



## Live Oak Apartments

### **Urgent Removal Process For Critical Situations**

Residents at Live Oak Apartments will be required to vacate the premises when staff is presented with witnessed evidence of either or both of the following violations of the Code of Conduct:

- ✓ Violence or threats of violence; including physical violence, non-physical threat, or intimidating behavior; against any resident or staff at Live Oak Apartments.
- ✓ Drug-dealing or the provision of drugs to any resident or to any person on site or neighboring properties. This provision extends to any guest of a resident engaged in drug-dealing activity.

This urgent process bypasses the standard progressive intervention policy for lease violations at Live Oak Apartments.

#### **Step 1:**

Program Administrator is notified of the evidence of violation, preferably in writing by email if feasible. If not feasible due to urgent conditions, then notification may be made orally with a follow up in writing after the urgency has passed. Upon approval by the Senior Program Manager and the RCHDC Director of Property Management, the Program Administrator may elect to activate the Urgent Removal Process.

#### **Step 2:**

Program Administrator notifies the resident's community-based case manager or social worker, if appropriate, and invites the case manager to join the Program Administrator in the Residency Termination Meeting with resident.

#### **Step 3:**

Program Administrator prepares Tenancy Termination Notice and a Three Day Notice to Quit that specifically lists the behavior in question and directs the resident to vacate the premises, as well as describes the ability and timeline of the resident to secure their belongings. Notices are delivered to the resident at the Termination Meeting, with a copy kept in their Live Oak file.

**Step 4:**

Program Administrator meets with the resident to notify them that their residency is terminated. Dependent upon the gravity of the incident, the resident may be offered two choices:

- 1) the resident can surrender their key and vacate the premises peacefully and immediately, or
- 2) program staff may engage in any of the following actions:
  - a. staff will notify law enforcement and begin the process of obtaining a Temporary Restraining Order<sup>1</sup>, Emergency Protective Order (if law enforcement concurs), and/or Workplace Violence Restraining Order to protect against the behavior in question, if appropriate; and
  - b. staff will issue a Three-Day Notice to Quit (see attached)

Notwithstanding the above procedure, if physical violence has caused injury to any person or if a staff member is in fear of imminent physical violence or credible threat of imminent physical violence to any person, staff is to call 911 immediately.

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<sup>1</sup> During Bridge Phase, TRO may be sought pursuant to the Transitional Housing Misconduct Act – Civil Code Section 1954.10 et seq.