

POLICY AND PROCEDURE	
Policy Title: Banned Guest	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: May 2025 Updated: January 2026
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.

Policy

This policy addresses guests that have been banned from property due to behavior that violates our Code of Conduct.

Background

Live Oak keeps a list of individuals that have been trespassed from Live Oak or other RCHDC properties in a binder in the Property Monitor locked cabinet. When possible, a photo of the individual is included. When staff is unable to identify a banned individual from the sign-in sheet, a photo of the banned individual is taken from security camera footage.

Procedure

When an individual is banned from Live Oak property, staff attempt to notify the individual of the ban and the reason for the ban. If the banned individual is still onsite, County Staff read the 602-trespassing notice to the banned individual when the violation of rules is discovered. If it is clear who the banned individual was at the property to see, County Staff also notify the resident.

Individuals are banned from the property for the length of time appropriate for the violation. The resident associated with the banned individual may request a review of the circumstances of the ban at any time. Live Oak reserves the right to lift the ban or continue the ban at our discretion.

If a banned individual requests information about the ban, staff may provide an email explanation.

If a banned individual is allowed onsite after a ban, the individual must sign the Code of Conduct before permitted to return to the property.

Violations and Terms

Violation	Term of Ban
Arson onsite	Permanent ban
Committing a felony onsite	Permanent ban
Committing a misdemeanor crime onsite	2 years
Committing any violation after being previously banned and signing the Code of Conduct	Permanent ban
Disrespectful behavior towards residents	1 year
Disrespectful behavior towards staff	First ban- 6 months Second ban- 1 year Third ban- permanent
Loitering onsite without a resident in attendance, 2 or more offenses	First ban -3 months Subsequent bans- 1 year
Selling illegal substances onsite	Permanent ban. An exception may be made after 3 years, and proof of addiction treatment is provided.
Sex offense onsite (290 registrant)	Permanent ban
Violent acts onsite	Permanent ban
Violent threats onsite	3 years
Other violations	Term varies by circumstance

Attachments

602-Trespass Notice

Guest Code of Conduct