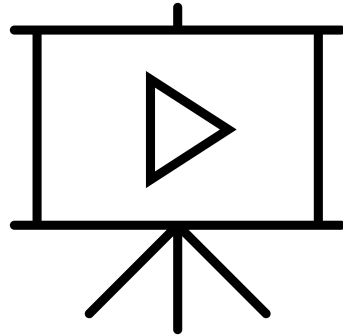




HOUSEKEEPING

- Written Warnings
 - ETO touchpoint must match the information on the template.
 - Submit all evidence and upload the template itself to the touchpoint
- Do not make changes to the documents other than the fillable sections.
- Submit all Written Warnings and Noncompliance requests timely.
- Please refer to the guidance documents to determine when to submit a written warning and when to submit a noncompliance request.



- Thank you for attending today.
- We will be recording today's session!
- Please keep yourselves muted.
- Raise your hands and/or put questions in the chat.
- Disable any AI Notetaking apps

For All Noncompliance Tools and Resources:
<https://www.mass.gov/info-details/emergency-assistance-provider-portal>

Damage to Property

Disturbance of Quiet Enjoyment

EOHLCNONCOMPLIANCE@MASS.GOV



Today's Agenda



- ❖ Damage to Property
- ❖ Disturbance of Quiet Enjoyment
- ❖ Evidence
- ❖ Q+A

Damage to Property





Damage to Property:

The Basics

- The EA Household members may not damage shelter or hotel property or take shelter or hotel property, other than property meant for consumption, without good cause.
- Unless the damage is caused **intentionally, recklessly or repeatedly**, an EA Household that is in compliance with a reasonable payment plan to reimburse the cost of replacement or repair within one year shall have its noncompliance held in abeyance until repayment is made in full, provided that all payments are made timely.
- If repayment in full is made timely in accordance with the repayment plan, the noncompliance shall be rescinded.
- Absent good cause, the EA Household must pay for any shelter or hotel property missing from a unit because of the conduct of the EA Household or any damage done by any member of an EA Household or its guests beyond normal wear and tear.
- Any repayment plan must be reasonable taking into account the Household's available income and expenses and shall be incorporated into the rehousing plans of the adult members of the EA Household.



Damage to Property: Writing the Noncompliance

The Damage to Property rule follows the Written Warning guidelines unless the incident rises to a threat to Health and Safety.

The first instance of a minor Damage to Property infraction must be addressed through a Written Warning. Provide the Written Warning to the participant and complete the ETO touchpoint by the same name.

When submitting a Written Warning and/or a Noncompliance Request your narrative should include:

- date and time of the infraction
- how and why staff entered the unit
- detailed description of what was found in the unit
- be sure to include any notices (if applicable) and pictures with your submission.

Example: On 2/10/25, at approximately 2:00 pm, staff was notified by another resident that water was leaking into her unit from the unit above, which is assigned to Ms. Gale. Ms. Gale was out on approved overnights for the weekend. Staff entered Ms. Gale's unit to conduct an emergency inspection and found that Ms. Gale turned the heat off and left all windows open, causing the pipes to freeze, burst and flood the unit. **NO WARNING REQUIRED FOR THIS INCIDENT**

Disturbance of Quiet Enjoyment





Disturbance of Quiet Enjoyment:

The Basics

- The EA Household members shall not engage in unreasonable conduct that has the effect of seriously and materially disturbing the quiet enjoyment of **other EA participants, other residents in scattered site apartment buildings, or other hotel guests** without good cause.
- Conduct that is considered unreasonable shall not include activities of daily living, unless the conduct continues to be engaged in at an exceptional volume level after clear notice that such conduct is disturbing another EA Household, resident, or guest.
- The availability of play space at or near a placement shall be considered in determining whether a child's conduct will be treated as a disturbance of quiet enjoyment.



Disturbance of Quiet Enjoyment: Writing the Noncompliance

The Disturbance of Quiet Enjoyment rule follows the Written Warning guidelines unless the incident rises to a threat to Health and Safety.

When submitting a Written Warning and/or a Noncompliance Request your narrative should include:

- date and time of the infraction
- describe what the client was doing that created a disturbance
- what behaviors did other residents display to show that they were disturbed.
 - Did other families complain? Come out of their units? Leave the area? Were children crying? Other families look scared?

Example: On 8/25/23, at approximately 9:00 pm, while in the common area of the shelter, staff Glinda heard Ms. Gale screaming at someone on her cell phone. Some of the residents and their children, who were in the common area watching TV at the time, got up and left the area

DISTURBANCE OF QUIET ENJOYMENT: THINGS OF NOTE

This rule only applies to other EA participants, other residents in scattered site apartment buildings, or other hotel guests. **NOT STAFF**

Example: On 8/25/25, at approximately 9:00 pm, Ms. Gale went into the office and interrupted a conversation between two staff members by screaming at them.

No noncompliance will issue because the only people who were disturbed were staff.

Simply stating that other families and their children were present and/or disturbed is not enough to support a noncompliance for Disturbing the Quiet Enjoyment of the shelter.

Example: On 8/25/25, at approximately 9:00 pm, while in the common area of the shelter, staff Glinda heard Ms. Gale screaming at someone on her cell phone and other residents were disturbed.

This does not support a violation for disturbing because there are no facts to show how the other residents were disturbed.

Evidence



EVIDENCE TO SUPPORT THE NONCOMPLIANCE

- ❖ Inspection Notice (if applicable)
- ❖ Case Notes
- ❖ USR Receipt
- ❖ Previously issued Written Warning
- ❖ Pictures* and/or Video**
- ❖ Bill/estimate of the damages

*You cannot upload pictures directly into ETO. Pictures need to be saved as a PDF file or copied onto a Word Document.

**Let the NC Unit know if you have a video to submit. We will need to send a link to a shared folder for you to save the video.

Q+A



Thank you!

