



○ ABOUT THIS DOCUMENT

This sample tenant manual was developed by the Center for the Study of Social Policy in collaboration with the Corporation for Supportive Housing. It is specifically designed as a resource for supportive housing providers working with families, especially those families involved with the child welfare system.¹ The goal was to develop a tenant manual that could be easily adapted for sites that are providing supportive housing for families. While it may be most useful to programs serving families at a single site such as an apartment building or a cluster of apartment units managed by the same housing provider, we encourage providers of scattered site housing to review and adapt with landlords as you find useful.

This manual is part of a suite of tools and resources that have been developed because families have a unique set of needs and need environments that can support those needs. It is hoped that this document will be used in conjunction with those other tools. Used together, the tools serve to support the type of practice and structural changes that will help programs work with families effectively. The guide builds off an existing tenants' manual developed by Fox Point, a family supportive housing apartment building in New York City, provided through Palladia, Inc. We thank them for sharing this resource with us as it was foundational to this work.

TIPS FOR USE

We have designed this document to be easily adapted by supportive housing programs.

- Programs in the process of developing a first time tenant's manual for may want to simply build off the document as is. Places where program specific insertions will be required are delineated by **bright blue text** prompts or a set of brackets and two asterisks. Searching for the character string: **[**]** should help you quickly identify those places where program specific insertions are needed.
- There are a number of places where the text in the tenant guide has direct implications for program practice. We have flagged those places with a blue text box with the title "Practice Note." Programs will need to ensure that their practice aligns with these recommendations or edit the suggested text.
- Programs with an existing tenant guide in use may want to review the table of contents in this guide to identify if there are topics covered here which may not be covered in their existing manuals. Some sections such as those on child abuse and neglect, domestic

¹ From October 1, 2012 through September 30, 2017 five sites around the country received federal funding to implement *"Partnerships to Demonstrate the Effectiveness of Supportive Housing for Families in the Child Welfare System"*.

violence and bullying may not be standard to tenant manuals but are important when serving families with children.

Please feel free to borrow liberally from the document and let us know how you are using it and adapting it. We welcome your comments by email at info@cssp.org.

FUNDAMENTALS

In our adaption we have stressed the following:

- Clear understandable language with a goal of an 8th grade reading level
- A collaborative tone which emphasizes the shared goal of keeping all families safe and stable
- Accessible support around common problems families face
- Support for the parent's role in managing child behavior
- Clarity about the things that constitute lease violations and a commitment to early work with residents to address these issues
- Clear processes and protocols for dealing with conflicts and issues

We recognize that many of these are not unique to families with children as they are fundamental to quality supportive housing in general.

TENANT GUIDE & WELCOME PACKET

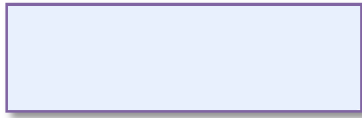


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[**Click above to insert logo]

Welcome!!!

Dear Tenant,

Welcome to your new home and to our community. We are looking forward to having your family with us and getting to know you. Please stop by the office and introduce yourself to our friendly staff. We look forward to meeting you, and hope you are settling into your new home comfortably.

Our goal is to make sure that you have a home for you and your family. We also want to help you connect to what you need to succeed.

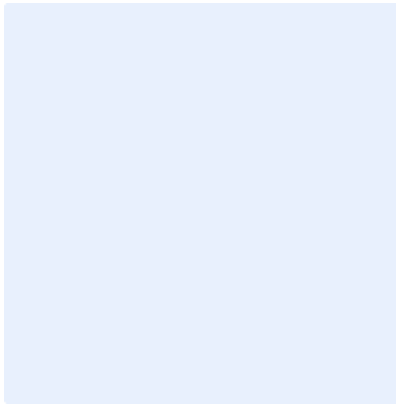
Our mission is to provide a caring environment to all the families who live here. We encourage you to use all of the services we offer here.

To help everyone in our community be safe and feel at home, we have put together this Tenant Handbook. This handbook should help answer questions about building rules, regulations, and being good neighbors to each other. If you have additional questions after you and your case manager review the handbook, please feel free to visit the office and a staff member will assist you.

Sincerely,

[Click or tap here to enter text.](#), Program Director

Here is what you can find in the neighborhood. Go explore!



Click to insert picture of map above

	<i>Address</i>	<i>Contact Information</i>
<i>Buildings</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>Schools</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>Parks</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>Grocery Stores</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>WIC Centers</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>Community health clinics</i>	Click or tap here to enter text.	Click or tap here to enter text.
<i>Other important resources for children and families</i>	Click or tap here to enter text.	Click or tap here to enter text.

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● SECTION 1: BUILDING MANAGEMENT, TENANCY AND OPERATION

PROPERTY MANAGEMENT

[Click or tap here to enter text.](#)

[Click or tap here to enter text.](#)

The property management company is your point of contact for the following:

- paying your rent,
- getting something fixed in your apartment or in the building,
- complaints or concerns about staff and/or other residents
- and other day-to-day issues.

The property management company is not in charge of your supportive housing case manager or the other social services you are receiving. If you have concerns about these please contact: [Click or tap here to enter text.](#) or talk with your case manager.

LEASE

Your lease is a legal contract between you (the tenant) and us (the landlord). It is a promise between us. You promise to follow the rules we have for keeping your home safe and being a good neighbor. We promise to help you maintain your home and keep this a safe place for all. It is important that you read it carefully before signing. Staff members are available to help you read and understand the language in all documents that you are asked to sign. You may ask them questions about anything that you do not fully understand. You are also welcome to take a copy of the lease to share with the people who give you advice. On the day that you sign your lease you should receive a copy of it. There may be additional terms and conditions with the lease. Make sure you get copies of those too. Please keep all of these documents carefully. Ask your case manager to get a special folder for these documents and put it in a safe place in your home. You may also ask your case manager to keep a copy of the lease and other documents in your supportive services file as an additional safe keeping option.

Your lease will need to be renewed by [Click or tap here to enter text.](#). Lease renewal depends on you and your family being good tenants and good neighbors. You keep your promise to follow all rules, policies, contracts and agreements as well as house or community rules. It is our hope that you will make this your home for a long time. We do want you to know however that issues such as late or missed rent payments, damage to your apartment or to the building, or repeated conflicts with other tenants or staff may cause us to deny a lease renewal.

CREATING A SAFE PLACE – WHY HAVE RULES?

Why have rules at all? We try to have as few rules as we can.

The rules we have are to help everyone enjoy their own apartment space with as little interference by others in that enjoyment as possible, protect the all residents; and protect our building and its grounds; and. We also recognize that some people have periodic difficulties and we want to be a supportive, learning environment and want to give each resident a chance to learn to live in a nice apartment. As management, we will try to balance the needs of everyone and ask that you please be patient as residents and their families work with us to become great members of our local apartment community. We believe that each of us is trying our best.

On the other hand, we will need to enforce our rules. We will not change those rules very often because that can be confusing. Please talk to us about ideas you have to make things safer and better.

Our Tenant Association Meetings are the place for new ideas and information sharing. See more about rules and the Tenant Association in Section 3 of this manual.

LEASE VIOLATIONS

Throughout this guide we have tried to highlight issues that may result in a lease violation. This means that you did not follow the rules you agreed to when you moved into your housing. We do not want to scare you, but we do want to make sure that you and your family know -- and can avoid -- issues that might cause us to end your lease. Unless there is a clear danger to other residents or to the building and community, we will strive to work with you to resolve lease violations. We need you to work with us though—if issues are not resolved they may result in your eviction from the building.

RENT PAYMENTS

Rent payments must [Click or tap here to enter text.](#)

Paying rent on time and regularly is very important. If you are having problems making your rent payment, please contact [Click or tap here to enter text.](#) as soon as possible. We want to help you figure out how to fix the problems that are getting in the way.

SECURITY DEPOSITS

We require a security deposit. A security deposit is money you give us now and we hold on to until you decide to leave the housing. It is money we use to repair any damage you cause to your apartment or pay rent you have not paid while living here. You will pay [Click or tap here to enter text.](#) This money is not used to pay the rent for the last month you are living here. You still need to pay that rent. If you keep your promise to be a good tenant and a good neighbor, we will give this money back to you. We will only keep some of it if we need to pay for damages, excluding normal wear and tear.

You will get all or some of your money back when you have:

- Kept the promises you made in your lease
- Paid all rent
- Paid back any other money owed to [building management company]
- Left the apartment clean with no damage beyond normal wear and tear
- Removed all personal belongings from the apartment
- Inspected the apartment with the building superintendent or [property management] staff member and completed an inspection report.
- Returned all keys to the Program Director or building representative.

Remember we keep these funds only so that we can make sure that the next tenant moves into an apartment that is in as good condition as the one you are moving into now.

OCCUPANCY

One promise you make in the lease is about who will live in the apartment permanently. Only the family members named on your lease are allowed to occupy the apartment on a permanent basis. Having people residing in your apartment without authorization violates your lease agreement. The violation could mean you and your family could be evicted. Guests are allowed for up to [Click or tap here to enter text.](#) with specific approval by management. If you would like to change your lease to add one or more family members or need approval to have a guest stay beyond three days, please make an appointment to discuss this with the building manager.

PRACTICE NOTE

Tenant rights are state and even potentially local jurisdiction specific. The length of time a guest may reside in an apartment may be a zoning question or there may be a regulation that triggers when a person could establish residency without being on the lease. If you give a specific period, 3 days (72 hrs) or more, it would be good to have this rule reviewed against local regulations. In general the goal is to give families some flexibility as they may need to have relatives or supportive family friends stay to provide occasional support.

UTILITIES

You are responsible for the connection and payment of the following utility services:

- [Click or tap here to enter text.](#)

If you need assistance in obtaining these services, contact your Case Manager. Your case manager may also be able to connect you with some additional resources including:

[Click or tap here to enter text.](#)

[\[**link here to utility subsidy programs and/or tips from the utility on lowering bills**\]](#)

MOVE-IN

Your move-in day is a big day for us and you. We want you to get to know us.

Please let us know your move-in date and best guess about time of day. This will allow us to notify building staff so they can be alert and helpful. We want to help your move-in go as smoothly as possible. You can help us by:

- Being on time for your leasing appointment
- Bringing all required documents including:
 - [Click or tap here to enter text.](#)
- Asking questions if something is unclear to you
- Coming with questions you may have thought about ahead of time

PRACTICE NOTE

Our recommendation is that tenants are supplied with a folder at move-in to hold their signed lease, signed inspection form, copies of other relevant forms (e.g. complaint/ suggestion form, request for repair, etc.

Before you move in, we want to schedule an apartment walk through and inspection with you. The inspection helps to protect you and us. The inspection form is at the end of this section, page___. During the inspection we will review the form together to make sure that everything in your apartment is in good shape and working order when you move in. This same form will be used when you move out to make sure that you are leaving the apartment the same way you found it. At the end of the inspection, we will ask you to sign the inspection form. The building staff who does the inspection with you will also sign the form. You will receive a copy of the signed inspection form and we recommend that you keep it in your files with your lease.

- Your supportive housing case manager will visit you shortly after you move in. This visit will help you get to know the case manager and how they can help you and your family. Please work with them to find a time when they can meet your whole family.
- We can also provide the following help and support during move-in:
 - Help child proofing for families with young children
 - Help connecting utilities.
 - Help getting furniture or other resources
 - Help identifying community resources to meet your needs

Please let us know if we can do anything else to be helpful in your move-in process.

KEYS MISPLACED OR LOST

We know that keys can get lost or misplaced. But it takes some time and costs us to replace the keys. This also might cause problems for you while you wait for new keys. [Click or tap here to enter text.](#) . Ask your case manager to help you have extra copies of your keys made. Find a safe place where you can keep the extra keys, but remember the keys are for you to use in emergencies not to give to visitors.

COMPLAINTS AND SUGGESTIONS

If you have any suggestions on how we might be able to improve our services to you, please do not hesitate to express yourself. We appreciate your feedback and welcome your ideas. A suggestion box is available in [Click or tap here to enter text.](#) . We have included an issue form at the end of this packet. Please let your case manager know if you want help in filling out this form.



Our tenants association can also be an important place to take ideas and talk with others about things that would improve the building or community. More information on our tenant association is included on Tenants Association: of this guide.

RESOLVING PROBLEMS

We want to create a safe, comfortable environment for every family living here. This means we want to address problems as early as possible. We want everyone involved to have an opportunity to get to a workable solution. We want everyone to understand on the process for dealing with problems.

- You can bring concerns or issues with another resident or with building staff to the attention of the property manager. Make an appointment to discuss the issue or fill out the ISSUE FORM.
- Issues with your case manager and or staff providing supportive services to your family should be addressed to [Click or tap here to enter text.](#) by making an appointment or filling out an issue form.

Please know that we will make every effort to keep your information confidential if desired.

It is our policy not to try to resolve issues when tempers are high. If you are having an active conflict with someone in the building, we will ask those involved to stand down and we will set a time to discuss the issue and develop solutions when everyone is calmer. This does not mean that we are not concerned about the issue and committed to getting things resolved.

If we or anyone in the building is having problems with the behavior of you or anyone in your family our commitment to you is that:

- We will try to communicate clearly with you about what the issue is.
- We will work with you around how to resolve the issue in a way that addresses everyone's concerns
- We will put everything in writing on an issue form
- If we think the concerns raised might result in termination of your lease or eviction from your apartment we will let you know this as soon as possible. so you can try to correct the issue before that happens.

PRACTICE NOTE

****Deferring efforts to deal with conflict is an important strategy when dealing with individuals with a history of trauma. They often have over active stress response systems. An extreme stress response can get in the way of an individual's ability to think through solutions and respond with moderation.**

We know it is hard to be in conflict with others. Our goal is to work with you all to resolve issues and keep everyone in the building happy, healthy and safe. We encourage you to come to us with issues early so we can work together to prevent small problems from becoming big ones.

[**add in specific information on conflict resolution and mediation resources available to tenants**]

- [Click or tap here to enter text.](#)

● SECTION 2: SUPPORTS AND RESOURCES

One of our goals is to connect you to the services you need to keep your family stable and on the pathway to success.

In this section we list some of the important supports and resources that you can draw on including:

- Program staff
- On-site services
- Services from partner agencies

In addition to these resources your supportive housing case manager can also help connect you to a wealth of other resources, supports and services available in the community. Please remember that while participation in services is not required they are often an important resource for your family's success. We encourage you to take advantage of what is offered, as well as support in identifying and accessing the services you need.

OUR PROGRAM STAFF

<i>Staff Member</i>	<i>What they can help you with</i>	<i>Contact Information</i>
Building Superintendent	Repairs to the building or your unit	

OUR PARTNERS

<i>Agency</i>	<i>What they can help you with</i>	<i>Contact Information</i>

OUR ON-SITE SERVICES

<i>Service</i>	<i>Details</i>	<i>How to Access</i>
	[Provide a short description of the service]	[Provide information on hours and other access details]

OFFICE HOURS

[Click or tap here to enter text.](#)



EMERGENCIES

The building superintendent should be contacted during non-office hours for the following types of situations emergencies only:

[**sample list--update with site specific information**]

- Plumbing Leaks or sewer stoppage that may endanger personnel or property.
- Any condition that might cause a fire
- Power outage or blackout
- Gas Leak
- Any other condition considered hazardous, such as broken windows, exposed wires, holes in ceiling or walls, etc.

Security personnel should be contacted immediately in the event of any of the following situations:

[**sample list--update with site specific information**]

- Physical violence or threats of physical violence
- Drug use by residents or their guests
- Theft or destruction of the property
- Small children left unsupervised in an apartment or area of the building
- Unauthorized or unknown strangers loitering or wandering around the building

Note: In situations involving medical assistance, criminal acts, physical injuries or violence in the building the resident property manager and/or security will call 911. They are not authorized to provide law enforcement or medical services. Tenants also have a responsibility to alert the resident property managers and Security and/or call 911 when the above situations become known to them.

Other Emergency Information:

General Emergencies: 911

Poison Control: [Click or tap here to enter text.](#)

Fire Department: [Click or tap here to enter text.](#)

Domestic violence services: [Click or tap here to enter text.](#)

Child Abuse and Neglect hotline: [Click or tap here to enter text.](#)

Mental health hotline: [Click or tap here to enter text.](#)

[**Expand list to include crisis nursery or other available services**]

It may be helpful for you to write these numbers on a piece of paper that you can tape to a kitchen cabinet.

[**Additional information you may add from your local fire department is a section on fire safety and the building's emergency evacuation plan**]

COMMON SPACES

The following common spaces are available for all:

[** replace with information for site

- ☐ For each space list:
 - Where it is located
 - Hours of use
 - Any process needed to get access
 - Any restrictions on who or how to use
 - Reiterated invitation to use
 - Examples are shown below

Community Room:

- The Community Room is for the enjoyment of all the families here There are rules for using the room:
 1. No events may take place without permission of the Program Director.
 2. You must request permission in writing least 7 days before the event.
 3. Capacity is limited to 20 people
 4. You must give a \$20.00 Deposit to use the room. You will get all \$20.00 returned if there is no damage and room is properly cleaned after use.
 5. If the area has already been reserved, no two events can take place at the same time.
 6. Events are not to be longer than five hours
 7. Events must end by 9:00 pm on any given evening.
 8. You are responsible for your guest(s) and any damage that may occur.
 9. The room is to be cleaned once the event has ended.
 10. If decorations are used they should be completely removed. No Alcoholic Beverages are allowed
 11. Smoking is not allowed

Computer Lab and Library Rooms:

- These rooms are for the enjoyment and education of the tenants and their families. Tenant guests may also use these rooms if they are properly supervised. No tenant, family members or guests may occupy the space without staff supervision. Schedules will be posted regarding the day and times of availability. These schedules may change depending on staff availability as well as best time for tenant use.**]

SECTION 3: COMMUNITY RULES

The purpose of the community rules is to make sure a safe, clean supportive and peaceful environment for all families. All members of your family and any guests must comply with the community rules. Violation of community rules may be considered a breach of the promise you made in your lease agreement and could lead to your family's eviction.

VISITORS AND GUESTS

All visitors and guests, including children, sign-in and out when entering or leaving the building. Security Personnel cannot let visitors or guests into the building. You are responsible for identifying your guest using the intercom system and then using the buzzer system to allow them to enter the building only when you **are certain** you know who it is. If you have a guest who needs to get into your apartment while you are out, please contact the security desk. Tell the staff at the security desk the guest's name, the time you expect them and the time they will be leaving.

If you have a guest remaining in your home for a period of over [Click or tap here to enter text.](#), you must inform the [Click or tap here to enter text.](#) in writing. Please tell the [Click or tap here to enter text.](#) the name of the person staying and how long you expect them to be staying. Failure to provide this information in writing is considered a violation of the promises you made in your lease agreement and you and your family may be evicted.

Please remember that you are responsible for your guests and their children and that your guests and their children must abide by the community rules while they are on the property. If behavior by your guests or their children violates house rules and/or causes damage to the property or discomfort to other residents or staff you will be asked to address the issue. If you cannot stop the behavior to stop you will be asked to limit visits by this guest or their children. We ask you to work with us on these issues. If there is a repeated pattern of damage or disturbance by your guests this could be a reason for lease termination

PRACTICE NOTE

******Tenant rights are state and even potentially local jurisdiction specific. The length of time a guest may reside in an apartment may be a zoning question or there may be a regulation that triggers when a person could establish residency without being on the lease. If you give a specific period, 3 days (72 hrs) or more, it would be good to have this rule reviewed against local regulations. In general the goal is to give families some flexibility as they may need to have relatives or supportive family friends stay to provide occasional support.

SMOKING

No one is allowed to smoke in any of the common areas. Tenants, guests, and staff may only smoke in their individual apartments or outside of the building. While it is your right to smoke in your unit we want to remind you that smoking has been shown to be harmful not only for you, but for your children. If you are going to be smoking in your unit we recommend that you keep the windows open and keep children's rooms and play areas smoke free.

CHILDREN

Our children are precious and we all want them to be safe and secure at all times.

Children under the age of [Click or tap here to enter text.](#) are never to be left alone in an apartment or the building. Children above [Click or tap here to enter text.](#) who are left alone should have a clear way of contacting a responsible adult in case of a crisis. Unfortunately building and program staff are not able to provide child care. If there is an emergency and your children will be left without care, please contact your case manager so they can help you problem solve. Leaving children unsupervised can lead to a child protective services report.

PRACTICE NOTE

****Check with local child welfare services to verify age at which a child may be left unsupervised. If not specified, we recommend 10**

We have a number of resources for families with children including:

- [Click or tap here to enter text.](#)

The following space has been set aside for children's strollers and bicycles:

[Click or tap here to enter text.](#)

We ask that:

- You use a lock on your bicycle or stroller
- You do not store bicycles or strollers in other public areas or hallways
- If you store these items in your apartment, be careful of other people as you bring them down on elevators and stairways

As the parent you are responsible for your children's behavior. You are also responsible for the behavior of the children of any of your guests while in the building. If there are concerns with your child's behavior, we will discuss them with you first. We will work with you and your child to develop a solution plan.

Here is a list of issues that can cause problems among families and disrupt the building community. Please talk with your children and help to set limits about these things.

- Noise levels both within apartments and in common areas
- Graffiti or marking on the walls
- Leaving toys, bicycles or other equipment in pathways or common spaces
- Playing in common areas in ways that prevents others from accessing them, makes them feel unsafe, causes injury, or otherwise inconveniences.
- Conflict with other children in the building

OTHER

**Additions to this section might include rules for use of parking; acceptable and not acceptable spaces to “hang-out”, restrictions on noise, etc. When adding these restrictions, it will be important to balance the need to create a safe, supportive community for all families with the reality that kids cannot always be expected to be quiet and still. Setting aside designated spaces for children to play and “hang-out” can proactively address the problems that sometimes arise when they play and hang-out in inappropriate spaces.

○ SECTION 4: OPPORTUNITIES TO GET INVOLVED

Tenants Association:

The tenants association is a group of tenants in the building who have volunteered to work actively to improve the quality of life. The tenants association provides a way for the tenants to communicate with the staff and management as well as an opportunity to get involved in building a stronger community for all residents. If you wish to be a part of this group, see the Program Director for further information.

[**Replace below with details on the specific process used for this site**]

The tenants association meets with the Program Director every 4-6 weeks. It then meets with the tenants of the building within 1-2 weeks of that meeting. A variety of things are discussed. Most of the discussion is about how to make this the best place to live. This process is on-going and notices and flyers are given to all tenants to keep them informed and remind them when these meetings are held.



○ SECTION 5: MAINTAINING A HEALTHY AND SAFE HOME

CHILD PROOFING

It is important to make sure that your home is a safe place for your child. Before you moved in, we did the following things to make your home a safe place for kids:

- ✓ We set water faucet temperatures so children cannot be scalded.
- ✓ We made sure that blinds or window treatments are cordless.
- ✓ We installed window guards.



There is still more to do. As part of your welcome visit, your supportive housing case manager will help you do a home safety assessment. Depending on the age of your child or children, the case manager will help you:

[**We recommend that sites support families with the following—adapt guide to list actual supports provided**]

1. Install locks on cabinets or drawers containing hazardous materials such as poisonous materials, cleaning supplies, medicines, sharp knives or tools.
2. Make sure that the sleeping area for your child is safe:
 - Infant cribs meet safety standards
 - Crib space does not have smothering hazards
 - Bunk beds have safety rails and children under 6 do not use the upper bunk.
3. For infants and toddlers:
 - Install door stops to ensure doors don't slam on little fingers.
 - Set up gates and other barriers to prevent young children from getting into unsafe spaces.
 - Make sure electrical outlets are covered
 - Anchor bookshelves and other tall furniture so it will not topple if climbed.
 - Install bumpers or pads on furniture with sharp corner

CHILD ABUSE AND NEGLECT

We all want our children to be safe from any kind of abuse or neglect. If you are struggling with parenting stress, reach out to your supportive services case manager or friend or family member for support. We all have moments when we struggle to control anger, to have the energy to make dinner or give baths, or to provide the nurturing care we want to. Asking for help in these moments is a sign of strength.

The supportive services staff is available at all times if you are feeling stressed and need support. You can also call a trusted neighbor or friend to support you if you need some time to cool down. Your case manager will also work with you to help develop a list of supporters to call when you need extra help.

Our staff are required to report to child protective services if they suspect child abuse or neglect. Child protective services will decide if an investigation is needed. It is our goal not to make these calls, therefore:

- If one of our staff members observes something that causes us to have concerns—but we don't have any immediate worries that your child is unsafe—we will make sure to discuss these concerns with you. We want to make sure you know about any behavior that could make your child unsafe. We want you to have an opportunity to address the concern before we feel a report needs to be made.
- Please talk to your case manager right away if you feel like stress, depression, or other issues are making hard for you to parent. We want to help you to problem solve around these tough times and find solutions that will make sure that you and your kids thrive.
- If you have concerns about another adult who is in your child's life, please let us know. We can support you in making a plan to keep your kids safe.

Whenever we feel that a situation is putting a child in danger we will need to make a child welfare report. If the concern is something that we are required to report, we do not want you surprised by a CPS response. We will make every attempt to talk with you first. We would like you to be present when we make the call so that you are fully informed about the process.

DOMESTIC VIOLENCE

If you are or have been in a relationship with a partner who is or has threatened you with physical, sexual or emotional violence we want to support you in keeping yourself and

PRACTICE NOTE

All staff should:

- Be aware of the signs and symptoms of child abuse and neglect
- Understand internal protocols of who to go to when they have concerns of possible CAN
- Understand how to make a report if they feel that a child is immediate risk of harm

PRACTICE NOTE

Jurisdictions have different policies and regulations for addressing property damage caused by an abusive partner and lock changes should the victim partner stay in housing and the other partner moves out.

Please check your local regulations before determining what guidance you can provide to your tenants.

These situations may result in lease bifurcation. The Violence Against Women Act of 2013 gives landlords and Public Housing Authorities the ability to bifurcate a lease to maintain the victim's tenancy while evicting the perpetrator and to use certification documents in eviction cases.

your family safe. We are here to help you to stay safe regardless of your decision to leave or stay in the relationship. Here's how we are prepared to help:

- Do not hesitate to call 911 if you are in danger. We want you to seek help from 911 if you need it and your housing will not be jeopardized for multiple calls for help.
- Your case manager is best able to help you if you are willing to talk to them about current or past abuse. They can help connect you to an advocate who understands what you are going through, can speak with you confidentially about your situation, and help you decide what to do (see earlier list of Emergency Response resources, page Emergencies)
- If you have been threatened or are afraid that your current or former partner will harm you or your children, please talk with your case manager or the resident property manager as soon as possible. They will help you develop a plan to keep you and your children safe.
- If you have an order of protection in place, please let us know so we can get a copy to have on record. Staff will talk with you about what you want us to do if we see that person present on the property. It would help staff to identify that person if you could also provide us with a photograph of that person.
- This building is private property and staff have the authority to turn away unwelcome guests. Please let us know if there is anyone else who has threatened or harmed you and/or your children in the past that you do not want in the building, even if a formal order of protection is not in place.

BULLYING

We take seriously our responsibility for keeping all children safe and view bullying or violence between children as a very serious problem. If you believe your child is being bullied or is in regular conflict with another child in the community, we urge you to talk with your case manager.

MAINTAINING A CLEAN HOME AND COMMUNITY

Your Home

Your home is your own space. Keeping it clean is important to your family's health and for all of us in the community. We understand that chores required to keep a house clean can be overwhelming. We are here to help.

First, we suggest these some simple things you could do as a family and with your case manager:

- ✓ Get rid of extra clutter to make it easier to clean.
- ✓ Ask family members to take off their shoes when entering your home to reduce dirt and dust.
- ✓ Keep pets away from sleeping areas and especially off the beds.

Model Family Supportive Housing Tenant Handbook Draft

- ✓ Keep a cleaning schedule that includes vacuuming. Your case manager can help you create a cleaning schedule with specific roles for each family member.

Our policy is to do a home inspection every [Click or tap here to enter text.](#) during this time our staff can talk with you about home upkeep issues that you are struggling with and help you strategize.

[**Sample list below, update with site specific rules which emphasize upkeep but still provide opportunities for tenants to feel that they can individualize their home**]

In addition, the following rules about the upkeep of your apartment are meant to make sure your apartment and building are safe and healthy places for your family and everyone living in this building:

- Appropriate window covering such as shades or curtains can be used in addition to the furnished shades. Please do not remove the pre-installed shades. Please do not use sheets, blankets, heavy paper or other such items as window coverings.
- No signs, ads, notices or other lettering should be taped or painted on any part of the outside or inside of the apartment or building (including your apartment door). Holiday decorations are allowed.
- Do not store or place things on your window sills. We do not want objects falling from your windows.
- Do not sweep or throw dirt or objects from your apartment into the hallways or stairways. This makes the building less healthy and nice for you and your neighbors.
- Kitchens often require special care. Wipe your kitchen counter tops promptly after you have prepared a meal. This helps prevent staining. Also, use a cutting board when preparing meals so that you do not cut into the counter tops
- Special care should be given to the hardwood floors in your apartment. You should mop the wood floors with a damp mop.
- The sewer system connected to the toilet can handle all normal drainage. But there are somethings that it cannot handle:
 - Paper towels, disposable diapers, sanitary napkins, and other bulky material should not be put in toilets.
 - Care must be taken to avoid accidentally losing combs, jewelry and other items down the toilet. All of these things could may cause the toilet to be clogged.
 - Kitchen grease should not be poured into toilets. It should be poured into a container like an empty soup can and thrown away after cooling with the garbage in the proper receptacle outside in the garbage area.

Garbage Disposal

[**Fill in below with appropriate information including:**]

- Location
- Pick-up dates and approximate times
- Limits on amount or kinds of garbage accepted—if any
- Guidance on sorting if recycling and/or composting are available in addition to garbage
- How garbage should be contained
- What to do with bulk items

COMMON SPACES



Common spaces are for the enjoyment of all families. We hope that you will join us in keeping them clean and making them welcoming and enjoyable spaces for all.

Do's

- *Make our community beautiful!*

Don't's

- *Graffiti: Please do not leave graffiti on the property*

- *Please come with your ideas for making the common spaces more beautiful and welcoming. We are happy to support community members in making the whole community feel like a home and community for all.*
 - *Please play your part in picking-up and putting things back—even if the mess is not your own.*
- *Litter: Please do not throw litter or garbage anywhere other than designated garbage containers.*
 - *Personal Property: Please do not leave personal property lying in the hallways or common areas.*

If you or a member of your family is responsible for vandalism, defacing, or destruction of common property you may be liable for the costs of repair. If you see others violating these rules please let the property manager know so they can have a discussion with that tenant.

PESTS

Nobody likes to have pests. They can spread disease, ruin your things, and contaminate food. Living in a building with others it is important to get on top of pest problems as soon as possible. You can help deal with pests before they become a problem by:

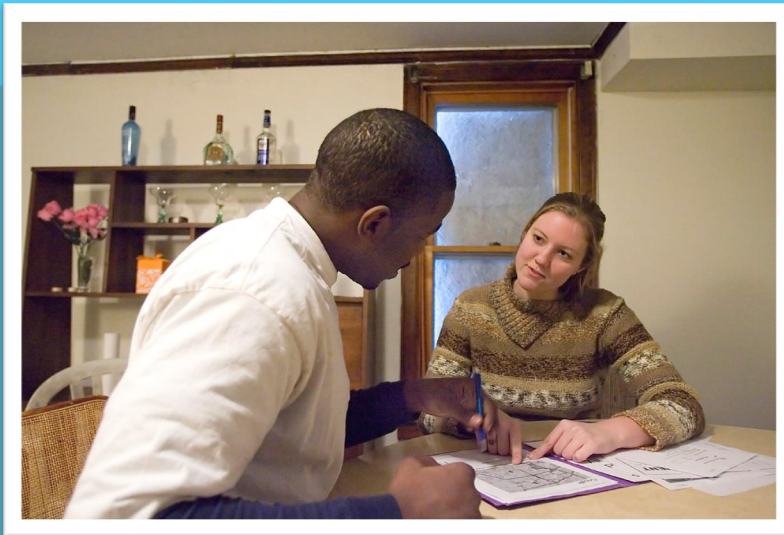
- ☐ Removing pests' access to food, water and shelter by cleaning regularly.
- ☐ Sealing cracks and openings in your home and make sure all windows have screens. If you are missing screens or they need repair tell [property management]
- ☐ Storing food in pest-resistant containers and keep pet food stored and off the floor.
- ☐ Using trash cans with tight well-fitting lids, especially in the kitchen

- ☐ Taking out trash and vacuum frequently
- ☐ Eliminating dripping or standing water. You can ask [property management] for help.
- ☐ Taking care of clutter. Clutter can create places for pests to hide.
- ☐ Avoiding poisonous pesticides which can be harmful for you and your children. Use safe alternatives, such as sticky traps or sealed bait traps.

If you see roaches, rodents, bedbugs, or other pests in your apartment or any common area please contact the building manager as soon as possible. We will try to have the problem addressed. If we need to bring in pest control to take care of the issue, we may need to get access to your apartment and may ask you to prepare the apartment so they can easily get access to the spaces they need.

○ ADDITIONAL RESOURCES

[Click or tap here to enter text.](#)



INSPECTION FORM

This inspection form helps us to make sure that the apartment is in good shape for you and your family when you move in. As we go through the inspection we will note any problem areas and either flag for repair or note the issue.

We will use the same form at move out to make sure that you are leaving it in good shape for the next family to move in. Maintaining your apartment and leaving it in good shape are important parts of being a good tenant and will be important for getting your security deposit back. You will not be responsible for any issues which we noted in the initial inspection that have not been addressed.

Kitchen

- ☐ Fridge working
- ☐ Fridge clean
- ☐ Stove working
- ☐ Stove clean
- ☐ Floor clean
- ☐ Cabinets clean

Bathroom

- ☐ Toilet working
- ☐ Toilet clean
- ☐ Sink working
- ☐ Sink clean
- ☐ Tub working
- ☐ Tub/shower area clean
- ☐ Floor clean

General

- ☐ Floors: _____
- ☐ Walls: _____
- ☐ Window treatments: _____
- ☐ Light Fixtures: _____
- ☐ Doors: _____
- ☐ Windows: _____
- ☐ Free of litter: _____
- ☐ Smoke detectors functioning: _____

Included Furniture:

ISSUE FORM

This form helps us to address issues that are becoming a problem for our tenants. Please feel free to fill it out anonymously or to give us your name:

Either way we will make our best effort to look into the issue raised and to address it. If you want to give us your name, we are happy to give you a report on what our final plan for addressing the issue was. You can also make an appointment with the property manager to talk about the issue.

1. Please describe the issue that needs to be resolved: _____ -

2. Describe specific times when this issue has come up (list dates and who was involved):

3. What are your ideas for resolving this issue? _____ -
