

POLICY AND PROCEDURE

Policy Title: Resident Program or Lease Agreement Violations	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: May 19, 2021 Updated: January 2024

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident household.

To support this mission we have created a Code of Conduct that promotes a safe, secure, and peaceful environment. Violations of this Code of Conduct jeopardize safety, security and peaceful occupancy for our residents and neighbors, and will be handled as outlined in this procedure.

Violations of the Program Agreement or Lease Agreement are also unacceptable and fall under the purview of this Policy and Procedure.

Procedure

Important Note: Any act of violence, intimidating or threatening behavior to staff or residents will bypass this process and result in immediate removal from the property. See Attachment D: Urgent Removal Process for Critical Situations.

First Notice – Verbal Warning: Upon observation or substantiated report of a violation, Live Oak RCHDC staff will give a verbal warning to the resident of the violation. RCHDC staff will complete a Record of Verbal Warning form, notify County program staff, and place the form in the resident file.

When appropriate, County program staff will discuss violation with the resident to see if staff can offer support to address the issue.

Second Notice – Written Warning: Upon observation or substantiated report of a second violation of the same behavior, Live Oak RCHDC staff will provide a written warning to the resident. RCHDC staff will complete a Written Warning form, notify County program staff, place the form in the resident file, and provide a copy of the warning to the resident.

County program staff may discuss violation with the resident and may offer support to address the issue. County program staff will explain that additional violations will require the development of a Resident Action Plan, and that the ongoing behavior may place the resident's tenancy at risk.

Third Notice – Written Warning and Resident Action Plan: Upon observation or substantiated report of a third violation of the same type, RCHDC Live Oak staff will provide a written warning to the resident and require the development of a Resident Action Plan with the resident.

RCHDC Live Oak staff will complete a Written Warning form, notify County program staff, place the form in the resident file, and provide a copy of the warning to the resident.

Live Oak staff will schedule a meeting with RCHDC staff, County program staff, and the resident to develop a Resident Action Plan to address the violation(s). The resident may invite other support persons or advocates, as desired.

Failure to complete the activities outlined in the Resident Action Plan or another occurrence of violation may result in eviction of the resident.

When violations meet criteria for eviction, Live Oak staff may choose to offer a Housing Retention Contract as an alternative to eviction. A Housing Retention Contract is only offered, at the sole discretion of the Landlord, to residents who have exhibited documented behavior that would normally merit eviction. In this scenario, the resident may choose to proceed with the eviction process or may choose to engage in the Housing Retention Contract.

Attachments

Verbal Warning

Written Warning

Resident Action Plan

Urgent Removal Process

Housing Retention Contract