



## Sample Housing Retention Conference Guidelines and Policy

Note: This sample document has been generously provided by the Tenderloin Housing Clinic in San Francisco, California.

### Housing Retention Conference Guidelines and Policy

Housing Retention Conferences should be held when a tenant is in jeopardy of losing his/her housing, when several lease violations have occurred within a small time-frame, or when property management (PM) and/or support services (SS) believes it would be helpful to have a face-to-face meeting with a tenant to discuss issues related to the retention of their housing.

PM should first contact SS for convenient dates/times for the conference. When two separate appointments dates/times have been agreed upon, PM must send a written violation notice or a letter to the tenant in order to set up the conference. Every effort should be made to accommodate the tenants' schedule if he/she is unable to make the given appointment time.

PM should write a first draft of the Housing Retention Contract prior to the meeting. Contracts should be written in a professional manner using factual content. Personal statements and sentiments should be avoided. Once a draft has been written, it should be given to SS in order for them to input their ideas. Ideally, this should occur at least 24-hours prior to the conference.

All parties who plan to attend the conference should be listed in attendance on the contract. It is up to PM or SS to include their supervisors when appropriate. The Property Supervisor, Director of Property Management, Support Services Manager and/or Director of Support Services may attend at his/her discretion.

Only current behavioral issues and/or policy violations should be listed under the "Incidents" section of the contract. The date of the incident(s) should be listed, as well as the policy that was violated - use exact language. The written notices of violations (write-ups) should be attached to the contract. This should be a one-line, factual recap of the violation.

Items in the "Resolution" section should be as concrete as possible and should revolve around policies that the tenant has been violating. For example, if the tenant continuously violates the check out time of the visitor policy, a resolution item should read, "(Tenant) agrees to observe all visitor policy rules, specifically the check-out time." If the tenant has a habit of coming to the lobby when intoxicated and engaging tenants and staff in conflict, a resolution item should read, "(Tenant) agrees that common areas of the hotels are shared space and he is required to maintain respect for all. John should stay out of the hotel or in his unit when he is intoxicated and should cease engaging tenants and staff in conflict." The last resolution should always read, "(Tenant) agrees that if these incidents occur again or if any egregious or repeated behavior that causes problems in the hotel occurs again, tenant will seek other housing within one week, or THC will seek eviction."

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2).

If PM and SS cannot agree on the terms of the contract, each party should contact his/her supervisor immediately for resolution.

PM and SS should meet briefly to discuss strategy for tone and style of the meeting. In the majority of cases, PM will lead the discussion during the conference. However, in some particularly contentious cases, it may be helpful for SS to lead the discussion. Each conference is different, but the tone of all conferences should be one of respect, discussion and resolution. PM and SS should be open to ideas from the tenant.

If a tenant refuses to sign the contract at the meeting, it should be made clear to the tenant that it is a change in his/her behavior that will help him/her to avoid eviction. If a tenant cannot maintain respect for all present at the meeting, it is at the discretion of PM or SS to end the meeting.

**Housing Retention Contract**

Date: \_\_\_\_\_

PRESENT:

INCIDENTS: (see various notices of violation)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_

RESOLUTION:

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Tenant agrees that if these incidents occur again or if any egregious or repeated behavior that causes problems in the hotel occurs again, tenant will seek other housing within one week, or THC will seek eviction.

I have read, understand and agree with the above.

\_\_\_\_\_  
Tenant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
General Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Supervisor

\_\_\_\_\_  
Date