

ZERO TOLERANCE POLICY

Residents and guests alike must abide by the Rental Agreement, House Rules and Lease Addendum for Crime/Drug Free Housing [RA-1(a)]. This policy is to reiterate and instruct Property Managers in serving and enforcing lease violation notices for EVERY lease violation that can be attributed to a unit.

Property Managers will be held responsible to take aggressive action in every lease violation situation. **ALTHOUGH VERBAL WARNINGS ARE ENCOURAGED, A WRITTEN LEASE VIOLATION NOTICE MUST ALWAYS ACCOMPANY THEM.**

As a Management Company we understand and do not want to amplify cultural, social and domestic problems that a family may have; however, the zero tolerance policy must include disturbances even if caused by only one family member, such as domestic violence. In cases of domestic violence where lease violations notices are issued the Property Manager should encourage other family members to consult social services agencies such as Catholic Social Services, Child/Adult Protective Services or other community service programs or agencies.

WE NEED WITNESSES TO WIN CASES. Do not wait for a police report to issue lease violations we know have occurred. The main importance of police reports is to identify unit numbers **and** to identify witnesses. *Who saw the incident? Who reported the incident?* These are potential witnesses. Management staff are legitimate witnesses. Issue violation notices in instances, where we have information and believe the incident occurred. This is regardless of whether we have willing witnesses and/or police arrests. Unwilling witnesses should be subpoenaed if necessary. In housekeeping situations, photographs are the best form of evidence.

In cases of the second (7 or 10) day notice for lease violation, within a six- (6) month period, Property Managers will file for eviction unless the resident moves voluntarily. **NO EXCEPTIONS!**

In every case that meets the definition of substantial violations under State law, described in Form LV-4, a 3 or 10 day (whichever is applicable for your property) substantial eviction will be pursued. **REGIONAL PROPERTY SUPERVISORS NEED TO BE CONSULTED IN THESE CASES.**