

## LAWRENCE HOUSE SUPPORTED ACCOMMODATION

### Procedure for Issuing Warnings and Evictions

In normal circumstances the procedure for issuing warnings to residents for non compliance with the House Rules is as follows:-

1. Verbal Warning (note made of this on resident's file in warnings section)
2. Recorded Verbal Warning
3. Written Warning
4. Final Warning
5. Eviction

Please note this procedure must be followed for each breach of rules unless there are exceptional circumstances.

If a resident is breaking more than one House Rule, then the process should be started from the beginning for each infringement. If several different warnings are issued then staff should issue a 28 day behaviour modification warning to the resident which can result in eviction if their behaviour does not improve.

The only exception to this is in cases of violence or extreme nuisance, when the decision on which warning should be issued is at the discretion of the Project Manager or Management Committee.

When issuing an Eviction Notice, this must be provided in writing to the resident.

Occasionally an immediate eviction is necessary. The criteria for this are as follows:-

Extreme Violence and/ or Extreme Aggressive Behaviour  
Discovery of Class A and/ or B drugs  
Criminal Damage to the hostel

Should eviction be necessary, this decision must be with the approval of a Member of the Management Committee, who should be informed of the decision as soon as practicable.

Unless absolutely necessary, evictions should take place during the daytime when the Project Manager or other staff members are available. If it is necessary to evict the resident immediately during the night or early hours of the morning, the Police should be called (999), to remove the resident from the hostel. In extreme circumstances, the Project Manager or a Management Committee Member should be contacted immediately; otherwise, they should be informed the following morning.

Should the resident refuse to leave Lawrence House by the eviction date and time, then we do have the right to lock the resident out of the hostel as our Licence is an "Excluded Licence" and is excluded from the Protection Against Eviction Act). The Project Staff should bar the key fob of the resident on the date / time that they should have left the hostel and then the next time that the resident leaves they will be unable to return. The resident should be advised when they try to re-enter LH that they are no longer resident here and their belongings will be packed away for them; to be collected within 7 days. The Project Staff should then clear the room; 2 members of staff should complete this. Resident belongings should be kept for a maximum of 7 days for the resident to collect.

If the resident does not leave LH then a “Use and Occupancy Charge” should be made for the room on a daily basis, equivalent to the current rent charges. Separate rent cards should be created for the HB & PC portions of this charge. This will then be referred to the Project Manager to speak to the Management Committee who will agree any further course of action which may involve requesting the Police to attend and to evict the resident. Every effort should be made by Project Staff to ensure that the resident leaves and returns their key & fob.

The Eviction Notification sheet is then completed and signed as soon as convenient by the Management Committee Member contacted.

The staff member should advise the resident of their right to obtain independent advice and/or appeal if they are threatened with the termination of their Licence and signpost them to other appropriate services (such as Next Generation, the Homelessness Officer at Hinckley and Bosworth Borough Council, Citizens Advice Bureau etc). Full details of the Appeals process is provided to all residents upon induction – refer to document “Residents’ Rights, Complaints and Appeals Procedure”.

Any such appeal requires a written response from the Project Manager or Management Committee in writing, within 7 days, or sooner if the eviction is imminent.

The eviction notice must state the time and date that the resident must vacate their room. Any personal belongings left at the hostel will only be stored for 7 days following an eviction and if not collected will then be disposed of. Any mail for evicted clients will be marked “RTS Gone Away” and returned to sender.

All evictions must be recorded and placed on file with all the supporting documentation. Figures and statistics of evictions and notice periods should be collected for management information.

It is not normally necessary to accompany the resident whilst they clear their room. However, in certain circumstances – such as an immediate eviction, 2 members of staff should accompany the resident if possible. Staff should remain at the doorway of the room. The room should be checked immediately after the resident has removed their possessions. The keys must be handed to the staff member on duty and **only** if the room is in a reasonably clean condition, and there are **no rent arrears**, will the key deposit be returned to the resident.

The Management Committee is responsible for ensuring that the Procedure for Issuing Warnings and Evictions is subject to full review on a regular basis, not to exceed a period of 5 years.

### **Procedure for Issuing Warnings and Evictions - related documents**

Guidance for Issuing Warnings and Evictions	Confidentiality Policy
Guidance for delivering Confidentiality	Lone Working Policy
Lone Worker Guidance Notes	Licence Agreement
Residents’ Rights, Complaints & Appeals Procedure	