

**RESIDENT
POLICIES & PROCEDURES**
FOR
Swift Haven
A Tiny Home Community



HomesNOW
1441 St. Paul St.
Bellingham, WA 98229

Revision: December 15th 2020



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1. Introduction

1.1. Purpose

This Policies and Procedures handbook is intended to be a written set of guidelines for the safe and effective functioning of Swift Haven, a tiny home community for homeless individuals in Bellingham and Whatcom County.

Swift Haven is a drug and alcohol-free community. Swift Haven is intended to provide a safe and stable place for homeless individuals to live while they actively seek permanent housing. Swift Haven residents consist of people of various backgrounds, skills and circumstances who are actively seeking permanent housing. Swift Haven residents are selected based on their ability to succeed in a **community living** setting.

This Handbook includes 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 changed as necessary based on input from the residents and the general public.

1.2. Village Positions

Site Manager:

The site manager is a resident who is acting as an organizer for the site and acts as a resident liaison to both the public and other residents. They are responsible for leading by example to ensure smooth operation of the site.

Assistant Site Manager:

The assistant site manager is a resident who assists the **Site Manager** in acting as an organizer for the site and acts as a resident liaison to both the public and other residents. They are responsible for leading by example to ensure smooth operation of the site.

Security Officer:

The security officer is responsible for the security of the site. This includes monitoring the camera system, checking for any suspicious activity inside and outside the site, and works with other residents to ensure a safe situation.

Grounds Keeper:

The Grounds Keeper is responsible for making sure the site is maintained, this includes emptying the garbage, working with other residents to dispose of waste, and other related duties.

Kitchen Manager:

The Kitchen Manager is responsible for making sure the kitchen is maintained and community food is organized. The kitchen manager works with other residents to maintain a sanitary and pleasant kitchen experience.

Donation Manager:

The Donation Manager handles the intake of donations to the site and keeps an inventory of donations coming in and going out of the site.

Bathroom and Sanitation Manager:

The Bathroom and Sanitation Manager works to maintain a clean and sanitary bathroom experience for the site. This includes basic cleaning of the bathrooms/porta-potties and other common areas.

Shower Truck Manager:

The Shower Truck Manager maintains the basic operations of the shower truck. They work with other residents to make sure that the shower truck is in working order and that grey water gets emptied from the tanks.

Front Desk:

Residents who work at the front desk greet volunteers, staff, visitors and donors at the front gate and provides a warm welcome to the general public.

2. GENERAL POLICIES

2.1. Single or Double Occupancy

Residents are assigned a single or double occupancy tiny home 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.

2.2. 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. If proven, ask for the item to be returned to its rightful owner. If the item is not returned, then it's considered theft. If personal or HomesNOW property is stolen or damaged 1 time, it's grounds for home inspection. If personal or HomesNOW property is stolen or damaged 2 times, it's grounds for home inspection with a UA. If more than 3 times, it's grounds for self-eviction from Swift Haven.

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.

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

2.3. Parking

Residents that require a parking space must notify HomesNOW so that arrangements can be made for parking. If an existing resident requires a parking space, they should notify a HomesNOW representative to determine if there are any spaces available. No parking in areas where there are no-parking signs.

2.4. Utility Fees

Utility fees at Swift Haven 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, credit/debit card or check.

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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, community food, 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.

2.5. Bicycles

One bike is allowed per resident.

2.6. 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 Swift Haven.
6. Residents must clean-up after their pet both inside and outside of the site (chewed up or shredded items, spilled food, poo, 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. Pet must be spayed or neutered.
10. Only 1 pet is allowed per person.
11. Pet waste must be managed and disposed of appropriately.
12. 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

- 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 follow public leash laws at all times.
- Dogs must be supervised at all times.

Pet mismanagement may be *grounds for self-eviction from Swift Haven.*

2.7. Inspections

If HomesNOW receives verbal or written complaints regarding a resident with evidence, 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 or distribution of drugs, alcohol, or weapons), an inspection may be conducted immediately. If evidence is found during the inspection (i.e. candles, stolen items, drugs, alcohol, or weapons), ***this is grounds for self-eviction from Swift Haven.***

Regular maintenance inspections will happen every 60 days, with a 7-day notice. Residents must be present for all inspections unless there's a risk of imminent danger or risk to the Swift Haven Community.

2.8. Fire Safety

Cooking is only permitted in designated cooking or kitchen spaces. Grills, toasters, and microwaves must not be left unattended when in use. The only type of heating devices authorized inside tiny homes are portable oil-filled heaters or infrared radiant heaters that will be supplied with the unit.

Fireworks and candles are not allowed to be lit on site. **Smoking is not allowed inside tiny homes** 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.

2.9. Emergencies

In the event of an emergency (police, fire, ambulance required), residents should immediately call 911. Residents must notify HomesNOW as soon as realistically and safely possible.

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 necessary.

2.10. 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 Swift Haven.**

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 from Swift Haven.

Depending on the severity of the incident and at HomesNOW's discretion, we may ask the resident to leave immediately or implement appropriate consequences. **Any concerns of misconduct or any illegal activity must be reported to HomesNOW immediately.**

2.11. Weapons

Knives longer than 3.5-inches and all firearms are strictly prohibited from the site; possession of these items at Swift Haven is **grounds for immediate removal from Swift Haven.**

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 **will result immediate removal** and intervention by law enforcement for removal.

2.12. Quiet Hours

Quiet hours on the site are from 10:00pm to 7:00am, every day. **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 encouraged to directly speak to each other to resolve issues.

Residents are asked to bring any recurring complaints to discussion at meetings to find peaceful conflict resolution. Residents are expected to behave respectfully and cooperatively and **consider the impact of their behavior on the rest of the community.**

2.13. Guest Policies

Visitors/guests must be **checked in and checked out** by the resident. **The resident must be present on-site at all times while visitors or guests are present.** The resident is responsible for the behavior of their visitors/guests. **Visitors/guests are not permitted to stay overnight.** Visitors must consent to a background check upon the request of HomesNOW. **Refusal will result in the guest being asked to leave Swift Haven.**

Food is available to guests if prepared by a resident or if the food belongs to the specific resident giving the food. Even though there's no overnight guests, if Residents need provisions for hotel rooms for loved ones during specific circumstances, HomesNOW is open to helping with that depending on the circumstances.

2.14. Cleanliness & Sanitation

Residents must maintain cleanliness (inside and outside their unit) and clean up their own waste and mess **in 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 sensitive 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. Residents are also encouraged to approach each other directly about any mess or problems related to cleanliness or sanitation.

2.15. Substance Use

Swift Haven is a drug and alcohol-free community. Residents are not allowed to possess or consume alcohol on the site. Illegal drugs are not permitted on or offsite. 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 or designated smoking areas.

No smoking is allowed in tiny homes, tents, or other structures. Smoking is allowed in designated smoking areas only. **If evidence of smoke contamination of the structure is found, that resident must restore the tiny home to its uncontaminated condition, either through cleaning or replacement of contaminated parts.**

Residents will be tested for drugs and alcohol when they initially move into Swift Haven. 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.*** Behaviors that may warrant a drug/alcohol test may include: erratic behavior, mood swings, increase in mental instability, anger management issues, etc. If the resident takes the drug/breathalyzer test and fails, ***appropriate consequences will be implemented depending on the situation. This may be grounds for removal from Swift Haven.***

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 Swift Haven. Unresolved and reoccurring concerns will be evaluated by HomesNOW and appropriate actions will be taken. Residents in rehabilitation are required to work closely with their case worker.

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2.16. Resident Remaining On-Site

Unless given proper notification, each resident may only leave site for 72 hours before returning. If residents need to leave Swift Haven for longer than 72 hours (EX: family reunion, wedding, employment, etc.). They need to provide contact information for who they will be staying with, and for how long. For new residents in the first 2 weeks, it is 24 hours. This is so that in the first few weeks, new residents can get to know the current residents. ***This may be grounds for removal from Swift Haven if these terms are not honored.***

2.17. False Information and Rumors

Sharing false information and spreading rumors is not permitted at Swift Haven. These activities can hurt trust between residents, staff and volunteers. This can also lead to incorrect actions being taken to rectify a false situation, which harms everyone involved. Residents who violate this policy might be subject to increased scrutiny with future claims. If a resident has reasonable suspicion that false information is being perpetuated, they should contact a staff member to work together to find a solution.

2.18. Indirect Antagonization

Indirect intentional antagonization is not permitted at Swift Haven. Some examples may include writing passive-aggressive notes, egging on/pushing the buttons of other residents or trying to trigger people in various ways. Failure to adhere to this policy may result in disciplinary measures. Residents are also encouraged to approach each other directly about any personal problems or issues related to getting along. If the situation cannot be rectified, residents should let a staff member know about the incident so that the staff can take further action to rectify the situation.

2.19. Discretion

The HomesNOW policy on discretion is that everybody's situation and circumstances is different depending on their situation. Rules and policies are enforced and created with discretion for maintaining stable and mutually beneficial results for the overall community.

3. Services

3.1. 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.

3.2. 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.

3.3. Transportation

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

3.4. Support Services

Swift Haven 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 Swift Haven. DSHS may host mobile community services at Swift Haven 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.

3.5. Security Services

The site is monitored by 24/7 video surveillance. 1080P 60HZ 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 or bathrooms; this measure is to preserve the privacy and rights of the site residents.

3.6. 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.

3.7. Repairs and Maintenance

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

4. 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 procedures are explained to all new residents.
3. HomesNOW has new residents sign the City of Bellingham's Liability Release Form and the Swift Haven 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 and shown to their tiny home.
7. HomesNOW or existing residents provide the new resident with any supplies needed for the 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.
8. 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
- Swift Haven 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

5. ACCEPTANCE OF THE RULES

By signing this handbook you are agreeing to abide by these rules and standards. If you can't follow these rules, and basic consequences are not achievable, you agree to self-evict.

NAME:

DATE (MM/DD/YYYY):

SIGNATURE

INITIALS ACKNOWLEDGING AGREEMENT TO FOLLOW THE POLICES ON THIS PAGE: _____

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