

# Sample Essential Policy

## Entry Into an Occupied Apartment

### Purpose

[Company Name] is committed to complying with state-mandated notice of entry requirements and following proper entry protocols in order to protect our residents' privacy.

### Standard

- The community must provide advanced notice of entry in accordance with the lease before a team member may enter a resident's home for any purpose initiated by management (i.e., preventative maintenance or an inspection).
  - The Community Manager should refer to the lease for the minimum notice period and other state-specific requirements.
  - When a resident requests entry (e.g., for maintenance or pest treatment), the state-mandated notice period does not apply, but prior written permission to enter is required.
  - In the event of an emergency, the advance notice requirement may be waived.
- If the Community Manager or Maintenance Supervisor assigns a supplier partner to complete work or an inspection in an occupied apartment, a team member must accompany the supplier partner while it is completed.
- Team members are prohibited from entering an occupied apartment if only minors are present.

### Procedure

#### **Notification/Permission to Enter**

1. Do the following as applicable prior to entering the apartment:
  - a. Send the resident the applicable written notice (e.g., Notice of Scheduled Preventative Maintenance).
  - b. Verify permission to enter and check out a key per **Authorization to Enter**.
  - c. If it is an emergency, call the resident to notify them that the apartment is being entered for emergency reasons.

#### **Entry Procedure**

1. Knock loudly at the apartment door at least three times.
2. Announce yourself by saying, "Maintenance" or "Management" (as appropriate).
3. If a resident answers the door, state the reason for your visit.
  - a. If they ask you to come back later, tell them you would be happy to do so, and then communicate the request to the Community Manager.
4. If the person answering the door appears to be under the age of 18, ask if an adult is home.
  - a. If an adult is not present, ask when an adult will be home, and try to return during that time.
5. If the resident does not answer, open the door cautiously, and announce yourself again to verify no one is home.
6. Ensure your shoes are free of mud or debris before walking into the apartment.
7. Place the "We are in your apartment" door hanger on the outside handle of the front door.

#### **After Entry**

1. If you unexpectedly discover a resident at home (sleeping, taking a shower, in the bathroom, etc.):
  - a. Apologize to the resident (if they are aware of your presence).
  - b. Immediately leave the apartment.
  - c. Report the situation to the Community Manager, who will contact the resident to explain.
  - d. Never proceed with work or an inspection if the resident is unaware of your presence.
2. Upon leaving, leave applicable written notice of the visit. Document the following:
  - a. Date and time of the visit
  - b. Individual who entered the apartment