**Eviction Prevention Plan**

*Property Name*

**Purpose**

*Summarize the purpose of this plan, key parties and their roles, and the process for preventing evictions in the property.*

**E.g.** The purpose of this plan is to establish a standardized process through which property will address lease violations with the goal of mitigating harm to the tenant and employing eviction only as a last resort.

**Eviction Prevention Philosophy**

*Summarize the property’s eviction prevention philosophy, or commitment to eviction prevention, in two or three sentences.*

**Tenant Retention and Community Building Strategies**

*Describe the practices that will be implemented to assist tenants prevent lease violations and avoid evictions. These can include, but are not limited to:*

* Tenant support resources that will be available to residents, including external partnerships with service providers and resources offered to tenants.
* Trainings and education for property managers and property staff to proactively prevent lease violations and work collaboratively with residents to correct existing violations and prevent evictions
* Practices that will be implemented at the property to provide tenants with education or housing stability tools prior to any lease violations occurring.

*Include information of other tenant engagement strategies here. Describe other Education and Prevention Practices to be implemented.*

**Describe the roles and responsibilities of the involved parties in the tenant retention and eviction prevention process.**

* Property Management *describe*
* Tenant *describe*
* Service provider or other community partners (if applicable) *describe*
* Other (if applicable) *describe*

**Describe the property’s policies and procedures for addressing lease violations when they occur and prevent evictions, including but not limited to:**

* The process whereby the tenant is notified in writing of the lease violation and requested to complete a housing retention plan
* The period when and method by which the housing retention plan is introduced and any resulting follow-up or check-in meetings
* The role of the retention plan in the violation correction process and the commitments made by the property owner and the tenant
* Strategies for addressing specific lease violations

**Eviction Prevention Protocol**

Describe the property’s policies and procedures for implementing a formal eviction, including but not limited to:

* Detailed description of the formal eviction process, only to be used in very limited instances as a last resort,
* Description of the role and composition of the Eviction Prevention Committee, if applicable
* A detailed description of the appeals process, template forms, documentation requirements, and possible resolutions

*Description of any informal eviction processes that will be pursued if a tenant must leave the property (e.g., nonrenewal of lease, mediation, arbitration, etc.)*

**EVICTION PREVENTION BEST PRACTICES**

* Work collaboratively with the resident, offer assistance and support if the resident expresses interest, respect the resident’s agency if they refuse
* Apply for additional resources for which the resident is eligible. Be proactive and keep the resident informed on their application and its status. ***E.g., rental/utility assistance***
* Review the resident’s current bills together and identify which bills might be deferred and how to do this, along with developing a priority order in which to pay bills.
* Identify and offer payment plan options if a resident falls behind on rent. Plan how the resident will pay the following month’s rent if the resident expresses interest in this kind of support
* Official notices may be necessary from a legal and property perspective, the service provider should engage in a tone of positive problem-solving and offer alternatives for resolution outside the eviction process.
* **Intervene Early:**
  + Implementing an eviction prevention program is about intervening early and often, before a problem with a tenancy gets out of control.
  + Intervening requires bringing supports to a tenant, from simple information on financial assistance to more assertive supports.
  + Supports must be highly tailored to the individual and their needs.
* **Identify Tenants Who Need Support:** 
  + For Housing First based programs, supports are provided along with the housing. For other supported housing models, identifying tenants who may need support is the goal, as not every single person needs or wants help.
  + the top indicators of a vulnerable tenancy are:
    - rent arrears
    - warning of eviction, or an eviction notice
    - housing unit issues such as hoarding, housekeeping, damage, or fire hazards
    - social isolation
    - missing appointments with support-workers
    - tenant lacks formal program supports, or a support network.
  + Respect individual residents’ agency if they refuse assistance
* **Planned Moves** -
  + The use of planned moves (proactive or preemptive moves) is a widely adopted strategy in the prevention of tenant eviction. Proactive moves are used when a tenant has come into conflict with the property owner/manager/staff or other tenants and is on the verge of eviction.
  + Typically, proactive moves are made to other housing units an agency may have in stock, but sometimes they are made to other accommodation as a temporary measure.
* **Handbooks and Guidebooks:**
  + Handbooks and guidebooks are very common tools used to support tenants.
  + They generally work best when matched with some individualized support, tenant skills-training, or at minimum, a tenant orientation session within their housing unit
* **Supports, Education, and Training Components:**
  + Providing holistic, flexible supports, as well as education and training, forms the heart of creating successful tenancies.
  + Which supports are offered to a tenant will be highly specific to the individual’s needs.