

HDC MidATLANTIC EVICTION PREVENTION PROGRAM

HDC MidAtlantic is committed to supporting individuals and families in remaining in their homes for as long as they choose. Due to complex circumstances and limited resources, residents may find themselves facing a possible eviction. Late or non-payment of rent, failed housekeeping inspections, or other lease violations can put a residents' housing at risk.

The Eviction Prevention Program is available to residents who have received a notice to quit due to late/non-payment of rent or a lease violation due to an inspection failure or some other reason. Residents who have received a lease violation or notice to quit due to acts of violence or drug use/sales will not be eligible for the Eviction Prevention Program.

The Eviction Prevention Program is voluntary and resident-driven. The role of the Resident Services Coordinator and/or Community Manager is to offer support in problem-solving, exploring options, and connecting to resources. In coordination with HDC staff, the resident will develop an Action Plan which must be approved by the Community Manager. Approval of the Action Plan acknowledges that successful accomplishment of the Action Plan will result in preventing eviction.

The Resident Services Coordinator and/or Community Manager will check in regularly to offer information and encouragement to support the resident in reaching their goals. In cases where the initial problem is resolved quickly (for example, the resident pays their rent and late fees in full), staff will use follow up contacts to offer support in planning ahead and taking steps to prevent future problems.

Community Managers and Resident Services Coordinators will work closely together to explore options such as payment plans, or in the case of housekeeping violations to plan an inspection schedule. Communication with the resident will be made by the staff person that makes the most sense based on schedules, topic, and relationship with resident. District Managers and the Director/Manager of Resident Services will be consulted as needed for ideas and approvals.

For those communities that do not have resident services on site, the Community Manager will work with the resident and with the support of the assigned Resident Services Coordinator on strategies such as payment plans, referrals to community service organizations, and inspection plans.

EVICTON PREVENTION PROGRAM PROCEDURE

Notice to Quit or initial Lease Violation for housekeeping or other issue is sent to resident. Letter describing Eviction Prevention Program is included.



If there is a Resident Services Coordinator on site or additional support is needed, a Resident Services Referral form is completed, indicating that the referral is for the Eviction Prevention Program. Referral forms are sent to the Resident Services Coordinator.



Resident Services Coordinator and/or Community Manager contacts resident within 5 days to plan a time to meet to develop an action plan.

Resident chooses to participate in the Eviction Prevention Program
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Resident declines the Eviction Prevention Program

Eviction Checklist is completed and reviewed with DM and DRS/RSM

Resident does not resolve situation

Resident resolves situation and keeps housing

Resident Services Coordinator and/or Community Manager meet with resident to develop a plan.



Eviction Prevention Program Action Plan is completed and taken to the Community Manager for approval or denial. If approved, email Enrollment Form/Action Plan to evictionpreventionprogram@hdcweb.com

With an approved action plan, the resident meets at least monthly with staff to monitor progress and continue problem solving

If Action Plan is denied, the resident will meet with staff to rework the Action Plan

If the resident does not have an approved action plan, the Community Manager will move forward with eviction

6 months after referral, staff confirm whether the resident is still in their housing. Resident Services Coordinator will receive email from evictionpreventionprogram@hdcweb.com to check on resident housing status.