

**HANDBOOK &
CODE OF CONDUCT
FOR
UNITY VILLAGE**

A Temporary Tiny Home Community



Prepared by:

HomesNOW
432 W. Bakerview Rd. Suite 201
Bellingham, WA 98226

Date: May 2019



TABLE OF CONTENTS

- 1. BACKGROUND 1**
 - 1.1. Purpose 1**
 - 1.2. About HomesNOW 1**
 - 1.3. Project Incentive 2**
- 2. UNITY VILLAGE 3**
 - 2.1. Site Location 3**
 - 2.2. Project Description 3**
- 3. GENERAL POLICIES 5**
 - 3.1. Participation and Self-Management 5**
 - 3.2. Identifying Eligible Residents 6**
 - 3.3. Application Process 6**
 - 3.4. Utility Fees 6**
 - 3.5. Pet Policy 7**
 - 3.6. Parking 8**
 - 3.7. Bicycles 8**
 - 3.8. Personal Property 8**
 - 3.9. Single or Double Occupancy 8**
 - 3.10. Advocate Meetings 9**
 - 3.11. Move-out Policy 9**
 - 3.12. Damages 9**
 - 3.13. Inspection of Tiny Homes/Tents 9**
 - 3.14. No Guarantee of Alternate Housing 10**
 - 3.15. Fire Prevention 10**
 - 3.16. Emergencies 10**
- 4. CODE OF CONDUCT 11**
 - 4.1. Violence/Abuse/Discrimination 11**
 - 4.2. Weapons Policy 11**
 - 4.3. Quiet Hours & Guest Policies 11**
 - 4.4. Cleanliness 11**
 - 4.5. Substance Use 12**
- 5. SERVICES 13**
 - 5.1. Food 13**
 - 5.2. Supplies 13**
 - 5.3. Transportation 13**

5.4. Support Services	13
5.5. Security Services	14
5.6. Waste Management.....	14
5.7. Repairs and Maintenance	14
6. NEW RESIDENT MOVE-IN PROCEDURES	16
7. GROUNDS FOR REMOVAL	17

FIGURES

Figure 1: Unity Village Site Layout

APPENDICES

- Appendix A: Resident Application Form
- Appendix B: Unity Village Resident Agreement
- Appendix C: Confidential Intake Form
- Appendix D: Site Logs

1. BACKGROUND

1.1. Purpose

This Handbook and Code of Conduct (“Handbook”) is intended to be a written set of policies and guidelines for the safe and effective functioning of Unity Village, a temporary tiny home community for the homeless in Bellingham and Whatcom County.

Unity Village is a drug and alcohol-free community. Unity Village is intended to provide a safe and stable place for homeless individuals to live while they actively seek permanent housing. Unity Village residents consist of people who are either working or disabled and who have a source of income. Unity Village residents are selected based on their ability to succeed in a community living setting.

This Handbook includes a detailed set of general policies for residents, a code of conduct, and a description of services that HomesNOW provides to residents. The policies and guidelines in this Handbook are reviewed regularly by HomesNOW and are amended as necessary based on input from the residents and the public.

1.2. About HomesNOW

HomesNOW is a 501(c)(3) non-profit organization made entirely of volunteers working together to offer affordable housing options for the homeless in Bellingham and Whatcom County. HomesNOW supports the Housing First model to house homeless people immediately. The goal is for each person to have a sense of home and community.

In January 2019, HomesNOW began managing Winter Haven, Bellingham’s first temporary tent encampment located behind City Hall. Winter Haven lasted for 90-days, ending on April 6, 2019. At that time, HomesNOW began managing our second temporary tent encampment, Safe Haven, located in the What-Comm 911 Call Center parking lot.

Winter Haven and Safe Haven consisted of 19 tents with an average of about 23 residents. As of the date of this submittal, HomesNOW has found housing for 8 residents and helped place 1 resident in a detox facility. HomesNOW has also worked with the Opportunity Council to place a family with children into more appropriate housing. Thus far, Winter Haven and Safe Haven have been successful at helping people find stability and connecting them to needed services.

In February 2019, during extreme winter weather conditions, HomesNOW coordinated with a local church to manage an emergency shelter providing for up to 40 people.

HomesNOW previously worked with Lummi Nation to build two tiny homes in June and July 2017. Since that time, the two tiny homes have temporarily housed 8 people transitioning to permanent housing. On average, occupancy is 2 to 3 months before moving into permanent housing.

In 2017, HomesNOW assisted 25 people into housing by eliminating barriers. HomesNOW provided: telephone access, avenues for reconnecting family members, assistance with rental applications for those having difficulty reading and/or writing, direction for people entering detox programs, and the stability of an organized permitted camp site at City Hall for 18 days.

1.3. Project Incentive

As of 2018, there are over 800 homeless people in Whatcom County. Approximately half of the homeless people in Whatcom County are unsheltered on a given night. Many homeless people are forced to illegally camp on public or private property or sleep in their cars.

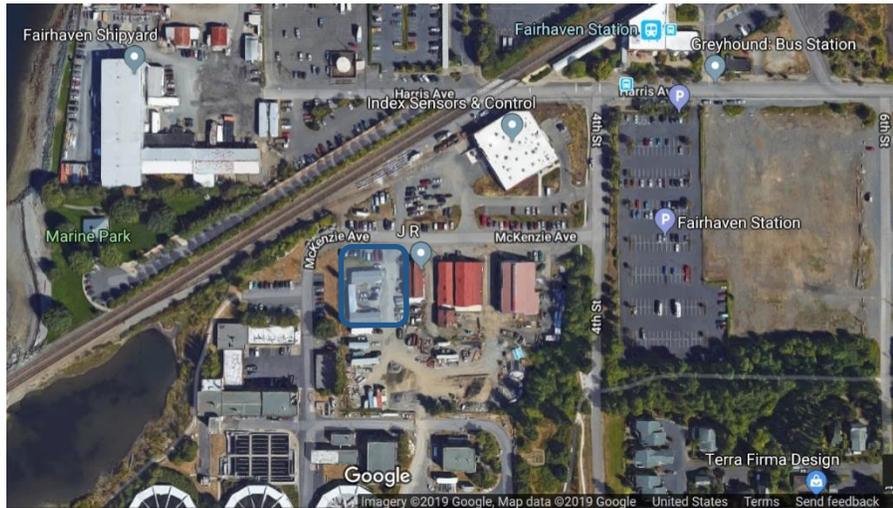
Because many homeless people have to camp illegally, they are often forced to move, resulting in instability and loss of personal belongings. Homeless people also lack access to basic human necessities, including bathrooms, showers, drinking water, cooking facilities, garbage services, etc. Many homeless people are forced to carry all of their belongings with them at all times, which often prevents them from being able to seek employment.

Unity Village provides a safe legal place for our homeless neighbors to live. Unity Village gives access to basic human necessities, such as shelter, bathroom and kitchen facilities, garbage/recycling service, as well as a sense of safety and community. Unity Village also serves as a central location for service providers to meet with residents to determine their individual needs.

2. UNITY VILLAGE

2.1. Site Location

Unity Village is located at 210 McKenzie Avenue, Bellingham, WA 98225. The property is owned by the City of Bellingham. The site is accessible from a gated entrance on McKenzie Avenue.



The site is located in the Fairhaven neighborhood and is zoned as Fairhaven Urban Village. The site has convenient access to nearby amenities.

2.2. Project Description

Unity Village will ultimately consist of 20 tiny homes. The tiny homes will be either single or double occupancy. Assuming up to 4 of the tiny homes will be double occupancy, there will be approximately 20 to 24 residents living on-site. There will be one additional tiny home for the on-site staff member. Unity Village will provide residents with a secure, stable location to live and store their belongings.

The proposed project will be constructed in 3 phases. Initially, the site will have 12 tiny homes and 8 tents. As residents and volunteers build more tiny homes, tents will be removed, and residents will move from tents into tiny homes. *The process of building the tiny homes is integral to creating a sense of community, building relationships and trust between residents and volunteers, and developing a sense of pride in the resident's new home.*

Phase	Schedule	Description
Phase 1	August 24, 2019	12 tiny homes, 8 tents
Phase 2	October 15, 2019	16 tiny homes, 4 tents
Phase 3	December 1, 2019	20 tiny homes, no tents

The site will be surrounded by a 6-foot tall chain link fence, including the existing fence that is in place as well as temporary fence along the southern boundary. A welcome office will be located near the front gate where residents and visitors will sign in and out.

A community kitchen and dining tent will be located on-site and will be used by the residents for food storage, food preparation, and dining, as well as a place to gather and socialize. Other facilities will include a storage container for storing donated supplies, a smoking tent, a welcome tent, dumpsters and recycling bins, a shower truck, portable toilets, and a hand washing station.



Site Layout

3. GENERAL POLICIES

The General Policies included in this section and Code of Conduct in Section 4 apply to all residents of Unity Village. Visitors and staff members are also expected to follow these General Policies and Code of Conduct, as applicable. **The rules apply equally to all individuals.**

If a resident finds that another resident has broken a rule but has not been appropriately disciplined, they should notify HomesNOW or file a formal written complaint on an Incident Reporting Form. If a resident has a complaint about a staff member, they can report it to any other staff member with whom they feel comfortable reporting it to.

If a resident violates one of the rules in the General Policies or in the Code of Conduct, they will be disciplined accordingly. **Violation of certain rules are grounds for *immediate removal from the site***, while violation of other rules will result in probation for the first offense with a second violation resulting in ***immediate removal from the site***. Depending on the context and severity of the incident, HomesNOW may use its discretion to determine appropriate disciplinary action.

Once a resident is asked to leave, they must remove all their belongings within 24-hours.

If they do not claim their belongings within that timeframe, HomesNOW will make an effort to store their belongings for a period of time, but HomesNOW is not obligated to do so after 24-hours.

3.1. Participation and Self-Management

HomesNOW is the managing agency of Unity Village. HomesNOW determines the policies and code of conduct for the site, and only HomesNOW can authorize changes to the policies and code of conduct. HomesNOW also determines who will live at the site and has authority to remove or evict individuals from the site. Unity Village residents do not have that authority.

HomesNOW Board members, HomesNOW volunteers, or residents cannot exclude the Bellingham Police Department, emergency personnel, case managers, or social workers from the site. If residents have an issue with a specific individual entering the site, then the Resident Assistant (RA) should notify HomesNOW so that we can resolve the issue.

Residents are required to participate in operating and managing Unity Village for the benefit of all residents and the overall community. The site operates as a co-op where all residents have a mutually vested interest in the success of the community. *Residents are required to participate in bi-weekly elections of a Resident Assistant (aka “Mayor”) and Deputy Resident Assistant and participate in weekly meetings as described in the Operations Plan.* Residents are also required to participate in regular shifts as the welcome desk lead, security lead, donations lead, kitchen lead, grounds/garbage lead, and shower truck lead.

Residents are required to stay overnight at least 6 nights per week. This requirement is intended to prevent individuals from using Unity Village solely as a place to store their belongings. If a resident works overnight shifts, they must sleep at the site at least 6 days per

week. If a resident has a medical condition that requires them to be away for more than 1 night, they must have prior approval from HomesNOW (except in the case of a medical emergency).

Residents are encouraged to communicate feedback, suggestions, and complaints to the Resident Assistant or to HomesNOW.

3.2. Identifying Eligible Residents

Initial residents will include residents relocating from the Safe Haven tent encampment. Any additional residents will be chosen by HomesNOW based on direct knowledge of individuals and their ability to succeed in a community living setting. HomesNOW coordinates with the Opportunity Council and the Homeless Outreach Team (HOT) to get recommendations on suitable applicants.

Unity Village is a drug and alcohol-free community. Unity Village is intended for homeless individuals who are actively working to improve their situation and need a safe temporary place to live while seeking permanent housing. Unity Village residents consist of people who are either working or disabled and who have a source of income. Unity Village residents are also selected based on their ability to succeed in a community living setting. Individuals with a known history of violence or unsafe behavior are not eligible.

If a resident moves out or finds other accommodations, HomesNOW will choose future residents from our list of applicants. The resident application form is on the HomesNOW website and is included in Appendix A.

3.3. Application Process

Individuals who would like to apply to be a resident of Unity Village must apply on the HomesNOW website (<https://homesnow.org/are-you-homeless/>). If the individual does not have access to the internet, they can obtain a paper copy of the application from our office or at our monthly events.

Once an application is submitted, HomesNOW will interview the prospective resident. Government issued valid photo ID is required and is scanned and kept on file. If no ID is available at the time of the interview, when the applicant becomes a resident, they will be signed-up for an ID.

If the applicant is approved, HomesNOW will submit the applicant's name and date of birth to the Bellingham Police Department to run an active warrant check and sex offender status check. If the applicant passes those checks, they will be accepted into Unity Village if a unit is available or put on a wait list until a unit becomes available.

3.4. Utility Fees

Utility fees at Unity Village are 10% of the resident's income or \$150 per month, whichever is lower. Utility fees are based on the residents' ability to pay. Utility fees must be paid by cash or

check. Utility payments are given to the HomesNOW on-site supervisor or mailed to our office. If a resident's income changes during their stay, they must notify HomesNOW as soon as possible (but no later than 1 month after such changes) so that utility fees can be adjusted accordingly.

Utility fees are due on the first day of the month, with a 10-day grace period with proper notification to HomesNOW. If there is anticipated or unexpected delays in payment beyond the grace period, the resident is required and expected to notify HomesNOW of their circumstances to discuss the situation and adjust payment arrangement if necessary. Failure to pay utility fees (where required) in accordance with the payment arrangements may lead to grounds for termination of stay.

Utility fee payments offset costs of operating the site and allows the community to be self-sustaining and self-funded through operations and maintenance on a continuous basis without relying solely on donations.

1. Payments are used to pay all bills for site operations and upkeep such as electrical, sewage disposal, garbage, and internet, as well as supplies for the site such as toilet paper, soap, and other household products.
2. This payment model helps residents to transition to regular housing with greater ease by developing a familiarity with expectations of traditional rent and housing requirements.

3.5. Pet Policy

Pets are permitted under the following conditions:

1. Preliminary Screening by a Humane Society Technician for disease control is required.
2. If necessary, a temporary on-site quarantine is provided by technician for a minimal time needed to confirm pet health and hygiene.
3. Proof of vaccinations must be provided within 30 days and updated as needed.
4. Pets must be clean, well fed, and not have fleas or other parasites such as tapeworm.
5. No animal abuse is tolerated. Any act of violence towards an animal from a person or another animal or from an animal to human is **grounds for removal** from Unity Village.
6. Residents must clean-up after their pet both inside and outside of the site (chewed up or shredded items, spilled food, water, food dishes, etc.)
7. Pet noise must be kept to a minimum at all times.
8. Denial of medical care for animals is not tolerated.
9. Pets are not allowed in the kitchen or showers. Violation of this rule is **grounds for removal** from Unity Village.
10. Pet must be spayed or neutered.
11. Only 1 pet is allowed per person.
12. Pet waste must be managed appropriately.
13. Residents need to provide an alternate contact number of a person who can care for their pet. In cases of abandonment, pets are placed in the care of a no-kill city shelter.

CATS

- Cats must be leashed when outdoors.
- Not cleaning litter box is a form of abuse and is not tolerated.
- Cats should be checked on at least once a day while residing indoors in absence of pet owner.

DOGS

- Dogs are required to be on leashes on the site and must follow public leash laws at all times.
- Dogs must be supervised at all times.

3.6. Parking

Residents that require a parking space must notify HomesNOW prior to move-in so that arrangements can be made for parking. If an existing resident requires a parking space, they must notify a HomesNOW representative to determine if there are any spaces available.

Vehicle maintenance is not allowed on the property.

3.7. Bicycles

One bike is allowed per resident.

3.8. Personal Property

Residents are responsible for securing their personal property. If personal property is stolen or damaged, HomesNOW must be notified promptly to access and review security camera footage to account for the incident.

Residents must keep their personal property within the boundary of their designated tiny home/tent site and not encroach on the neighboring site. Hoarding of excess property is not tolerated.

3.9. Single or Double Occupancy

Residents are assigned a single or double occupancy tiny home or tent upon move-in. Double occupancy units have a maximum of two individuals. If a resident wishes to change from single occupancy to double occupancy, they must gain approval from a Board member. A new application form must be filed to update records. If a resident wishes to change from double occupancy to single occupancy, they may do so upon notifying HomesNOW who will update the record.

If a problem arises between residents living in the same unit where they cannot remain as a double-occupancy home, residents must mutually agree upon who will stay and who will move out. If an agreement cannot be made, HomesNOW will intervene to assist with peaceful resolution.

3.10. Advocate Meetings

Residents will be assigned a volunteer advocate as soon as possible after becoming a resident of Unity Village. Residents will periodically meet with their assigned advocate to work on addressing their specific needs (housing, social services, health care, etc.). Residents will arrange to meet with their advocate at a mutually agreed upon time and frequency. Residents are expected to be present for their scheduled appointments with their advocates.

The purpose of Unity Village is to provide residents with the basic necessities so that they can focus on working to improve their circumstances and eventually move into permanent housing. **Therefore, if a resident misses 3 appointments with their advocate, they will be placed on probation. If a resident misses a 4th appointment with their advocate, this is grounds for removal from the site.**

3.11. Move-out Policy

Residents are allowed and encouraged to move out at any time upon finding housing. Residents should notify the HomesNOW as soon as possible of moving plans so arrangements can be made to identify the next new resident and to fill in for any scheduled shifts for the resident who is moving out. Residents are required to remove all their personal belongings upon move-out and return their tiny home/tent site to its original condition.

3.12. Damages

Any significant damage done by residents, guests, or pets to the tiny homes, tents, or other structures must be paid for by that resident. Residents are not held responsible for ordinary wear and tear of tiny homes, tents, or structures.

3.13. Inspection of Tiny Homes/Tents

Serious Complaints

If HomesNOW receives verbal or written complaints regarding a resident, HomesNOW may enter the premises to inspect the tiny home/tent as directed by the Board. If the complaint is credible and serious (i.e. fire hazard, unsanitary conditions, theft, or possession of drugs, alcohol, or weapons), an inspection may be conducted immediately whether the resident is present on site or not.

If evidence is found during the inspection (i.e. candles, human waste, stolen items, drugs, alcohol, or weapons), **this is grounds for removal from the site.**

Less Serious Complaints

If the complaint is less serious (i.e. improper food storage, etc.), the resident will be notified of the complaint and an inspection time will be scheduled within 24 hours of the complaint. After the first legitimate complaint, residents are given a written warning. If there is a second legitimate complaint for the same problem, the resident may be asked to leave (at the discretion of HomesNOW).

3.14. No Guarantee of Alternate Housing

Unity Village is operated on the property by HomesNOW as permitted under the ordinance and Bellingham Municipal Code. In accordance with the ordinance, Unity Village will operate from August 24, 2019 to April 30, 2020. The approved project end date will be posted at the site and all residents will be notified of that date prior to move-in.

Once the approved period is over (or if the permit for the project is revoked), the tiny homes/tents will be removed from the site and existing residents will be required to move elsewhere. **HomesNOW cannot guarantee availability of alternate housing for residents.**

3.15. Fire Prevention

Cooking is only permitted in designated cooking or kitchen spaces. Grills, toasters, and microwaves must not be left unattended when in use.

Patio heaters will be located throughout the site to provide warmth. The patio heaters will be provided by HomesNOW and will be UL listed. The only type of heating devices allowed inside tiny homes are portable oil-filled heaters that will be supplied with the unit. No other powered heating devices will be allowed on-site.

Fireworks and candles are not allowed on site. Smoking is not allowed inside tiny homes, tents, or structures; smoking is only allowed in the designated smoking area.

Fire extinguishers are placed throughout the site in accordance with state law. In the event of a fire, residents must call 911 immediately and evacuate to a safe location.

3.16. Emergencies

In the event of an emergency (police, fire, ambulance required), residents must call 911. The Resident Assistant must notify HomesNOW as soon as realistically and safely possible. Any emergencies must be documented as incident reports and filed with the Resident Assistant.

After any incident requiring police, fire, or EMT dispatch, the HomesNOW Board will meet to evaluate the cause of the incident and determine if further action is necessary to ensure the safety of all residents. This may include updating policies, updating resident medical information, issuing warnings, and/or removal of a resident, if appropriate.

4. CODE OF CONDUCT

4.1. Violence/Abuse/Discrimination

Violence, physical abuse, verbal abuse, threats, intimidation, and intentional damage to others' property are not tolerated, and **are grounds for immediate removal** from *Unity Village*.

Prejudiced, racist, sexist, degrading, or discriminatory remarks are not tolerated. Harassment of any kind is not tolerated. Bullying is not tolerated. Residents spreading rumors about other residents is not tolerated. **These are all grounds for removal.** Depending on the severity of the incident and at HomesNOW's discretion, we may ask the resident to leave immediately or place them on probation after the first offense.

Any concerns of misconduct must be reported to the Resident Assistant and/or HomesNOW immediately. Any illegal activity must be reported to law enforcement.

4.2. Weapons Policy

Firearms and knives longer than 3.5-inches are strictly prohibited from the site; possession of a firearm or knives longer than 3.5-inches at Unity Village is **grounds for immediate removal** and intervention by law enforcement for removal.

Items deemed as weapons (other than those that are prohibited) will be stored in a safe location. Use of any item as a weapon to injure, threaten, or harass others is not tolerated and is **grounds for immediate removal** and intervention by law enforcement for removal.

4.3. Quiet Hours & Guest Policies

Residents are expected to behave respectfully and cooperatively and consider the impact of their behavior on the rest of the community.

Quiet hours on the site are from 9:00pm to 7:00am Sunday through Thursday and 10:00pm to 8:00am Friday and Saturday. During quiet hours, residents are expected to minimize noise so that it cannot be heard outside of their tiny home/tent and does not disturb their neighbors. Any time a resident reasonably requests another resident to lower their volume, the neighboring resident is expected to respectfully do so. Residents are asked to bring any recurring complaints to discussion at meetings to find peaceful conflict resolution.

Visitors/guests must be checked in and out by the resident. **The resident must be present on-site at all times while visitors/guests are present.** Each resident can have 1 visitor for 2 hours per day. The resident is responsible for the behavior of their visitors/guests. Visitors/guests are not permitted to stay overnight.

4.4. Cleanliness

Residents must maintain cleanliness of their living space (inside and outside their unit). As well as common areas. Residents are expected to minimize offensive odors and scents that may disturb their neighbors. Any time a resident reasonably requests another resident to address

offensive odors, the neighboring resident is expected to respectfully do so. Residents are asked to bring any recurring complaints to discussion at meetings to find peaceful conflict resolution.

Tarps are not allowed on the outside of tents. All tents are waterproofed. If a tiny home or tent is leaking, notify HomesNOW to address the issue immediately.

4.5. Substance Use

Unity Village is a drug and alcohol-free community. Residents are not allowed to possess or consume alcohol or illegal drugs on the site. Furthermore, residents are not allowed to be present on site while under the influence of drugs or alcohol. However, prescription medications including cannabis with the presence of medical marijuana card are permitted. All smoking must be done in the smoking tent.

Additionally, a case worker may determine that a legal substance is harmful and limit use for that resident. WA state law must be abided by for any substances used. No smoking is allowed in tiny homes, tents, or other structures. Smoking is allowed in designated smoking areas only.

If a resident appears to be under the influence of drugs or alcohol while on-site (based on their behavior, smell of alcohol, etc.), they will be asked to take either a drug test or breathalyzer test (as appropriate). If the resident refuses to take the test, ***this is grounds for immediate removal.***

If the resident takes the drug/breathalyzer test and fails, *they will be placed on probation for a 4-week period, which will include a 10:00pm curfew.* If a second incident occurs within the probationary period, ***this is grounds for removal.***

Behaviors that may warrant a drug/alcohol test may include: erratic behavior, mood swings, increase in mental instability, anger management issues, etc. A resident's intake health record may be used to determine reported health conditions that may account for unusual behavior unrelated to substance abuse.

HomesNOW and professional outreach team(s) coordinate to direct residents to services related to any health needs that become apparent while residing at Unity Village. Unresolved and reoccurring concerns will be evaluated by HomesNOW. Residents in rehabilitation are required to work closely with their case worker.

5. SERVICES

5.1. Food

The community kitchen is open 24 hours per day, 7 days per week for the convenience of the residents. Residents will prepare their own food and will be responsible for properly storing and disposing of their food and maintaining a clean kitchen and dining area. Residents who wish to prepare meals for themselves and other residents are welcome to do so.

Residents must label all food with their name. Residents must put the date on any leftovers or other food that has been taken out of its package. Any food that is left in the fridge after 3 days past that date will be thrown away.

HomesNOW will coordinate with the Bellingham Food Bank to provide food for the residents. The Sikh community may provide a community meal once per week. If other volunteers or businesses would like to provide food donations, all public health regulations on food handling and storage will be followed. Any volunteer that prepares food will be required to have a WA State Food Workers card.

5.2. Supplies

Supplies such as hygiene products, blankets, furniture, and other donated items are available and distributed by HomesNOW, the Resident Assistant, or the Donations Lead. The Donations Lead will notify HomesNOW of any inventory needs.

5.3. Transportation

Bus passes are available as needed. Other modes of public transportation may be available to residents based on specific personal need.

5.4. Support Services

Unity Village will serve as a central location for service providers to meet with residents to determine their individual needs. HomesNOW will coordinate with other service providers and providers of shelters for homeless persons within the County and will inquire about the availability of existing resources with these providers.

It is recommended that any chronic health and/or mental health conditions be assessed as a prerequisite for residency. Case worker(s) will identify which support services are needed (if any) based on a preliminary evaluation. Examples of support services may include:

- Eligibility for residency
- Job training accessibility
- Mental health assessment
- Counseling for drug/alcohol recovery
- DSHS follow-ups and reviews

Washington State Department of Social and Health Services (DSHS) may provide additional services to the residents of Unity Village. DSHS may host mobile community services at Unity Village once per month. DSHS may assist residents with determining eligibility for cash and food assistance programs, child care benefits, Medicare, and Medicaid. Applications for aid are available at the on-site office.

Any mild health conditions that progress negatively must be addressed immediately. Residency at the site is subject to re-evaluation. Sobriety and stable mental health are mandatory for communal living at Unity Village to ensure safe conditions for all residents.

5.5. Security Services

The site is monitored by 24/7 video surveillance. 720P HD security cameras are placed around the perimeter of the property to monitor all activity occurring on and surrounding the perimeter of the site.

- Camera use on the site is necessary to protect rights of all residents as well as neighbors in the area from any potential problems or unlawful activity.
- Site location is monitored remotely by HomesNOW through an application on the phone and/or PC to ensure stability at the site.
- Security cameras are **not** installed inside tiny homes, tents, or bathrooms; this measure is to preserve the privacy and rights of the site residents.

5.6. Waste Management

Residents are expected to adhere to all state laws and county health regulations. Every resident must practice responsible self-care and proper waste disposal to avoid cross contamination, illness, and/or disease.

A dumpster, recycling bin, food waste bin, and trash cans are provided on the site for use by residents. Residents are responsible for disposal of their trash and/or recycling and maintaining a clean and orderly environment on the premises and surrounding areas. Every resident is responsible for trash detail, recycling, and waste management.

Portable toilets are located throughout the site and are equipped with hand sanitizer. A handwashing station is located near the cluster of portable toilets. A sink with running water is available in the kitchen for hand washing.

A graywater tank is located outside of the kitchen tent. All graywater from the sink is collected in 5-gallon buckets and dumped into the graywater tank.

5.7. Repairs and Maintenance

Repairs and maintenance are handled by HomesNOW. Residents must notify either the Resident Assistant or HomesNOW of any needed repairs or maintenance promptly. If an emergency repair is required, residents must contact HomesNOW as soon as possible.

Residents are not allowed to handle or modify the electrical equipment in any way. This includes the spider boxes, extension cords, and power strips. If changes need to be made to the arrangement of electrical equipment/wires, residents must notify HomesNOW promptly. If a resident handles or modifies electrical equipment, they will be placed on probation. If it happens a second time, **the resident will be asked to leave and must remove all of their belongings within 24-hours.**

6. NEW RESIDENT MOVE-IN PROCEDURES

The following describes the move-in process for new residents:

1. New residents are greeted with a warm welcome and treated with respect.
2. General policies and code of conduct are explained to all new residents.
3. HomesNOW has new residents sign the City's Liability Release Form and the Unity Village Resident Agreement.
4. Within 48 hours, HomesNOW will have the resident complete the Confidential Intake Form, which contains emergency contact information, documents physical and mental health status, health insurance, medications, allergies, etc.).
5. An existing resident or HomesNOW volunteer will give the new resident a tour of the site.
6. New residents are assigned their designated tiny home/tent and shown to their tiny home/tent. HomesNOW or existing residents provide the new resident with any supplies needed for initial move-in. A unit number is located on each unit for ease of identification. A list of assigned tiny homes/tents and residents is maintained by HomesNOW.
7. HomesNOW provides the City with a weekly update of new residents, residents that have left, etc.

HomesNOW will maintain the following forms and documents for each resident:

- City's Liability Release Form
- Unity Village Resident Agreement
- Confidential Intake Form
- Copy of issued identification card – or – Form for ID is filled out and signed
- Social worker documents
- Pet health records

7. GROUNDS FOR REMOVAL

Grounds for removal are described in detail in Section 3 (General Policies) and Section 4 (Code of Conduct). The following summarizes the main violations that result in grounds for removal.

Theft of any kind is not tolerated. Proof of theft is *grounds for removal*.

Violence, physical abuse, verbal abuse, threats, intimidation, intentional damage of property, harassment, or bullying of any kind is not tolerated and are *grounds for removal*.

Prejudiced, racist, sexist, degrading, or discriminatory remarks are not tolerated and are *grounds for removal*.

Pet mismanagement may lead to *grounds for removal* as described in the pet policy.

Physical evidence of suspected substance abuse results in immediate probation, requires a drug test or breathalyzer test. If the resident fails the test, they will be placed on immediate probation. Refusal to take the test upon request is *grounds for removal*.

Possession or consumption of illegal drugs or alcohol on the site results in immediate removal from the site. No exception.

Firearms on the premises is cause for immediate intervention of law enforcement and removal from the site. No exception.

Any activity resembling the above that adversely affects the site and/or residents results in immediate review and potential *grounds for removal*. Conditions resulting in removal from the site may involve a police or medical escort if necessary.

Respectful behavior and interaction with residents and neighboring residents are expected at all times.

Residents are encouraged to report any concerns to HomesNOW or the Resident Assistant, or in writing to HomesNOW so that appropriate action can be taken to reach a resolution.

HomesNOW will consider the policies outlined in this handbook along with input from the residents to determine whether removal/eviction is appropriate or necessary.

**Appendix A
Resident Application Form**

Appendix B
Unity Village Resident Agreement

Appendix C
Confidential Intake Form

**Appendix D
Site Logs**