

SMOKE-FREE PUBLIC HOUSING

COMPLIANCE AND ENFORCEMENT TOOLKIT

FOR SMOKE-FREE PUBLIC HOUSING

Resources and tools to assist public housing agencies in promoting compliance and enforcement of a smoke-free housing policy.



Made possible with funding from the Robert Wood Johnson Foundation.

www.smokefreepublichousingproject.org

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SMOKE-FREE PUBLIC HOUSING: COMPLIANCE AND ENFORCEMENT TOOLKIT

A majority of property managers report that a smoke-free policy is largely well followed and self enforced by residents and staff. However, it is not uncommon for a small minority of residents to struggle or refuse to comply by continuing to smoke or allowing their guests to smoke on the property. The resources and tools below can assist management in promoting compliance and enforcing the policy when necessary. If you would like to consult on solutions specific to your situation, reach out to info@smokefreepublichousingproject.org.



Informational resources

Compliance & Enforcement

- Promoting Smoke-Free Policy Compliance: Tips for Managers
- Resident Engagement Ideas
- Enforcing a Smoke-Free Policy in Public Housing
- Smoke-Free Policy Compliance and Enforcement FAQs
- Tips to Promote Conflict Resolution

Find Assistance

- Global Directory of Smoke-Free Multi-Housing Programs
- Where Can I Go for Help? National Legal & Conflict Mediation Resources

Cessation Resources

- CDC *Tips from Former Smokers®* Campaign Poster
- Smokefree.gov: Choose the help that works for you



Sample Tools

Communication Tools

- “Our Building is Smoke Free!” door hanger (in English and Spanish)
- “100% Smoke-Free Building” printable signage

Tools to Promote Compliance

- Post-policy resident survey
- Policy reminder letter (for management to give to all residents)
- Foundations for a Successful Smoke-Free Policy: A Training for People who work in Public Housing

Notices

- Notice of Concern form
(for resident leaders or management to notify a resident of a possible violation)
- Notice of Smoking Incident form
(for residents to report a violation to management)
- Notice of Smoking Infraction form
(for management to notify a resident of a violation)

To learn more and access these documents electronically, visit

www.smokefreepublichousingproject.org.

To contact Clean Air for All, call 651-646-3005 or e-mail

info@smokefreepublichousingproject.org.

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PROMOTING SMOKE-FREE POLICY COMPLIANCE:

Tips for Managers



Before the policy has gone into effect, communicate the key policy components below to staff and residents and include them in your policy or lease addendum language:

A. Policy Details

Define what will be considered “smoking.” Sample definitions¹ to include are:

“Smoke” or “Smoking” means inhaling or exhaling smoke, aerosol, or vapor from any lighted or heated cigar, cigarette, pipe, electronic delivery device, or any other natural or synthetic tobacco or plant product. “Smoke” or “Smoking” also includes burning or possessing any lighted or heated cigar, cigarette, pipe, electronic delivery device, or any other natural or synthetic tobacco or plant product intended for inhalation.

“Electronic Smoking Device” means any product that can be used to deliver aerosolized or vaporized nicotine, lobelia, or any other substance to the person inhaling from the device, including, but not limited to, an e-cigarette, e-cigar, e-pipe, or vape pen.

¹ The definitions for “Smoking” and “Electronic Smoking Device” were developed by the Public Health Law Center. <https://publichealthlawcenter.org/topics/tobacco-control/smoke-free-to-bacco-free-places/housing/public-subsidized-housing>

Outline Policy Coverage:

To maximize the benefits of a smoke-free policy, your policy should cover 100% of the indoors and 25 feet from the building. For a stronger policy, consider including outdoor spaces like garages, playground areas, or the whole property.

B. What Will Count as a Violation

Explain what will count as an infraction.

Sample infractions² to include are:

- Staff witnesses a resident, or a guest of a resident, service provider, relation, or other person smoking in a prohibited area
- Staff finds smoking-related damage to the interior of the unit, which could include burns, tobacco residue on walls and surfaces, clogged plumbing, or compromised ventilation caused by smoking product or products
- Evidence of smoking in a unit such as cigarette or other smoking product smells, cigarette ashes, smoke clogged filters, or damage to the walls or surfaces
- Staff sees a lighted or extinguished smoking product in an ashtray or smoking receptacle inside of a unit
- Repeated reports to staff of violations of the smoking policy by third parties



C. Enforcement Steps

HUD recommends that PHAs utilize a graduated enforcement plan with at least three steps. Steps should include written warnings and opportunities to meet with PHA staff. At each meeting, culturally appropriate information should be provided about the goals of the policy, how to comply, and where support is

² This language was inspired by the Lawrence-Douglas County Housing Authority's Smoke-Free Policy.

available. Consider including an option for remediation. For example, a violation will be removed from a resident's record if they attend a smoking cessation class. Sample graduated enforcement steps³ to include are:

First Violation: Verbal warning, cessation materials, and meeting opportunity

Second Violation: Written warning, cessation materials, resident service referral, and meeting

Third Violation: Written warning, cessation materials, resident service referral, and meeting

Fourth Violation: Notice to vacate with option to remedy, cessation materials, resident service referral, and meeting

Fifth Violation: 10-day notice without the option to remedy



Shortly before and after a policy has gone into effect, perform these on-site activities to foster a smooth transition:



³ This language was inspired by the enforcement plan for Home Forward, Portland, OR

A. Educate Onsite Staff

Everyone working on the property should be aware of the policy details, what counts as a violation, and the enforcement protocol. This includes management, maintenance staff, and social services staff.

B. Meet with Residents

Resident meetings are great opportunities to gather feedback, discuss the benefits of going smoke free, how violations will be handled, and answer questions about the policy.

C. Provide Educational Resources

Offer information on the benefits of smoke-free policies and available cessation resources in the management office and community spaces.

D. Post Signage

Display signage anywhere on the property that you don't want smoking to occur. Ask your local smoke-free housing program or health department if free signage is available. Find a smoke-free housing program or access printable signage at www.smokefreepublichousingproject.org.

E. Utilize Appropriate Messaging

Employ positive, culturally-appropriate messaging. Emphasize that a smoke-free policy promotes a “healthier, safer, cleaner living and work environment” and is based on the activity of smoking in the building, not a person's status as a smoker.

F. Inform Residents

Communicate the policy details and timeline frequently. Advertise it in multiple formats to accommodate various learning styles.

G. Distribute In-Unit Reminders

Providing giveaways (like key chains or refrigerator magnets) are good daily

reminders for residents. Some smoke-free housing programs and local health departments offer free resident reminders for PHAs.

H. Celebrate

Hold a resident celebration to emphasize the positive benefits that this policy will bring to the community.



After policy implementation, administer enforcement protocol:

A. Document Violations Consistently:

Record and collect any evidence of policy violations including witness accounts and pictures of damages. Obtain written accounts from third parties if possible. This information will be important when you discuss a smoking violation with your resident and/or if you need to proceed to eviction.

B. Enforce the Policy Uniformly:

Every infraction should receive the appropriate enforcement step immediately after the occurrence.

C. Encourage Staff and Residents to Notify Management of Infractions:

Managers cannot monitor a property 24/7. Ask other on-site staff and residents to notify you when they witness a violation.

D. Get in Touch with Clean Air for All

For further support and resources, get in touch with Clean Air for All at:

651-646-3005 ext. 301

info@smokefreepublichousingproject.org

www.smokefreepublichousingproject.org

Created by the Live Smoke Free program (www.mnsmokefreehousing.org)



RESIDENT ENGAGEMENT IDEAS

For Smoke-Free Public Housing



Conduct a pre-policy resident survey

- Ask about questions and concerns about the policy
- Request resident input and assistance on:
 - Resident questions and needs
 - Presenting the policy rollout to the resident council
 - Communication plan
 - Design and substance of communication flyers
 - Planning a smoke-free celebration
 - Enforcement strategy
 - Purchase of something new for the building or community room with the savings from the smoke-free policy (TV, fish tank, chair, etc.)
 - In-unit policy reminders
 - Design and location of signage
 - Promotion of cessation resources
 - Decision about a designated smoking area (DSA)



Conduct a post-policy resident survey

- Is the policy being followed?
- Do you smell secondhand smoke?
- Are you interested in cessation support?
- What resources are still needed?



Post flyers and door hangers to promote

- Policy details
- Enforcement
- Upcoming resident meetings
- Cessation resources



Ask the resident council, resident leaders, and/or social service providers:

- What are your questions, concerns, and thoughts about a smoke-free policy?
- What are your recommended solutions to those concerns?
- What can management provide to help this smoke-free community be successful?



Distribute resident outreach packets at scattered sites and single family homes. Packet materials could include:

- Notification letter or flyer from management
- CDC infographic on the benefits of smoke-free housing
- Cessation quit line information
- In-unit policy reminder (like a magnet or keychain)
- Resident pre or post-policy survey
- Smoke-free policy details and enforcement procedures.
- “This is a Smoke-Free Home” cling for entry window or door
- Staff contact info to direct questions/concerns



Host, or invite a community partner to host:

- A resident meeting/listening session. Involve:
 - Community partners
 - Management
 - The Resident Council
 - Social Services
- A cessation information meeting for residents interested in quitting, or

residents who want to support their loved ones to quit smoking

- A smoke-free celebration
 - Provide games, snacks, giveaways, coloring contest, a raffle, quit kits, etc. to promote the positives of having a smoke-free building



Create a resource table in the lobby or community room with information about the policy, nutritious refreshments, giveaways, a raffle, quit kits, etc



Address cultural considerations

- Ask resident leaders or social service providers about the unique needs of the community
- Partner with a community group, non-profit, or cultural liaison to support residents during the transition
- Translate educational and implementation materials as applicable



Promote a youth coloring contest with prizes

- Sample phrases to use:
 - Thank you for my smoke-free home!
 - I love my smoke-free home!
- Create a community calendar with the winning pages





Ask a resident or staff member to write a letter promoting the policy for the community newsletter



Create a short promotional video for distribution on the building's website and social media pages

- Partner with a local community group and resident service council on the project



Form a smoke-free housing committee to help address challenges and brainstorm solutions

- Invite resident leaders, a resident council representative, social service providers, a local smoke-free housing advocate, etc. to participate



Hang policy reminders throughout the building

- Place:
 - An appropriate amount of signage in strategic locations
 - In-unit reminders in each unit (e.g. magnet, shopping list, keychain, door cling)
 - Cessation brochures or resources in the office, lobby, and community spaces

ENFORCING A SMOKE-FREE POLICY IN PUBLIC HOUSING

This document is intended for public housing agencies that have adopted a smoke-free policy. Managers of market-rate apartment buildings should refer to the companion fact sheet, “Enforcing a Smoke-Free Policy in an Apartment Building”, available at www.mnsmokefreehousing.org.

Introduction

As of July 2018, public housing agencies (PHAs) in the United States are required to provide a smoke-free environment for their residents, according to a rule issued by the U.S. Department of Housing and Urban Development (HUD). The smoke-free provisions apply to all indoor areas including resident units and 25 feet from the building (including balconies). PHAs can go beyond the requirements of the HUD rule by prohibiting the use of e-cigarettes and/or prohibiting smoking in all outdoor areas of properties owned by the PHA.

According to a survey of the owners of multi-unit housing with smoke-free policies, the overwhelming majority of them did not experience an increase in staff time spent on managing the building after they put a smoke-free policy in place.¹

¹ Hewett, M., D. Bohac, and J. Novacheck. “Secondhand Smoke.” Environmental Tobacco Smoke. Center for Energy and Environment, 2001. Web. Jan. 2013. <https://www.mncee.org/getattachment/Resources/Projects/Secondhand-Smoke-Research/Survey-of-Multifamily-Building-Owners-and-Managers-in-Minnesota-Regarding-Movement-of-Secondhand-Smoke-in-Buildings-and-Designation-of-Smoke-Free-Buildings.pdf.aspx>

However, the smoke-free policy should be enforced if violations occur. This fact sheet outlines some steps a manager should take to promote compliance and address violations.



Preparing to enforce a smoke-free policy

- 01.** Make sure that the applicable PHA plan, lease and/or house rules contains a no-smoking provision.²
- 02.** Adopt a graduated enforcement approach for the smoke-free policy, where the PHA has the right to terminate the lease as a last resort. Consider including an opportunity for residents to rectify their violation by attending a cessation class. Sample approaches to graduated enforcement can be found in HUD's "Change is in the Air" implementation guide.³
- 03.** Provide your residents with proper notification of the smoke-free policy. Giving your residents enough time to prepare for the policy will help with compliance.
- 04.** Engage residents throughout the implementation process. Tips for resident engagement can be found at www.smokefreepublichousingproject.org.
- 05.** Invest in compliance tools like building signage and in-unit reminders. Signage provides a constant reminder of the smoke-free policy and will also inform guests that the building is smoke free. Many state and local departments of health provide free signage for buildings that adopt smoke-free policies.



² 25 C.F.R. § 965.655(a).

³ <https://www.hud.gov/sites/documents/SMOKEFREEACTIONGUIDE.PDF>, p. 46-47



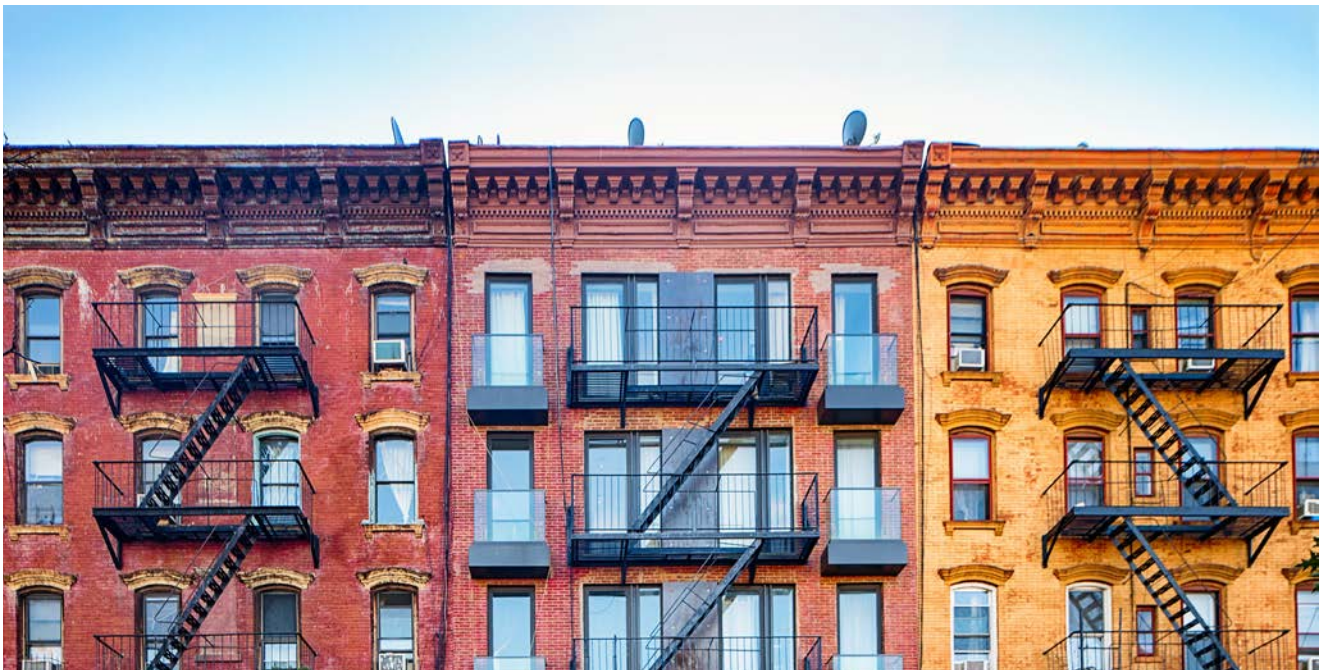
If a violation occurs

- 01.** Review and follow the enforcement procedures in the lease addendum, and/or house rules.
- 02.** PHA staff should document the instances of violations of the smoke-free policy by sending a Notice of Infraction or a letter to the resident reminding the resident of the terms of the lease, providing the resident a description of the violation(s) and recording the date(s) of the violation(s).
- 03.** Educate all staff who work in and around the building of policy details. Maintenance staff, resident service providers, caretakers, etc. may be in units and have stronger relationships with residents than management. These staff can also document policy violations to management and may be able to work with the resident to resolve the problem. There are restrictions as to when staff can enter private units, but they can document signs of smoking if in the unit for another purpose. Tools to educate onsite staff can be found here: www.smokefreepublichousingproject.org.
- 04.** Evidence short of witnessing smoking can constitute acceptable proof of a violation. This evidence can include: staff observing a lighted tobacco product, burn damage caused by smoking, cigarette smells, smoke clogged filters, smoke damage to walls, repeated reports to staff by third parties, clogged plumbing caused by smoking products, and evidence of ashes. Staff sometimes ask whether it is advisable to purchase a monitor that can detect tobacco smoke. This may not be the best approach because of the cost of the monitors and questions about their effectiveness. However, if monitors are used, they should be placed in every unit to ensure



consistent treatment. A list of monitors can be found here: <http://mysmokefreehousing.org/word/DevicesandTeststoDetectSmoking.htm>

05. If multiple infractions occur and strategies for compliance are exhausted, PHA staff may wish to evict the resident. PHAs should confer with an attorney as to the proper procedure. Federal statutes spell out the procedures that must be followed.⁴ If the PHA decides to issue a termination notice, the violation should be characterized as a repeated violation of the lease, rather than a serious violation. This practice will preserve the family's opportunity to be admitted to the voucher program.
06. The PHA will have the burden of proving the lease violation allegations if an eviction action becomes necessary, so PHA staff should ensure evidence of violations is well-documented and talk with other residents to determine if they witnessed the lease violation and would be willing to testify in housing court.



⁴ 42 U.S.C. § 1437d(k), (l).



Additional resources

Clean Air for All and partners have many resources to assist buildings with enforcing a smoke-free policy including:

- Sample notices
- Sample lease addendum language
- Sample signage and in-unit reminders
- Compliance and enforcement fact sheets, tips, and FAQs
- Tools to facilitate staff training
- Resident Engagement Ideas for Smoke-Free Public Housing fact sheet

To find resources, visit these websites or contact Clean Air for All for assistance identifying and locating the right resources for you.

- www.smokefreepublichousingproject.org
- www.publichealthlawcenter.org/topics/tobacco-control/smoke-free-tobacco-free-places/housing/public-subsidized-housing
- www.mnsmokefreehousing.org
- www.sfpublichousingmn.org

Created by the Live Smoke Free program (www.mnsmokefreehousing.org)
and the Public Health Law Center (www.publichealthlawcenter.org)



SMOKE-FREE POLICY COMPLIANCE AND ENFORCEMENT FAQs

A Guide for Public Housing Providers

Thoughtful planning and preparation before and during the implementation of a smoke-free policy will improve compliance and reduce the need for enforcement. This FAQ sheet is a supplement to Live Smoke Free's "Promoting Smoke-Free Policy Compliance" handout (accessible at www.smokefreepublichousingproject.org) and is intended for public housing agencies (PHAs) implementing a smoke-free policy in compliance with the United States Department of Housing and Urban Development's (HUD) smoke-free housing rule.

If a PHA posts signs, are they required to be posted in multiple languages?

It is recommended that PHAs use translators and translated materials whenever possible and appropriate. According to HUD, signs must be accessible to all residents and visitors, and must be posted in multiple languages if appropriate for residents of the PHA, in accordance with HUD's current guidance on limited English proficiency. Using visual images are also helpful to improve clarity.

Can a PHA ask prospective residents if they smoke?

HUD has issued guidance stating that PHAs may not ask prospective residents if they smoke or keep separate waiting lists for smokers. However, PHAs must inform prospective residents of the building's smoke-free policy. PHAs may also

wish to promote their smoke-free status as an amenity on advertisements and promotional materials to inform prospective residents.

How can a PHA enforce this policy in a positive manner without being seen by residents as the “smoking police”?

It is important to consistently use positive messaging when discussing and enforcing a smoke-free policy. Emphasize that the policy makes the community healthier, cleaner, and safer. Focus messages on the smoke, not the smoker. Regularly thank residents for compliance with a written or verbal “thank you” to help frame your enforcement approach in a positive way.

Does HUD’s smoke-free rule prohibit the use of marijuana?

Although HUD’s smoke-free rule does not address the use of marijuana, marijuana is still illegal under federal law and prohibited by HUD. Smoking marijuana is grounds for a PHA to deny housing or terminate a tenancy¹.

Are PHAs required to accommodate disabled residents who smoke?

Although PHAs are required to reasonably accommodate residents with disabilities, HUD has stated unequivocally that “smoking in a unit is not a reasonable accommodation.” Some PHAs have accommodated residents who smoke and have mobility issues by moving them closer to an elevator or door so they can more easily access the outdoors. Accommodations that present an undue financial or administrative burden are not considered reasonable. For more information on this topic, please see the Public Health Law Center’s fact sheet “Smoke-Free Public Housing: Reasonable Accommodations.”²

¹ <https://www.hud.gov/sites/documents/MED-MARIJUANA.PDF>

² PHLC’s reasonable accommodations sheet <https://publichealthlawcenter.org/sites/default/files/resources/Smoke-Free-Public-Housing-Reasonable-Accommodations-2017.pdf>

What are some strategies to help individual residents comply with a smoke-free policy?

Some residents may find it easier to comply with the rule if:

- Management provides additional reminders or signage inside the unit.
- The resident has easy access to free nicotine replacement therapy (e.g. patches, gum, lozenges, etc.) to help them get through cravings when they can't or don't want to go outside. Free resources are often available from state quitlines (1-800 QUIT NOW).
- The resident is allowed to move to a unit that is closer to building entrances.
- Management agrees to paint or clean the unit. This encourages the resident to smoke outside in order to keep their unit fresh and clean.
- Management assists the resident in developing a buddy system for a resident who can't or doesn't want to go outside alone. A buddy system can also benefit a resident who is at home alone with a child and needs a friend to babysit.
- See Live Smoke Free's "Promoting Smoke-Free Policy Compliance" for additional tips.



Have there been any eviction cases due to smoke-free policy violations?

In rare instances, public housing residents have faced eviction due to failure to comply with a smoke-free policy. In most cases, the resident was evicted for a variety of lease violations, including smoking violations. In some cases, leases

have been terminated due to smoking violations before reaching eviction stages. PHAs should use a graduated enforcement approach and work with residents to comply before terminating a lease or evicting for smoking violations. Examples of graduated enforcement policies can be found in HUD's "Change is in the Air" guide (see pages 46-47.) HUD states in its rule that "termination of assistance for a single incident of smoking, in violation of a smoke-free policy, is not grounds for eviction."

Does enforcement of this rule put residents at greater risk of homelessness?

HUD's goal is to provide "safe, decent, and sanitary housing for vulnerable populations nationwide." A graduated approach to enforcement of the smoke-free rule is recommended so that each resident has adequate support and opportunity to comply with the rule. Eviction, while a possibility, will ideally only occur in rare instances.

Can a PHA use smoking monitors to detect if a resident is smoking inside his/her unit?

There are several passive nicotine monitors available that may help PHAs identify when smoking has occurred.³ However, Clean Air for All cannot attest to their efficacy or recommend a particular brand. Keep in mind that other in-unit factors can impact the efficacy of passive nicotine monitors. There are also less intrusive ways to promote compliance and successfully enforce your policy. If a PHA chooses to use a passive nicotine monitor, compliance with Fair Housing laws must be taken into consideration. For example, placing monitors in every unit rather than just some may be a better practice.

³ <http://mysmokefreehousing.org/word/DevicesandTeststoDetectSmoking.htm>



Who can I contact to request additional assistance?

Contact Clean Air for All at info@smokefreepublichousingproject.org or 651-646-3005 for additional assistance. Depending on your geographic location, we may connect you with a partner who can provide local assistance. More information is available at:

- www.smokefreepublichousingproject.org
- https://www.publichealthlawcenter.org/topics/tobacco-control/smoke-free-tobacco-free-places/housing/public-subsidized-housing_
- https://www.hud.gov/program_offices/healthy_homes/smokefree



TIPS TO PROMOTE CONFLICT RESOLUTION

For Smoke-Free Public Housing

Occasionally in multi-unit housing, conflict can occur either between residents or between residents and management. General customer service basics will serve a manager well when emotions run high:

- Listen/repeat the concern
- Acknowledge/empathize
- Solve the problem
- Agree/thank the customer

When conflicts arise due to smoke-free policy violations, positive messaging can go a long way. Remember to focus on the smoke, not the smoker and emphasize ways the smoke-free policy benefits everyone. Here are some additional tips for diffusing and resolving smoking related conflicts in public housing.



Address the concern quickly

An unaddressed concern festers and lingers. The longer a concern continues the more likely it is that emotions will take over and the original facts of a situation are less pertinent. Handle concerns about smoking violations and secondhand smoke as quickly as possible, or let the resident know you've received the complaint and how you plan to follow up. Explain that sometimes secondhand smoke complaints take time to resolve. The longer the concern waits unaddressed, the bigger the problem gets. Document all interactions in writing if possible.



Acknowledge their concern and apologize

Often times, people who are frustrated just want their story to be heard and their feelings to be recognized. Acknowledging someone's concerns is different than accepting blame. Using phrases such as: 'I can tell this situation is frustrating for you,' 'I'm sorry things aren't meeting your expectations,' 'I can see that this is upsetting for you,' or 'I'm sorry you're having this problem,' directly acknowledges their feelings and highlights that you take it seriously. Avoid stating 'I'm sorry that you feel that way.' Their concern isn't just a feeling for them but a concrete lived problem. If a resident is being exposed to secondhand smoke it is a serious health threat that impacts their day-to-day life.



Explain how the situation will be handled

It is not uncommon for residents to assume that there has been no follow up from management if they haven't heard about it. Assuring all parties that follow up will occur, and providing a timeline and actions if possible, will help eliminate those assumptions. If possible, add your enforcement protocol to your smoke-free policy so that everyone in the building is aware of how concerns will be handled. Emphasize that it is your goal to reach the best possible solution for everyone involved.



Convey your limitations and refer to others

Despite your best efforts, you cannot solve all situations. Explain sincerely that you have done all that is within your power and refer them to upper management or outside resources for further assistance.



Follow up

Following up with a resident who expressed concerns confirms your responsiveness to the resident and exemplifies that you care about their feelings and situation. Setting a calendar reminder can be an effective way to remember this.

Created by the Live Smoke Free program (www.mnsmokefreehousing.org) and adapted from Apartment Dynamics "4 Extra Effort Tips for Resident Conflict Resolution"

Created November 22, 2017



Global Directory

of Smoke-Free Multi-Housing Programs

Find a Smoke-Free Housing Program Near You

This listing is designed to connect those working on smoke-free housing initiatives with organizations from the United States, Canada, Australia, and Nepal.

Find it Here

<http://mnsmokefreehousing.org/resources/advocates/>

The programs listed in this directory have granted permission for their program contact information to be shared publicly on websites and other materials. Should you also wish to share other information listed in this directory, please contact the individual program for permission. The organizations are listed by region, in the order in which they were received

Compiled by Live Smoke Free

A program of the Association for Nonsmokers-MN
2395 University Ave W, #310 St. Paul, MN 55114
(651) 646-3005 / www.mnsmokefreehousing.org



WHERE CAN I GO FOR HELP?

National Legal and Conflict Mediation Resources for Public Housing Managers and Residents

If you are a public housing resident that is being exposed to secondhand smoke in your apartment or you are a public housing manager that is struggling with smoke-free policy compliance at your property, you may wonder what legal options are available to help support your case. We recommend these steps before pursuing a legal option:

Step 1: Review the policy and enforcement details

Step 2: Make a list of attempted solutions

Step 3: Review the informational documents available on www.smokefreepublichousingproject.org.

Step 4: Determine if there are onsite staff or groups that can help you (e.g., resident council leaders, social workers, etc.)

Step 5: Document the problem (in writing)

- Learn more about how to document a smoking violation here: www.mnsmokefreehousing.org

Step 6: Speak with the stakeholders involved (e.g., building manager, residents, smokers, non-smokers, etc.)

Experiencing
secondhand
smoke problems
in housing?

You're not alone.

Step 7: Contact your local smoke-free housing program, health department, or local American Lung Association for support

- Find a program near you in the Global Director of Smoke-Free Housing Programs here:

www.smokefreepublichousingproject.org/resource-bank.php

Step 8: Find tips for conflict de-escalation here:

www.smokefreepublichousingproject.org/resource-bank.php

Step 9: Email questions to smokefreepublichousing@hud.gov

Step 10: Contact a legal resource or conflict mediation agency (see below)

The resources below may be able to provide additional legal information or support to help remedy your situation. These resources are for reference only. Contact an attorney for legal advice before proceeding with any legal action.



National resources: property staff & residents

The following resources may be useful to both property managers and residents of public housing.



Department of Housing and Urban Development (HUD)

www.hud.gov/smokefreepublichousing

HUD can answer questions and provide technical assistance on issues related to smoke-free policy implementation and enforcement. Send inquiries to smokefreepublichousing@hud.gov.

Public Health Law Center (PHLC)

<https://publichealthlawcenter.org/>

PHLC provides resources and information about legal issues related to smoke-free housing for property owners, managers, and residents. PHLC does not provide direct legal assistance to individuals. Rather, they are a source of legal information and legal technical assistance.

National Association of Attorneys General - Who's my AG?

<http://www.naag.org/naag/attorneys-general/whos-my-ag.php>

The rights and duties of managers and residents are spelled out in federal, state, and local laws. These responsibilities can vary from state to state. Your state's AG office should have additional information to explain the rights and responsibilities in your state.



Mediation and conflict resolution

Mediation is a conflict resolution process in which a neutral mediator assists the parties through constructive discussion and negotiation of their issues in order to reach a mutually acceptable resolution. Mediating a case before a lawsuit is filed enables the parties to present their case to a mutually selected neutral person before any money is spent on litigation. The cost of mediating a case is minimal compared to the costs incurred through the life of a lawsuit.

**Mediation is a
less costly way
to settle some
disputes.**

Mediate - Locate a Mediator Directory

<https://www.mediate.com/mediator/search.cfm>

Mediate.com is a provider of online services for mediation professionals and programs. The Mediator Directory allows users to search by geographic area for mediators that specialize in landlord-tenant disputes.

National Conflict Resolution Center

<https://www.ncrconline.com/>

The National Conflict Resolution Center (NCRC) serves a variety of communities in both the public and private sectors — regionally, nationally and internationally. NCRC's mission is to resolve issues with the highest possible degree of civility and equitability to all parties involved.



National resources: residents

The following resources are intended specifically for residents.

HUD Multifamily Housing Complaint Line (MFHC)

https://www.hud.gov/program_offices/housing/mfh/hc/complaint

This resource is available for public housing residents to report issues such as poor maintenance, dangers to health and safety, management, and fraud. Callers can speak to MFHC information specialists, in English or Spanish, and receive information to deal with management or report their complaints to HUD.

- 1-800-MULTI-70 (1-800-685-8470)

HUD Fair Housing Act Materials

https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint

This is a resource for residents with disabilities that require accommodation. It is possible that individuals with health conditions exacerbated by secondhand smoke may be considered disabled under the federal Fair Housing Act. The determination of whether an individual is “disabled” is decided on a case by case basis, after



considering all the facts. The link includes a complaint form where residents can file a complaint with HUD via online, mail, or email. HUD is supposed to follow-up in a few weeks to get more information about the situation.

National Housing Law Project

<https://www.nhlp.org/>

The National Housing Law Project's mission is to advance housing justice for poor people and communities. They achieve this by strengthening and enforcing the rights of renters, increasing housing opportunities for underserved communities, and preserving and expanding the nation's supply of safe and affordable homes.

Legal Services Corporation: Find Legal Aid

www.lsc.gov/what-legal-aid/find-legal-aid

LSC is an independent nonprofit established by Congress in 1974 to provide financial support for civil legal aid to low-income Americans. The Corporation currently provides funding to 133 independent nonprofit legal aid organizations in every state, the District of Columbia, and U.S. Territories. If you are looking for help you can find a legal aid organization near you.

American Nonsmokers' Rights Foundation - The Smoker Next Door

<https://no-smoke.org/smoker-next-door/>

This resource lists tips about how to handle unwanted smoke in apartments or condominiums. The resource provides some background information, and instructions about effective communication as well as legal options.



Regional resources: property managers and residents

Depending on your location, there may be regional resources available to assist you. The resources below are examples from select states.

**Local Resources
can provide
assistance tailored
to where you live.**

Smoke-free housing programs

Many regions of the country have smoke-free housing programs that advocate for and promote smoke-free housing. These programs can usually assist property managers as well as residents who experience secondhand smoke exposure in their multi-unit building. Use the Global Directory of Smoke-Free Housing Programs to find a smoke-free housing program near you:

www.smokefreepublichousingproject.org.

Examples of local programs:

- Arizona Smoke-Free Living, American Lung Association in Arizona
<http://www.AZSmokeFreeLiving.org>
- Oregon Smoke-Free Housing Project
<http://www.smokefreehousinginfo.com/>

Regional conflict resolution resources

Some cities and states have conflict resolution resources to help residents resolve differences with property managers. Examples:

- Nashville Conflict Resolution Center <https://nashvilleconflict.org/>
- Alabama Center for Dispute Resolution <https://alabamaadr.org/index.php>

Regional legal resources

Smoke-free laws and landlord-tenant laws vary from state to state. Most states have online resources describing these laws. Examples:

- New York City - Information about smoke-free policies in New York City <https://www1.nyc.gov/nyc-resources/service/2493/smoking>
- Massachusetts - legal resources for individuals dealing with housing issues <https://www.masslegalhelp.org/housing>



Get in touch with Clean Air for All

Whether you're a resident or property manager, secondhand smoke issues in your building can be overwhelming. Contact Clean Air for All for assistance. We can help you determine next steps and refer you to local resources.

Clean Air for All: The Smoke-Free Public Housing Project

For further support and resources, get in touch with Clean Air for All at:

651-646-3005 ext. 301

info@smokefreepublichousingproject.org

www.smokefreepublichousingproject.org

Created by the Live Smoke Free program (www.mnsmokefreehousing.org)
and the Public Health Law Center (www.publichealthlawcenter.org).

YOUR BUILDING IS SMOKEFREE.... HOW ABOUT YOU?

Quitting smoking improves your health.
It lowers your chances of getting:

- Heart disease and stroke
- Cancer
- Lung disease, including COPD
- Other smoking-related illnesses

“You have the power to make the decision to quit smoking. Some of the best things for me about quitting are enjoying food again, and being able to walk and not feel so out of breath.”

Tiffany

*Smoked a pack a day for 15 years.
Now ... smokefree.*



Secondhand smoke contains poisons.

Breathing even a little can be harmful, especially for kids, older people, and those with health problems made worse by secondhand smoke. Smokefree policies protect everyone's health.

**GET FREE
SUPPORT
TO QUIT
SMOKING.**



**1-800-QUIT-NOW
(1-800-784-8669)**
Speak with a quit
smoking coach

**1-855-DÉJELO-YA
(1-855-335-3569)**
For help in Spanish



Smokefree.gov
Online tools
and support to
quit smoking



SmokefreeTXT
Text START to 47848
24/7 text messaging
program



QuitGuide
Mobile app to build
your skills to quit



Visit [CDC.gov/tips](https://www.cdc.gov/tips) for real stories and resources from the *Tips From Former Smokers*® campaign.

Revised 3/22/18



Choose the help that works for you

Smokefree.gov tools can help you or someone you care about quit smoking



The Smokefree.gov website has information you need on the best ways to quit smoking and the tools to make it happen. You can build a quit plan, read articles, take quizzes, and get quick links to other resources



The SmokefreeTXT text message program provides daily encouragement, advice, and tips to quit smoking successfully. It will send you texts for 6 to 8 weeks, depending on when you set your quit date



QuitGuide is a free smartphone app that teaches you the steps to quit and the skills you need to become and stay Smokefree. You can tag the times and places that make it hard for you to stay Smokefree, and the app will give you extra support when you need it most. You can also track your Smokefree progress, cravings, triggers, and smoking slips

There is no one-size-fits-all approach to quitting. These resources will help you during your quit journey by providing tools that work for you. After all, when it comes to quitting smoking, **it doesn't matter where you start. Just start.**

Get more information at www.Smokefree.gov/QuitWithUs

smokefree.gov



facebook.com/smokefreeus



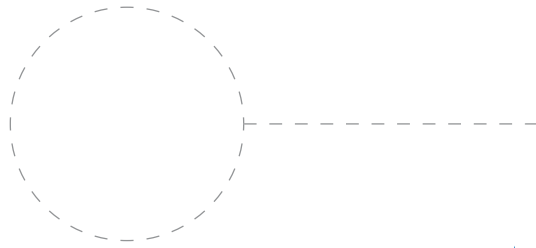
espanol.smokefree.gov



facebook.com/smokefreewomen



instagram.com/smokefreeus



OUR
BUILDING IS
SMOKE FREE!

Thank you for not smoking
anywhere inside our building.

ARE YOU INTERESTED IN
**QUITTING
SMOKING?**

THERE'S FREE HELP.

**1-800-QUIT-NOW
(1-800-784-8669)**

Speak with a quit smoking coach.

CLEANAIR FOR ALL

THE SMOKE-FREE PUBLIC HOUSING PROJECT

To download this and other materials visit:

www.smokefreepublichousingproject.org



**¡NUESTRO
EDIFICIO ES
LIBRE DE HUMO!**

Gracias por no fumar en ningún
lado dentro de nuestro edificio.

¿LE INTERESA
**DEJAR DE
FUMAR?**

EXISTE AYUDA GRATUITA.

**1-855-DÉJELO-YA
(1-855-335-3569)**

Hable con un asesor para dejar de fumar.

CLEANAIR FOR ALL

THE SMOKE-FREE PUBLIC HOUSING PROJECT

To download this and other materials visit:

www.smokefreepublichousingproject.org

**100% SMOKE-FREE
BUILDING**



**Thank you for not
smoking indoors or within
25 feet of our building.**

CLEANAIR FOR ALL

THE SMOKE-FREE PUBLIC HOUSING PROJECT



To download this and other materials visit:
www.smokefreepublichousingproject.org



Sample Post-Policy Resident Survey

For Use by Public Housing Providers

[Date]

Dear Residents,

To provide a safer, healthier community for residents and guests, **[building/property name]** recently went completely smoke free. This is because the United States Department of Housing and Urban Development (HUD) requires all public housing to have a smoke-free policy.

HUD created this rule for several reasons. Secondhand smoke, the smoke that is released from a lit cigarette or exhaled by a smoker, is harmful to your health. According to the US Surgeon General, there is no safe level of secondhand smoke exposure. Smoking can also cause property damage and extra cleaning costs, as well as lead to fire deaths and damage.

We would like to hear if the smoke-free policy at **[property/building name]** is successful! Please help us evaluate the smoke-free policy by filling out the short survey below and returning it to **[name of office, etc.]**.

Sincerely,

[Apartment Manager's name]

Cut here ✂-----

Did you live in this building prior to [date policy went into effect], which is when it went smoke free? (Check all that apply)

- ☐ Yes→ ☐ I could smell secondhand smoke in my apartment before the building went smoke free
☐ No→ ☐ The smoke-free policy was one of my reasons for moving into the building

Can you currently smell cigarette smoke in your apartment even though the building is smoke free? (Check all that apply)

- ☐ Yes → ☐ The smoke smell bothers me and/or makes me ill
☐ No, I cannot smell secondhand smoke coming into my apartment

Do you like living in a smoke-free building?

- ☐ Yes ☐ No ☐ I have no preference

Have you or anyone living in your apartment tried to quit or cut back on smoking since the building went smoke free? (Check all that apply)

- ☐ Yes→ I or someone living in my apartment: ☐ quit smoking ☐ cut back on smoking
☐ No→ No one living in my apartment smokes

Comments:

Optional Information:

Name: _____ Apt #: _____ Phone: _____



Sample Policy Reminder Letter

Date

Dear resident,

In an effort to protect the health and safety of all residents, this is a reminder of our building's smoke-free building policy that began on *(date)*. This policy applies to all residents, guests, and staff of *(name of property)*.

The smoke-free policy covers all indoor spaces and within 25 feet of the building. The only place on the property where smoking is allowed is *(location of designated smoking area, if applicable)*.

Should you or your guests choose to smoke in the designated area, please be respectful of your neighbors: place discarded cigarette butts in their appropriate receptacles and smoke as far away from building windows as possible.

A copy of our smoke-free policy is attached to this letter. Feel free to contact me with any questions.

If you have additional questions about smoke-free apartment policies, secondhand smoke, or cessation resources visit www.smokefreepublichousingproject.org.

Thank you for your cooperation in making *(name of property)* a safe, healthy, clean living environment for all residents.

Sincerely,



Foundations for a Successful Smoke-Free Policy

A Training for People who Work in Public Housing



EMPLOYER INSTRUCTIONS

WHO This training is meant for new and existing staff including property managers, maintenance workers, and resident service providers.

WHAT The training takes about 15 minutes to complete and provides a basic understanding of the rationale and best practices for smoke-free housing, as well as your PHA's smoke-free policy.

WHY Staff training is an essential part of a successful smoke-free policy and will help ensure that all residents, guests, and staff are able to fully realize the benefits of a smoke-free policy.

HOW TO USE Attach a copy of your agency's smoke-free policy or policy summary and require new employees to complete the training. If your existing employees are untrained or need a refresher on smoke-free housing, require all employees to complete the training. When an employee completes the training, review the questions together with special attention to the section titled "Your Agency's Smoke-Free Policy" to make sure the employee understands the policy details and enforcement protocol. Then, present the employee with the certificate of completion found on the last page.

QUESTIONS For additional smoke-free housing support, resources, and tools visit Clean Air for All at www.smokefreepublichousingproject.org or contact us at info@smokefreepublichousingproject.org or 651-646-3005 ext. 301.

Foundations for a Successful Smoke-Free Policy

A Training for People who Work in Public Housing



EMPLOYER:

Attach your agency's smoke-free policy to this training before distributing to staff.



EMPLOYEE INSTRUCTIONS

This training includes a series of informational topics, thought-questions, and activities that will provide you with some of the fundamentals for working in smoke-free public housing.

You will need a pen or pencil and approximately 15 minutes to complete the training.



SECONDHAND SMOKE



Secondhand smoke is toxic. It contains over 7,000 chemicals, 70 of which are known to cause cancer.¹ In 2006 the U.S. Surgeon General concluded there is no risk-free level of exposure to secondhand smoke.²

In adults, secondhand smoke can cause heart disease, stroke, and cancer. In children, it can cause respiratory and ear infections, asthma attacks, and Sudden Infant Death Syndrome (SIDS).³

In multi-unit housing, up to 60% of the air is shared between neighbors.⁴ If a resident smokes inside the building, it can expose everyone else who lives, works, or visits to harmful secondhand smoke.

Jamason (left), 16, was hospitalized for 4 days due to a severe asthma attack caused by secondhand smoke.

Source: Tips from Former Smokers®



Guess which of the following are found in secondhand smoke. Check all that apply.

☐ Arsenic

☐ Water

☐ Oregano

☐ Formaldehyde

☐ Ammonia

☐ Sapphire

☐ Vitamin B

☐ Carbon monoxide

☐ Calcium

Answer on page 8



BENEFITS OF SMOKE-FREE HOUSING

A smoke-free policy aims to give all residents, guests, and staff access to healthier and cleaner air to breathe by reducing exposure to secondhand smoke.

It also keeps costs low. Secondhand smoke can cause significant property damage including stains on walls, persistent odor, and cigarette burns. On average, it costs 2-3 times more to turn over a smoke-damaged apartment.

The risk of fire is much lower in smoke-free housing. Smoking is a leading cause of residential fire death in the United States.⁵



Draw lines matching the estimated repair/replacement cost (including labor) with the photo.



Smoke-damaged air conditioner



Smoke-stained walls



Cigarette burn in carpet

\$800

\$350

\$950

Answer on page 8



YOUR PHA'S SMOKE-FREE POLICY

Congratulations! Your PHA has a smoke-free policy to keep costs low and protect the health and safety of residents, guests, and staff. As of July 2018, the U.S. Department of Housing and Urban Development requires smoke-free policies for all public housing. Attached is your PHA's smoke-free policy. Read the policy and answer the following questions.



Which products does the policy prohibit? Check all that apply.

- | | | |
|-------------------------------------|---------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Cigarettes | <input type="checkbox"/> Hookah/water pipes | <input type="checkbox"/> Other (list below): |
| <input type="checkbox"/> Cigars | <input type="checkbox"/> E-cigarettes/vapes | _____ |
| <input type="checkbox"/> Pipes | <input type="checkbox"/> Incense | _____ |



In which areas of the property is smoking prohibited? Check all that apply.

- | | |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> All indoor areas | <input type="checkbox"/> Everywhere except designated smoking areas |
| <input type="checkbox"/> Setbacks (building entrances, 25 feet, etc) | <input type="checkbox"/> The whole property |
| <input type="checkbox"/> Some outdoor areas such as playgrounds and parking lots | |



Who does the policy apply to? Check all that apply.

☐ Residents

☐ Guests/visitors

☐ Staff



If the policy includes an enforcement plan, describe it here. If not, ask your supervisor about your agency's enforcement plan.



Based on your PHA's smoke-free policy, which of the signs below would you post at the public housing site? If none/other, explain below.



A



B



C



D



A SUCCESSFUL SMOKE-FREE POLICY

Maintaining a successful smoke-free policy is a team effort and your coworkers and residents are counting on you! Communicate with residents about the policy frequently and work with residents to help them comply with the policy. Connect residents who want to quit smoking with cessation resources. Follow up on each violation consistently.



Scenario: A maintenance worker observes an ashtray full of ashes in a unit during a visit to unclog a drain. What should he or she do?

- A. Document and report the ashtray to the property manager or supervisor
- B. Confront the resident
- C. Ignore the ashtray and just unclog the drain

*Consult your supervisor to learn more about what proper documentation looks like at your agency.



Scenario: A property manager receives multiple complaints from residents about secondhand smoke on the third floor. What could the manager do to address the complaints?

- A. Send a policy reminder letter to all residents
- B. Post additional signage throughout the building
- C. Knock on third floor doors to discuss the problem with residents
- D. Hold a resident meeting
- E. Remind maintenance workers to report evidence of violations
- F. Work with social services to help residents overcome compliance barriers
- G. All of the above are good strategies

Answers on page 8



TOBACCO ADDICTION AND CESSATION

Nicotine is the highly addictive chemical found in tobacco smoke. Nicotine addiction creates challenges for some residents to comply with smoke-free policies. Partnering with addicted residents and social services will lead to a more successful policy in the long run.



Seven out of ten people who are addicted want to quit.⁶ Smoke-free housing policies can support residents who want to quit. Since approximately 1/3 of public housing residents smoke, you have an opportunity to make a big impact by supporting their cessation efforts.⁷

Refer residents and staff who are interested in quitting to these resources:

- To reach your state quitline: 1-800-QUITNOW (1-800-784-8669)
- American Lung Association Tobacco Quitline: 1-800-LUNGUSA
- Visit www.naquitline.org to learn about services available in your state and www.smokefree.gov for culturally –specific resources.



A person's chance of having and dying from a heart attack goes down after quitting smoking for ____ day(s).

A. 1

B. 2-3

C. 4-9

D. 11

Answer on page 8

Congratulations! You have completed “Foundations for a Successful Smoke-Free Policy”. For additional smoke-free housing support, resources, and tools visit Clean Air for All at www.smokefreepublichousingproject.org or contact us at info@smokefreepublichousingproject.org or 651-646-3005 ext. 301.



BONUS: Name the items pictured below.



ANSWERS

Page 2

Q: Guess which of the following are found in secondhand smoke.

A: Arsenic, formaldehyde, ammonia, and carbon monoxide are all toxic chemicals found in secondhand smoke⁸

Page 3

Q: Match the estimated repair/replacement cost (including labor) with the photo.

A: Smoke-damaged air conditioner: \$350, smoke-stained walls: \$800, cigarette burn in carpet: \$950

Page 6

Q: A maintenance worker observes an ashtray full of ashes in a unit during a visit to unclog a drain. What should he or she do?

A: A. Document and report the ashtray to the property manager. **Note:** All staff play an important role in successful enforcement of the smoke-free policy. Consult your supervisor to learn the extent of your role.

Q: A property manager receives multiple complaints from residents about secondhand smoke on the third floor. What could the manager do to address the complaints?

A: G. All of the answers listed are good way to address the complaints

Page 7

Q: A person's chance of having and dying from a heart attack goes down after quitting smoking for ____ day(s).

A: A. 1 day

Page 8

Q: Name the items pictured.

A: From left to right, e-cigarette or vape, hookah or water pipe, incense



REFERENCES AND ACKNOWLEDGMENTS

REFERENCES

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Icons made by [Eleonor Wang](http://www.flaticon.com) from www.flaticon.com

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ACKNOWLEDGMENTS

Clean Air for All: The Smoke-Free Public Housing Project provides training and technical assistance to public housing agencies, resident services staff, and public housing residents impacted by HUD’s smoke-free public housing rule. This project enhances stakeholders’ capacity to transition to and maintain successful smoke-free public housing environments.

This project is a collaboration of Live Smoke Free (LSF) a program of the Association for Nonsmokers - Minnesota, the National Association of Housing and Redevelopment Officials (NAHRO), and the National Association of Resident Services in Affordable and Assisted Housing (NAR-SAAH) with additional partnership from the Tobacco Control Legal Consortium at the Public Health Law Center, and funding from the Robert Wood Johnson Foundation.



CLEAN AIR FOR ALL

THE SMOKE-FREE PUBLIC HOUSING PROJECT



CERTIFICATE OF COMPLETION

This Acknowledges That

Has Successfully Completed
Foundations For A Successful Smoke-Free Policy

Employer Signature

Date



This form is a tool for public housing resident leaders or property managers to inform residents of a possible smoke-free policy violation. Consider your building's/agency's enforcement plan before using this form.

Notice of Concern

Possible Smoke-Free Violation

This is a courtesy reminder from the ☐ **resident council** ☐ **management** at **(name of building or public housing agency)** _____ of an unconfirmed lease violation and/or apparent minor first time violation of the smoke-free policy. This is not a lease termination notice.

Date: _____

Name: _____

Address: _____

It has come to the attention of your property management that you may be in violation of the smoke-free policy in the following way(s):

Staff was informed on (date) _____ that you were:

____ smoking in your unit

____ smoking in the common areas

____ smoking within 25 feet of the building

This is a violation of the smoke-free policy and could result in lease termination.

At this time, no formal action is being taken beyond this courtesy notice. We stress the importance of refraining from smoking in your unit, the common areas, and within 25 feet of the buildings. Failure to do so could affect your housing eligibility.

If you have questions about this notice or would like to discuss it, please contact:

(name) _____ (phone) _____

Are you interested in quitting smoking? There's free help. Call **1-800-QUITNOW** to talk to a quit coach and get connected to resources in your area.

Sincerely,

NOTICE OF SMOKING INCIDENT

BUILDING: _____

DATE: _____

RESIDENT: _____

UNIT NO: _____

This notice is to inform management of _____ of the following
smoking-related incident: (name or address of building)

Description of incident:

- _____ 1. Smoking coming into rental unit
- _____ 2. Smoking observed in indoor common area
- _____ 3. Smoking observed in outdoor area
- _____ 4. Other:

Remarks/Detailed Description: _____

Please submit this form to the rental office.

Tenant

Date

NOTICE OF INFRACTION

PROPERTY: _____

DATE: _____

RESIDENT: _____

UNIT NO: _____

Please be advised that we have recorded one of the following incidents in your resident file:

1. Infraction of property regulations described in Rules & Regulations
2. Violation of term(s) of your lease

One of the above was committed on _____ by:
_____ You, _____ Your children, or _____ a visitor or guest to your apartment.

Description of incident:

- _____ 1. Destruction of property
- _____ 2. Disturbing or harassing other residents
- _____ 3. Excessive noise from your unit
- _____ 4. Drunk and disorderly
- _____ 5. Illegal activities on the premises
- _____ 6. Failure to maintain unit in clean and sanitary condition
- _____ 7. Smoking in unit
- _____ 8. Smoking in common areas
- _____ 9. Leaving garbage, trash or other obstruction in public areas
- _____ 10. Allowing unauthorized persons to live in the unit
- _____ 11. Failure to allow landlord or his agent to enter the unit
- _____ 12. Alteration or addition to property not authorized by landlord or his agent in writing
- _____ 13. Installation of appliance without written consent of management
- _____ 14. Breach of building security
- _____ 15. Other: _____

Remarks: _____

Failure to comply with your lease terms or with the Rules and Regulations may be cause for termination of your lease. If you have any questions regarding this matter, please call or stop by the rental office.

Manager

Date