

POLICY AND PROCEDURE	
<b>Policy Title:</b> Resident Requests	<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>Reviewed:</b> April 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 and making sure that the units remain in good repair and in a way that functions for each household.

## Procedure

Resident may fill out a work order for issues that are not an emergency situation.

Forms are located in the lobby on the wall next to the property management office. Instructions to fill out form are posted near the forms.

Resident may complete form and return in the document holder on wall.

Property manager will date when received, review request, assign appropriate staff for following through.

Follow all RCHDC procedures for notification of scheduled maintenance. Notify resident when maintenance is complete. All emergency maintenance issues should be handled immediately by notifying the property manager during office hours or calling 1-800-363-5050 after hours.

For special requests, please note outcome on work orders and when resident was notified.

When residents have a medical condition that needs a reasonable accommodation, they can Property Management for a reasonable accommodation form. Form must be completed properly and returned before accommodation can be made.

A resident may talk with County staff to see if there funds to help with special circumstance needs that arise. The need must be related to housing stability or employment.

## Attachment

Work order form

Reasonable Accommodation Form