good Tenant Relationship](#) (RHS)
- [Understanding the Demographics of U.S. Immigrants](#) (RHS)

By using this guide, housing stakeholders such as landlord and property managers can confidently engage with ORR-eligible populations, contributing to stronger and stable communities emphasizing self-sufficiency and economic well-being while simultaneously increasing a steady tenant base.



Refugee Housing Solutions is a project of Church World Service (CWS) paid for in part by agreements with the U.S. Departments of State and Health and Human Services. CWS received a cooperative agreement through the U.S. Department of Health and Human Services, Administration for Children and Families, CA #90XR0092. The contents of this resource are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services, Administration for Children and Families.