



## Supportive Housing Visitor Policies

Supportive housing owners usually provide 24-hour property management coverage, including Front Desk staff or Front Lobby staff in many supportive housing projects. These staff persons are usually responsible to monitor visitors and to secure the property. Building managers establish Visitor Policies as a part of the safety and security plan for a building, and these staff are often responsible for enforcing these policies.

Examples of visitor policies implemented by supportive housing providers include:

- All visitors should be required to check in with Front Lobby staff. The visitor should be required to remain in the front desk area until the check-in procedure is completed.
- No visitor should be allowed in the residential area of the building without the Front Lobby staff first checking to see if the tenant or staff person is in and willing to receive the visitor(s).
- Tenants are responsible for their visitors. Building management staff should deny visitation when the tenant is clearly incapable of being responsible for the visitor(s) due to intoxication or being under the influence of drugs. Building management should deny visitation by any person clearly incapable of following house rules due to being under the influence of alcohol and/or drugs.

Building management staff are key to securing the building and helping create a safe housing environment. Following are examples of best practices to secure supportive housing sites:

- Do not allow visitors waiting for tenants outside to block entry or egress (exit); keep the entry area clear.
- All visitors should be escorted in the building by the tenant they are visiting. The tenant should request an exception to this rule from the building management in certain circumstances, such as:
  - For infirm or non-ambulatory tenants;
  - For tenants with disabling conditions;
  - For tenants who report disabling illness or request accommodation;
  - For families with very young children.
- Record all visits, even by minor children, in the Visitor Log, to ensure that there is a complete record of people in the building, in case of emergency.
- All visitors should be required to check in and out even if they are leaving the building only for a short period of time.

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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). This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at [www.csh.org/publications](http://www.csh.org/publications).

- Visitors are the guests only of the tenant who received their visit. Should the visitor wish to visit another tenant, that tenant should be required to re-register the visitor as their guest.
- Document any violation of unescorted visitors and other visitation rules for management review.
- Visitors to the support services office or to other site staff or building areas should also be escorted, unless the staff person or the department makes another arrangement in advance with the building manager.
- Front Lobby staff is responsible for keeping the lobby in an orderly fashion. The building lobby is both an area for receiving tenants and their guests, and a business area, so noise levels should be kept to a minimum.

### **No-Visit Lists**

If a supportive housing tenant's visitors have caused repeated disturbances or other problems within the building, it may be possible to place the tenant's unit on a No-Visit list. Before implementing such a policy, supportive housing operators should make sure that local landlord - tenant laws allow such policies. A sample notice to a tenant that his/her unit has been placed on a No-Visit list is on the following page.

## No-Visit List

Dear Tenant:

Please be advised that your unit has been placed on a No-Visit list for \_\_\_\_ days. This action was taken for one or more of the following reasons:

- Violence on the premises.
- Threats to harm a tenant or employee.
- Police visits to investigate activities in your unit.
- Your actions have placed the property and/or tenants in danger.
- Significant and ongoing disregard for the House Rules or Visitor Policy.

This is a serious matter.

If you wish to appeal this action, you must meet with the building manager and the property manager. I encourage you to prepare for that meeting by understanding the actions that resulted in your placement on the No-Visit List, and by considering what you intend to do differently in the future.

We strongly encourage you to contact the Support Services staff at your building so that you can obtain assistance in stabilizing this situation. You may wish for Support Services staff to participate in any meeting that you schedule with Property Management regarding this issue.

Property Manager

Cc: Support Services  
Tenant File