**Resident Friendly Compliance Strategies**

Most smokefree policies are self-enforcing. Residents can be your greatest allies. If a resident complains about being bothered by smoke or knows of another resident who has violated the policy, document the facts and resolve the matter. Treat violations of the no-smoking policy like any other lease violation. Lack of enforcement with one resident may hamper enforcement with other residents. Prompt, consistent action will send a clear message to everyone in your property that smoking is not allowed.

**Compliance Steps**

1.   Start with a verbal meeting with the resident who is violating the policy. A resident complaint may prompt a “knock and talk”. The resident does not have to answer the door, nor do they have to let you in, but if the door opens, it is an opportunity to have a friendly talk about the smokefree policy. Document the visit and whether or not you smelled smoke inside the unit.

2.   Follow-up the visit with a letter acknowledging the conversation and the outcome – see Sample Friendly Warning Letter.

3.  If the problem repeats, send a First Written Violation letter to the resident – see Sample Violation Warning Letter.

4.   Depending on the circumstances, a repeat violation may result in a final written violation letter.

5.  If the violation persists, issue a termination notice.

6.   If the resident remedies the situation initially but then smoking problem begins again within six months of the termination process, an immediate termination can be issued.

**Sample Compliance Plan**

As previously mentioned, a Smokefree violation is a lease violation and requires an organization to react appropriately. Property owners are encouraged to help residents change their smoking behavior and keep their housing. As a result, policies should be written and implemented in a way that minimizes the chances that multi-unit housing residents are evicted for violations.

This strategy may involve resident services or Breathe DC staff providing cessation materials, or a private meeting between the resident and the property manager to discover the reason for the policy violation. Whatever the strategy efforts should be made to ensure residents who do smoke have access to smoking cessation resources and given the opportunity to quit, if they choose.

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| 1st Violation | Verbal Warning and Cessation Materials |
| 2nd Violation | Verbal Warning, Cessation Materials, Resident Service Referral |
| 3rd Violation | Written Warning, Cessation Materials, Resident Service Referral |
| 4th Violation | 30 day termination notice with 14 day option to remedy, RS referral. If remedied, resident placed on 6 month probation period |
| 5th Violation | If repeat violation occurs within 6 month probation period, issue a 10 day termination notice |

\*Source: My Smokefreehousing.org and Home Forward, Portland, OR