



Eviction and warning procedure

March 2026

Introduction

YMCA Lincolnshire is committed to reducing evictions that take place at all its supported housing projects.

Our ambition is to break the cycle of homelessness through the provision of safe spaces, services that support everyone's journey of recovery & growth, and programmes that focus on future long-term prospects for independence.

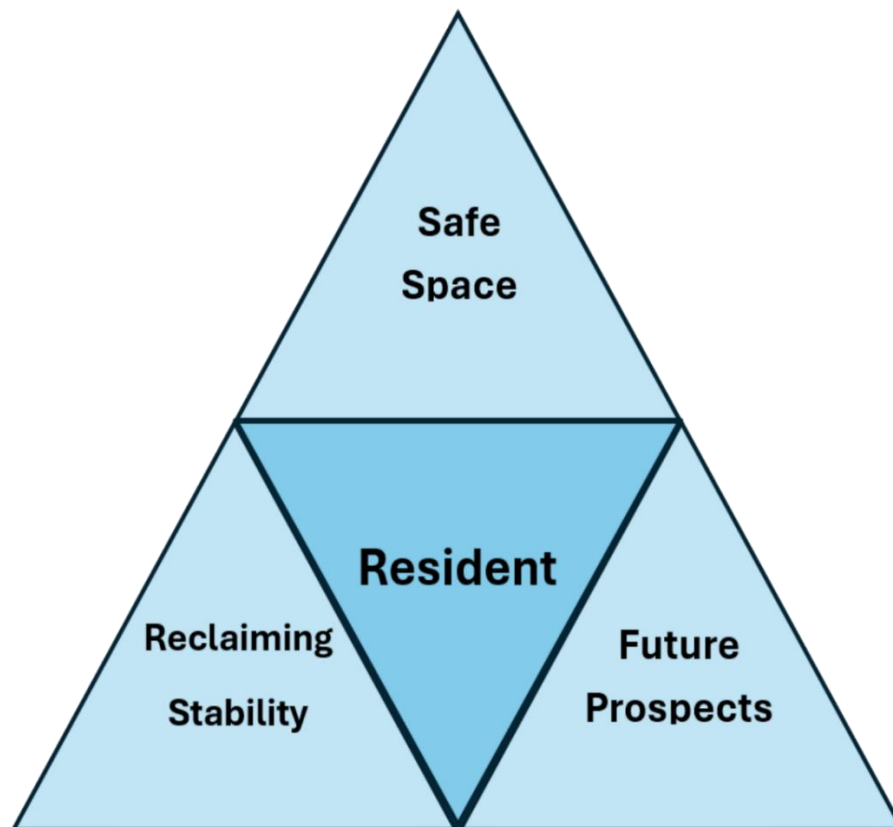
The support that we offer will put the individual at the centre, ensuring that everyone has access to a safe place to stay, hope and a path to a better future.

The purpose of this procedure is to prevent vulnerable people from losing their accommodation and becoming homeless once again. Supported accommodation is funded to enable vulnerable adults to, in the long term sustain accommodation without the need for support.

We will offer more than just a bed; we provide **safe spaces** through good quality homes for our residents to live in so that they can live with dignity and in safety.

We will deliver inclusive, caring, compassionate support services tailored to individuals' unique needs allowing them to **regain stability**.

We will offer opportunities for volunteering, training and education that will ensure **future prospects** on their journey to independent living.



Evictions are sometimes unavoidable and should not be viewed as a failure of the service. We will learn from every eviction to establish if we can do anything differently.

This procedure will ensure that common standards relating to evictions are applied across all service areas and that evictions are used only as a last resort.

When an eviction is necessary, support will be provided to ensure that as much as is reasonably practicable the resident has alternative accommodation to move to.

Aims of this procedure

- Preventing repeat homelessness and unplanned moves
- Improved licence management and sustainment
- Ensuring that we deliver a safe supportive service.

Our Process

Prior to a licence agreement being issued.

YMCA Lincolnshire staff members must ensure that the terms of the licence agreement and how these relate to the house rules are explained clearly and are understood by the resident. These must be re-visited if a resident is failing to adhere to the licence agreement or the house rules.

Residents must be given a written copy of the licence agreement and house rules, and these must be explained and understood as part of the resident induction process. The licence agreement and house rules will be translated and interpreted as required including in another language or in audio or brail.

During the duration of the licence

Warnings should be seen as tools to address and improve behaviour or rent arrears and not as a punishment. Residents will be supported to understand that warnings are opportunities for YMCA Lincolnshire staff to support them with any behaviours which is threatening their licence.

A warning can only be issued for actions that break the Licence Agreement and/or Houses rules.

Warnings will be explained in full to the resident and in the case of a written warning this will include the details as to why the warning is being issued and when the incident took place.

Residents have the right to appeal any warning issued and this must be made in writing to the Service Manager or Director of Housing. Residents have the right to appeal a warning at any stage in this process.

A warning must be documented on Inform under "warnings" as soon as it has been issued. This must include the reason why the warning was issued, the

date, names of any other agencies involved and the YMCA Lincolnshire staff member who is issuing the warning. Copies of all written warnings must be placed within the file section of Inform.

When a resident moves to a different service area the warning process re-starts from the beginning. Therefore, it is important to ensure that all instances of poor behaviour have been dealt with before a move occurs.

The Warning Process

Dependent on the severity of the situation, residents may be issued with only one verbal warning from any staff member before the formal warning process is used. Any verbal warning must be recorded on inform.

Lincolnshire YMCA operates a 2 written warning process before a Notice to Vacate is issued.

Any warnings are discounted after 12 months if no further incidents occur and then the process starts again if necessary.

Support must be offered at all stages to prevent further breaches of the licence agreement taking place.

Tools available for use are:

- Acceptable Behaviour Contract which is written in conjunction with the resident and which the resident must sign and agree to abide by.
- Multi-agency meeting - agencies working together alongside the resident to prevent further incidents occurring. The resident must be involved with this process.
- Personal Development Plan should be reviewed
- Risk assessment reviewed

If the warning system has been followed and it is necessary to issue a "Notice to Vacate" this must be handed to the resident and a full explanation provided. A record of the serving of the Notice to Vacate and the conversation that has taken place must be recorded on Inform.

With the exception of the Nomad Centre, any "notice to vacate" will be for 28 days unless the health and/or safety of residents and/or staff members is at risk if the resident were to remain in situ. In this case an immediate or 7-day notice to vacate can be issued. The third written warning at The Nomad Centre is also the notice to vacate, which will require the resident to move out with immediate effect.

A 28-day Notice to Vacate will be issued irrelevant of whether any previous warnings have been issued, for anyone who is involved in the production of (growing or making) or selling of any Controlled Drugs on site.

Due to the nature of accommodation provided by The Nomad Centre, an immediate eviction or 7-day notice to vacate can be issued or the licence agreement not renewed.

Night staff cannot issue warnings. Information is to be documented as part of handover and the warnings issued by day staff when they come on duty. However, they can carry out an immediate eviction on one of the grounds listed below.

Residents will not be evicted on a Friday afternoon, during the evening or at a weekend or Bank Holiday unless it is for one of the immediate eviction reasons below. This is due to the lack of external support available.

An immediate notice to vacate may be issued for the following reasons:

- Threats of or acts of violence towards another resident, a member of staff, contractor or a member of the public within a 250m perimeter of one of our properties where the resident is staying.
- The use of or dealing of illegal substances in a communal area
- The unsafe disposal of sharps
- Damage to the property or behaviour which causes a health and safety risk
- Arson

If a resident who is under a 28-day notice to vacate further behaves in way which breaches the Licence Agreement and/or Houses rules, they can be served with an immediate notice to vacate. However, they would usually be issued with a 7-day notice to vacate.

In relation to the eviction for the non-payment of rent, YMCA Lincolnshire's rent arrears procedure should be referred to.

Lincolnshire Recovery Partnership can provide additional support to any resident who has been served with a Notice to Vacate to suspend the eviction.

The Eviction

Should it be necessary to evict a resident from either the YMCA Hostel or Outreach project the resident will be banned from returning for a period of 6 months.

For an eviction taking place at The Nomad Centre, the ban is in place for 3 months. However, if a resident is evicted on three consecutive occasions the ban will be for 12 months.

An entry must be added onto Inform detailing why the eviction has taken place and how long the resident will be banned for.

If a resident assaults a member of staff/a contractor or commits arson at a YMCA Lincolnshire property, they will be banned for life.

If a resident refuses to move out, a court order to evict them may be required (Hostel and Outreach only).

All residents have the right to appeal against an eviction or a ban.

Monitoring, reporting and reviewing

This procedure will be reviewed every two years to ensure that it remains relevant, up to date and follows good practice.

You should also refer to the following policies, procedures or documents:

- YMCA Lincolnshire Housing Drug Policy
- The Licence agreement
- The house rules
- Complaint's procedure
- Rent Arrears procedure

Written by	Reviewed by	Review date	Next review date
Helen Wright	EL, JH, NH	August 2024	August 2025
	Helen Wright -p4	November 2024	August 2026
	HW, NH, SA, JH, RW, ES	February 2026	February 2027