



## Sample Lease Violation Policy and Notice

Note: This sample lease violation policy and notice was generously provided by the Tenderloin Housing Clinic in San Francisco, California. All such policies should be tailored to each supportive housing project and reviewed by legal counsel prior to implementation.

### TENANT VIOLATION NOTICE POLICY

All tenant Violation Notices (or write-ups) should be written in a professional manner and factual form. All personal statements and sentiments shall be omitted.

1. State the date and time the incident or violation occurred.
2. State what happened - this should be a factual recap based on the incident report and/or witnesses.
3. Indicate which House Rule and/or lease clause was violated. Be sure to quote the House Rule # and/or lease clause. Use exact language.
4. The consequences of the violation should be stated clearly. For example:
  - a. If a visit violation occurs, plainly state the number of days the visiting privileges will be suspended and the date in which the tenant will be able to resume having visits.
  - b. A written warning will be given to a tenant on the first visitor policy violation. On a second violation, you may revoke visitor privileges for 15 days. On third, and subsequent violations, you may revoke visitor privileges for 30 days.
  - c. If a tenant's visitor is being 86ed from the property, state this in the write-up as well and clarify whether or not the ban is permanent. A visitor may only be banned if he/she willfully or wantonly (1) disturbs the peaceful enjoyment of the premises; (2) destroys any part of the building or hotel property; or, (3) has committed repeated violations of the visitor policy.
  - d. If the violation is an on-going problem, be sure to end the write-up with an appointment time for a conference. Always let the tenant know he/she can have a case manager present for the conference.
  - e. If the violation is serious or a continuous problem, the write-up should end with "Multiple or serious infractions may lead to termination of tenancy."
5. When action is being taken, always give a copy of the Grievance and Appeals procedure to the tenant.
6. Always give copies of write-ups to the assigned Case Manager, but do not carbon copy (cc) the Case Manager on the write-up.
7. Violation Notices should be given to tenants no later than 72 hours after the incident occurs.

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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).

