

POLICY AND PROCEDURE	
<b>Policy Title:</b> Unit Inspections	<b>Program:</b> Project Homekey, Live Oak Apartments
<b>Approved by Name and Title:</b> Megan Van Sant, Sr. Program Manager	<b>Effective Date:</b> March 1, 2022 <b>Updated:</b> March 2025
This policy was developed in accordance with our contract guidelines and direction with our funder, HCD.	

## 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 work to support all residents in maintaining their households in a sanitary and organized manner that will support living independently in any housing setting. We address life skills and identification of need for other support services.

## Procedure

During Bridge Program participation, unit inspections are performed to help increase the independence and success of the resident in independent living situations, most of which do not include a high level of on-site support. During Lease units are inspected quarterly.

Units are inspected weekly by Property Management. Inspections are scheduled in advance and residents are given a 24-hour notice of the inspection.

Units are expected to meet the Housing Quality Standards definition, which is provided to the resident when signing the Program Agreement or Lease.

If a unit passes inspection, the following week's inspection is skipped.

Housekeeping Notice: If a unit does not pass inspection, a Housekeeping Notice is issued to the resident. The Housekeeping Notice describes the concern and establishes an expectation for the concern to be resolved. If the concern is for a health and safety reason, the follow up to the inspection occurs as stated on the Housekeeping Notice. If the concern is not an immediate health and safety issue, the follow up to the inspection occurs during the next week's inspection.

If the resident is experiencing challenges with meeting Housing Quality Standards, on-site support staff provides options, including an IHSS provider, private house cleaner, organizational and time management tools, or a referral to Behavioral Health when appropriate.

Written Warning: When an inspection does not meet Housing Quality Standards after two (2) inspections, a written warning is issued.

Lease Violation and Resident Action Plan: If the concern is not resolved after two (2) written warnings are issued, a Lease Violation is issued. Support staff reaches out to the resident to offer additional support and to create a Resident Action Plan based on the needs and abilities of the resident.

Housing Retention Contract: If the Resident Action Plan is not completed, the concern is addressed with the Resident Program or Lease Agreement Violations Policy. If the Lease Violation meet criteria for eviction, the resident may be offered a Housing Retention Contract, at the sole discretion of the Program Administrator. The resident may choose to proceed with the eviction process or may choose to engage in the Housing Retention Contract.

Health and Safety standards that may impact other residents will be handled in accordance with RCHDC policy and may result in eviction.

## **Attachments**

Housekeeping Guidelines for Residents – Housing Quality Standards

Housekeeping Notice

Unit Inspection Report