EVICTION PREVENTION CHECKLIST

1. **With Notice to Quit or Warning/Lease Violation for failed housekeeping inspection**:

   ☐ Include Eviction Prevention Program letter – send to resident

   ☐ Send Resident Services Referral form – check Eviction Prevention Program referral box

2. **Follow up**

   ☐ Community Manager or Resident Services Coordinator call resident within 5 days after the letter is sent if the resident has not contacted staff

   ☐ If resident declines to enroll in the program, this is noted on the back of the referral form and filed. STOP

3. **Enrollment in Program**

   ☐ Community Manager or Resident Services Coordinator meet with Resident and together they complete the Eviction Prevention Enrollment Form

   ☐ Community Manager approves or denies the Action Plan.

   - o If denied, suggestions for action steps that, if accomplished, would prevent eviction are provided.
   - o Resident reviews the suggestions and decides if they are willing to adapt the plan to include those steps. Communication continues (with support from Resident Service Coordinator as appropriate) until an Action Plan is approved or the resident declines further participation.
   - ➢ Forward the Eviction Prevention Enrollment Form to evictionpreventionprogram@hdcweb.com

4. **Action Plan**

   ☐ Resident meets at least monthly with Community Manager and/or Resident Services Coordinator to monitor progress and continue problem solving

   ☐ Community Manager and/or Resident Services Coordinator keep Logs to document date and amount of time of meetings, phone or in-person, and topics covered. Resident Services Coordinators also keep progress notes in Pangea for more detailed records as needed.

5. **Closure**

   ☐ 6 months after enrollment, Resident Services Coordinator confirms whether the resident is still in their housing – note on Log Sheet whether the eviction was prevented or not.

   Resident Services Coordinator will receive an email from evictionpreventionprogram@hdcweb.com to check on resident housing status (eviction prevented or not)

   ☐ If moving to eviction, Community Manager will use the Eviction Checklist.