

STANDARD OPERATING PROCEDURES – RESPONSES TO COMPLAINTS
REGARDING INDIVIDUALS EXPERIENCING HOMELESSNESS
ON PRIVATE PROPERTY

1. PRIVATE PROPERTY TRESPASS CALL

- Private property/business owners with concerns about persons experiencing homelessness on their property should contact the Westminster Police Department, non-emergency Dispatch at phone 303-658-4360.
- Police Officers will meet with the property/business owner to gather information about the complaint. Issues can range from loitering on a property, a camp that has been set up, or individuals living in cars or recreational vehicles (RVs) in the parking lot.
- Police Officers will contact the persons experiencing homelessness and request that they move on from the area.
- Police Officers may, at the request of the business, issue a trespass warning to individuals with the understanding that if the individuals return, they may be arrested and/or ticketed for trespassing.
- Police Officers will encourage the persons experiencing homelessness to pack up their belongings and clean up any trash.
- Police Officers will refer individuals to the City’s Homeless Navigator for information on resources for food, shelter and basic needs.

2. COMPLAINT AGAINST A PRIVATE PROPERTY OWNER

- If an individual other than the business/property owner has a concern about persons experiencing homelessness or a camp on private property, they should contact Code Enforcement at 303-658-4432 or codeinfo@cityofwestminster.us.
- A Code Enforcement case will be created and a Code Enforcement Officer (CEO) will be assigned to follow-up.
- CEO will verify the complaint and contact the property owner to advise of the concern. CEO will also contact Matt Gosselin or Mike Wazny in the Police Department and RJ Toledo (the City’s Homeless Navigator) to see if they have any current information regarding that location.
- CEO will work with the property/business owner to coordinate with the Police Department to respond and contact the persons experiencing homelessness and follow Protocol #1 above. If the business/property owner has a trespass letter on file with the Police Department and is seeking help, Protocol #1 will also apply.

- CEOs should (as often as possible) work with Officer Matt Gosselin and/or Officer Mike Wazny on these cases, as they are primarily assigned to the issue of individuals experiencing homelessness. Both Officers are also comfortable dealing with private property concerns where the property owner is not on site, but has a trespass letter on file with the Police Department. If they are unavailable due to vacation, days off, etc., other Patrol Staff can assist.
- *If the property owner is un-cooperative and the area is filling up with trash, junk, prohibited vehicles, environmental hazards, etc.*
- CEO will proceed with a Notice of Violation for any applicable Property Standards code violations. The issuance of Administrative Citations and liens will follow until compliance is achieved.
- CEO will make every attempt to contact the property owner to speak to them in person or on the phone and explain the dangers of ignoring the issues and the increased costs of clean-up.
- For RVs on private property, Code Enforcement will coordinate with the Police Department for stand-by if it is occupied and there is a safety concern. The CEO will tag or ticket the vehicle. If a CEO wishes to contact someone living in an RV, they should request the assistance of a Police Officer. CEO will give a 24-hour notice to vacate and should routinely follow up to ensure compliance and confirm they do not return and/or others do not occupy the area and create a new challenge.