Exhibit E: Lease Termination, Eviction Prevention & Grievance Policy

Ending, Denying, Limiting or Restricting Services or Access

DESC will not end, deny, or limit participant services without reasonable cause. Restrictions are based on safety needs or substantial lease or building rule violations and will be the least-restrictive option possible. Supportive interventions are prioritized before limitations.

When a lease or building violation occurs, without safety or significant property damage concerns, tenants will be verbally notified of the violation. Clinical Support Specialists and other care team members are available to meet and support the individual with staying in compliance with the lease and building rules. If the violations continue, tenants will receive written notice describing the reason, type, duration of restriction, and appeal options. Provided there are no safety concerns, tenants will have the option to meet with leadership and/or clinical staff to discuss lease violations, review decisions, and to collaboratively develop a plan.

Due Process & Notice Requirements

DESC follows applicable legal requirements. When supportive options have been unsuccessful or there are significant safety or damage concerns, DESC may provide notice to require compliance and/or to terminate the lease. Such notices may include, without limitation:

- 10-Day Notice to Comply or Vacate: For non-rent program or lease violations; 10 days to correct.
- 14- or 30-Day Notice to Pay or Vacate: For unpaid rent; includes rent only.
- 3-Day Notice to Quit: For severe issues (e.g. waste, nuisance, serious threat, or other substantial or repeated activity that affects the use and enjoyment of the property by others).
- Repeated Violations: Four 10-day notices within 12 months may lead to a 60-day notice of lease termination.

Participant Grievance Procedure

Tenants may file grievances verbally or in writing about staff conduct, program decisions, or service access. This process does not apply to evictions in process with an attorney. If you need translation services to facilitate your grievance, please notify the building manager or senior manager and they will assist with connecting you to DESC's available translation services.

Step 1: Initial Documentation & Response

- Staff document grievances.
- A Manager or Senior Manager will respond within 10 business days.
- The results of the grievance will be given to you in writing, or at a meeting, within 30 days.

Step 2: Elevation to DESC Central Office

- If the grievance remains unresolved after Step 1:
- Tenants may elevate grievances to the DESC Central Office.
- The central office will meet with you within 7 working days.
- The results will be mailed to you within 30 days.

Step 3: External Options for Unresolved Grievances

- If the grievance is still unresolved after the Central Office review, you may contact: The King County Ombudsman’s Office or the Seattle Office of Civil Rights (for those in the Seattle City Limits).

All grievances and resolutions are retained in the participant file. No retaliation is permitted.