



SOCIAL JUSTICE AND PEACE
THROUGH INTERFAITH
UNDERSTANDING AND COOPERATION

PO Box 1221 | Olympia, WA 98507
Interfaith-Works.org

Sandy's Flats Resident Handbook

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Program Overview

Sandy's Flats is a housing program of Interfaith Works Homeless Services. Interfaith Works has provided sheltering, day services, and peer navigation to people experiencing homelessness in Olympia since 1990, with continuous shelter being offered everyday since 2014. Sandy's Flats is Interfaith's first housing program. Sandy's Flats is a two story, 26 unit, SRO style apartment complex. The complex has a common room, common kitchen area, and laundry facilities available on site. Navigation team services are available on site. The complex is located directly on a bus line at;

909 Capitol Way S
Olympia, WA 98501

Sandy's is staffed by 3 Interfaith workers - 1 Navigator, 1 Permanent Supportive Housing Supervisor, and 1 Property Manager. The community of Sandy's Flats is governed by Sandy's Council, a governing body composed of resident representatives. Sandy's Flats program is also informed by a Neighborhood Council.

Sandy's Flats is named after Sandy Betz. Sandy was one of the first shelter guests at the Interfaith Works Emergency Overnight Shelter in the basement of First Christian Church in

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December of 2014. She was an integral presence in the local Olympia community. She passed away after some severe medical complications on May 28, 2017. We honor her legacy through Sandy's Flats.

Code of Conduct

These basic rules of behavior are based on our IW Space Use Agreement, used at all Interfaith Works locations. Violation of any of these rules may be grounds for eviction from Sandy's Flats.

- No violence or the threat of violence. This includes hate speech and physical or verbal harassment. Violence includes (but is not limited to) targeting someone because of their race, ethnicity, sexual orientation, gender/gender expression, age, ability, or religious belief.
- No sexual or any type of harassment by residents, visitors, or staff. Do not comment on or make fun of people's appearances or bodies.
- No destruction or interference with other residents, guests, staff, or community members property.
- Weapons and firearms of any kind, including, but not limited to, handguns, assault rifles, bows/arrows, BB guns, hunting rifles, knives (other than a pocket knife), swords, machetes, night sticks, explosive devices, brass knuckles, num-chuks, tasers, or stun guns are strictly forbidden. If your intent is to cause harm or damage with any other object (such as a rock, a cane, a stick, etc.), that object will be considered a weapon. Even if there is a legal permit or a concealed handgun permit, those are still prohibited on the property. Residents are responsible for their visitors and must ensure they also comply with this policy.
- No illegal behavior of any kind. This includes no drug dealing on the property.
- No nudity in common areas, including the community room. Everyone must wear a shirt and shoes at all times in common areas.
- Any Resident exhibiting any behavior that threatens the health and safety of other residents, staff, visitors, or property will receive a **3-Day Nuisance Eviction Notice** from the Property Manager. If the Resident does not vacate by midnight the third day, a legal eviction will be pursued.
- Resident and Residents visitors must comply with any written community rules and policies, including instructions for care of the Sandy's Flats property. Any rules are considered part of this Lease Agreement. Sandy's Flats may make reasonable changes to written rules, effective sixty (60) days after written notice is provided to all residents.

Resident Work Contribution

Interfaith Works is a nonprofit organization. We need everyone's help in keeping the community clean and safe so that Sandy's can be sustained. All residents shall contribute service to Sandy's each week by doing assigned chores intended to maintain common areas, such as the kitchen, laundry room, parking area, walkways, and other outdoor areas. These tasks will be organized and assigned by Sandy's Council with assistance from staff. The number of required hours may be changed from time to time depending on how much work needs to be done.

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Residents who are not physically able to perform chores will work with staff to find other ways to contribute to the community.

Visitors

The following policies must be honored when a visitor is on site.

1. All visitors must be signed in at the front desk by the Resident.
2. The Resident is responsible for the visitor and must be with them during the entire visit and sign them out when they leave.
3. The Resident is responsible for any violation of Sandy's Flats rules by their visitor.
4. All children under the age of 18 must be supervised at all times.
5. Overnight visits are limited to three (3) nights per month and must be approved by the Property Manager; exceptions to this policy may be made on a case by case basis by the Property Manager.
6. No visitor (except children under the age of 18) may stay overnight until they have passed a background check.
7. Visitors are expected to arrive between the hours of **8:00 a.m. and 9:00 p.m.**
8. Visitors cannot bring any drugs or alcohol to Sandy's Flats. Visitors that bring these substances onsite will be grounds for termination of future visits.
9. Visitors may be banned from Sandy's Flats premises for any violation of the Resident Handbook.

Quiet Hours

No noise from any unit should be audible in another. Noise in the Community Room should not be audible outside. Noise in the outdoor area should not be audible indoors. Quiet hours are from **9:00 p.m. to 8:00 a.m.** Any repeated violation of this policy can result in further disciplinary action up to and including termination of lease.

Leaves of Absence

Residents must inform the Property Manager (in writing) if they plan to be away from their unit for more than three (3) consecutive days. We want to ensure that everyone is safe; residents are not required to provide an explanation about where they are going.

Unit Rules

Residents must abide by the following:

1. Residents may have any small appliance that does not have a hot coil heating element, does not pose a safety risk as determined at the sole discretion of the Landlord, and does not continue to overload the electrical outlet. No air fryers, hotplates, or toaster ovens in the unit.
2. No perishable food storage is allowed in the residents' unit (except in refrigerators).
3. No overuse or unsafe use of electrical outlets is allowed, and all residents are expected to turn off heat, AC, and lights when they leave their units.
4. Be mindful with use of electricity and water, do not leave water running in units.
5. No smoking of any kind is allowed, including the use of electronic cigarette alternatives, inside units or the community building.

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6. No nails or brackets of any kind are allowed in the units; the Property Manager will provide approved methods for hanging pictures and installing shelves.
7. Residents shall keep units clean and sanitary. This includes emptying all garbage and recycling at least once a week, cleaning toilets and sinks, and limiting possessions to what can be safely and reasonably stored inside the unit without impeding the access to doorways.
8. The Property Manager will inspect each unit a minimum of once a quarter (4 times a year) to ensure compliance with this requirement. Residents will be notified 48 hours in advance of a monthly inspection.
9. All residents' belongings must be contained inside their units, and front porches must be kept tidy. Front porches shall not be used for storage.
10. Residents may not build any accessory structures or make any alterations to the units.
11. Residents must immediately inform the Property Manager of any defects or damage to plumbing, fixtures, heater, or any other part of the unit.
12. Residents must pay the actual cost for disposal of any items, such as private furniture, building materials, or mattresses.
13. Residents shall not alter, damage, or remove Sandy's Flats property including fire extinguishers, smoke detectors, furniture, locks, or any security devices. Residents shall not paint or make any alterations without prior written consent from the Program Manager.

Common Area Rules in the Community Building

1. Residents are expected to protect others' health by covering coughs, properly disposing of tissues, and thoroughly washing hands when entering the kitchen.
2. Every resident is responsible for cleaning up after themselves in the kitchen, dining area, living room, laundry room and shower rooms.
3. Kitchen cleanup includes rinsing dishes and placing them in the dishwasher or rack, wiping down and sanitizing counters and stovetops, washing, drying, and putting away pots and pans, and properly disposing of recycling, compost, and garbage.
4. Dining area cleanup includes clearing tables, wiping, and sanitizing tables, and leaving tables empty of any clutter.
5. Laundry room cleanup includes removing all clothing, laundry products and containers promptly, and cleaning the lint trap in the dryer after each use.

Grounds

Each Resident is responsible for the maintenance of the outside areas of Sandy's.

1. All cigarette butts go in containers labeled for that purpose.
2. No littering.
3. Keep shared walkways and the outside area of your Unit clean and clear.
4. No bikes may be stored outside units.
5. Clean up all animal waste (see animal addendum).

Garbage, Compost and Recycling

1. Residents are required to separate garbage, recycling, and compost and to dispose of each promptly and correctly.
2. Refer to the Resident Handbook on proper recycling

Bus Service

1. Sandy's Flats is located directly on the Route 13 bus line. All public buses in Thurston County are free. Public transportation schedule is posted on the community bulletin board. If you need help scheduling a trip or navigating Dial-a-Lift, please contact our Navigator.

Public Presence

1. During any given week there may be volunteers and supporters on the property assisting residents and management with a myriad of projects. We will try to notify residents in advance of the dates.
2. From time to time, we will tour the facility and grounds with members of the public. All public activities will be posted on the community bulletin board, so residents are aware of dates and times. We respect residents' privacy and will try to keep public tours and events to a minimum.

Pest Control

1. To prevent the spread of bedbugs and other pests, all residents must be vigilant and report any sign of infestation to the Property Manager immediately.
2. Residents must also abide by the following rules to prevent infestations
3. Do not remove the mattress covers. If they become worn, ask the Property Manager for a replacement. If mattress covers are removed, residents will be required to pay for replacement and/or a replacement mattress.
4. Do not store food in your unit outside of the pantry or refrigerator provided.
5. If you have visitors who mention they have bedbugs in their homes, they are likely to have carried them into your unit. If this happens, ask the Property Manager for information on how to identify bed bugs, and for instructions on how to eliminate them from your home.
6. New residents will be asked to wash and dry all their clothing and bedding before moving in to reduce bed bug incidents.
7. Residents must allow staff and our pest control agent access to the dwelling at reasonable times to inspect for and/or treat bed bugs as allowed by law. All residents and visitors must cooperate and will not interfere with inspections and/or treatments. Sandy's has the right to select any licensed pest control agency to treat the unit. Sandy's can also inspect and treat adjacent units even if they are not the source of the infestation. Residents are responsible for and must, at their own expense, have their own personal property, furniture, clothing, and possessions treated by accepted treatment measures. If a resident fails to do so, Sandy's Flats will have the right to terminate the resident's occupancy and exercise all rights and remedies under the lease contract.

8. Resident may be required to pay all reasonable costs of cleaning and pest control treatments incurred by Sandy's Flats treating the resident's unit, other dwelling units, and common areas for bed bugs.

Drug/Alcohol Policy

We believe that all people who use substances need to be treated with respect and dignity. While certain substance use is illegal, our expectation is that residents be open and honest regarding their use so that safety plans can be made between Residents and Program Staff. We will always support Residents regardless of their decisions to use, reduce, or abstain from drugs and alcohol. .

In accordance with state and federal law, the following items are the requirements of the drug/alcohol policy at Sandy's Flats:

1. Sandy's Flats will be a welcoming and safe environment for everyone.
2. All Sandy's Flats Interfaith Works employees are CPR trained and certified. They are required to respond to opioid overdose. In the event of an opioid overdose staff will administer naloxone and pursue life saving efforts.
3. No alcohol or illicit drug distribution or manufacturing (including possession of illicit drug paraphernalia) will be allowed at Sandy's Flats.
4. Drug dealing is not allowed. If drugs are dealt this will be seen as an extremely serious offense, with immediate action taken.
5. If a resident exhibits behavior that is in violation of our code of conduct listed above for any reason, including the unsafe consumption of alcohol, or illicit drug use, possession, distribution, or manufacturing, the resident will be asked to have a meeting with the Navigator to make a safety plan to address unsafe behaviors. If unsafe behaviors persist, the Property Manager, with input from the Navigator, may issue comply or vacate notices to the resident. Failure to comply with notices, or an accumulation of four (4) notices in a 12 month period may result in eviction in keeping with lease and policy. Evicting a resident is never the desired outcome and should only occur when someone has shown through actions that adherence to the rules and guidelines of Sandy's Flats' community is not their goal.
 - a. Sandy's Flats will work with residents to hold units in the Flats for any resident who chooses to and is attending an inpatient chemical dependency or mental health treatment program. Rental payment will be worked out with the Property Manager.
 - b. The Navigator will assist and support residents in following through with their aftercare plan when they have completed inpatient or outpatient treatment.

Intimate Partner Violence and Trafficking

If at any point any resident's safety is at risk due to intimate partner violence, or at risk of being trafficked, residents are strongly encouraged to meet with their Navigator. Navigators can be flexible in where and how meetings are held to promote safety and confidentiality, and can help residents create safety plans, exit plans, and file for protection orders when requested.

Sandy's Flats Resident Participation

Interfaith Works (IW) makes rules necessary for the health, safety, and sustainable operation of the building, its staff, and its residents. IW may have a minimum of one building (1) meeting per month. The meetings are for staff and residents to gather to discuss announcements, events, maintenance issues, policies, or procedures. To respect the privacy of others, if a resident is having a conflict or issue with another resident (or staff member) they should request to meet with that individual and a staff member outside of this meeting.

Sandy's Council

The Sandy's Council is made up of 3 (3) to five (5) residents at the Flats elected by and for the residents. Council members serve six (6) month terms. Sandy's Council responsibilities include the following:

1. Preparing meeting agendas.
2. Managing and scheduling the chore rotation.
3. Facilitating resident meetings.
4. Advising the Property Manager on work assignments and rule changes.
5. Working with staff to ensure that the rules are appropriately enforced.
6. Budgeting, planning, and coordinating community events.
7. Helping with orientation for new residents.

All residents are expected to attend resident meetings, to be punctual, and stay until the meeting is adjourned. Valid reasons for not attending meetings include (but are not limited to) work, medical emergencies, illness, and family emergencies.

Decisions at resident meetings are made by a majority ruling of those resident's present at the meeting.

Rule Violations and Evictions

1. Sandy's Flats staff will work with the Property Manager to document and address all rule violations. Decisions on the consequences of rule violations relating to behavior that threatens anyone's health and safety or lack of timely payment of rent will be made by the Property Manager.
2. All decisions on consequences will be made in accordance with the principle of equitable treatment for all. The repetition of any offense justifies more serious consequences.
3. Depending on the nature of the offense, residents may receive an Eviction Notice.
4. The Property Manager, with written approval from the Interfaith Works Director Team, will have authority to evict residents. In consultation with Sandy's Flats Staff Team, the Property Manager can begin an eviction at any time.

Crime or Emergency

1. Dial 911 or immediately call local authorities for medical/mental health emergencies, fire, smoke, suspected criminal activity, or any other emergency involving imminent harm.

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2. Unless otherwise provided by law, we are not liable to residents or any visitors or occupants for injury, damage, or loss to person or property caused by criminal conduct of other persons including burglary, theft, vandalism, assault, or other crimes.
3. We are not obliged to furnish security personnel, security lighting, gates or fences, or other security measures unless required by statute. If we provide any security measures or access control to the property, they are not a guarantee to prevent crime or to reduce the risk of crime on the property. The resident agrees that no security measure or access control can eliminate all crime and the resident will not rely upon any given security measure or access control as a warrant or guarantee of any kind.
4. If a resident or visitor is affected by a crime, they must make a written report to staff and to the appropriate law-enforcement agency. The resident must also furnish Sandy's Flats with the law-enforcement agency's incident report.

Tenants' Grievance and Appeal Policies

Any resident with a grievance against another resident (for a violation of the terms of this Lease Agreement) may submit the grievance in writing to the Property Manager. Formal grievances between any resident against another resident must be made in writing. Sandy's Flats management will provide a written response for all grievances of this nature within 14 business days of receiving a resident-to-resident grievance. A grievance against staff must be presented in the following order:

1. Grievance with Navigator – submit grievance to Permanent Supportive Housing (PSH) Supervisor
2. Grievance with Permanent Supportive Housing (PSH) Supervisor – submit grievance to Director of Integrative Services
3. Grievance with Property Manager – submit grievance to Director of Administration

Grievances related to rules of this document can be brought to the Property Manager. Their decision will be final. At its discretion, Sandy's Flats staff may seek assistance for mediation of grievances between residents or between residents and staff from a professional resource, such as the Dispute Resolution Center. Participation by residents in mediation is mandatory.

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Resident Handbook

By signing this form, I acknowledge that I have received my Sandy's Flats Resident's Handbook. I have read and understand the information provided.

Resident's Signature	Date
Property Manager's Signature	Date