



SMOKEFREE HOUSING

HOW TO REMEDY COMPLIANCE ISSUES

- 1.** Document each reported violation and evidence of the violation. Seeing a person smoke where smoking is not permitted is key evidence, but it does not have to be the only evidence that smoking is occurring. Evidence may include: seeing cigarette butts, an ashtray on a counter, new burn marks or smoke damage, maintenance staff smelling smoke during a visit, and reports from neighbors/management about seeing or smelling drifting smoke on specific dates and times.
Encourage residents and staff who report seeing or smelling smoke to keep a written log of dates, times, and locations when they smell the smoke and/or see evidence of smoking activity.
- 2.** Knock on the door of a person who is suspected of violating the policy and let them know that there have been complaints about smoke coming from the unit. You do not have to enter the unit, but note if you smell smoke or observe an ashtray/butts from the doorway.
If there is evidence of smoking, inspect the unit. Per local or lease requirements, notify the resident suspected of violating prior to inspecting the unit. Document if the unit smells of smoke, ashtrays are present, or if there is other evidence of smoking.
- 3.** Send a letter to the resident acknowledging your conversation and/or unit inspection, and that you expect that the person will start complying with the policy. Remind the person about where smoking is allowed and highlight the next steps and consequences if they choose to not adhere to the policy.
- 4.** Send a copy of the violations to the resident with written notice, and keep a copy for your records.
It is helpful to provide [Montana Quit Line and cessation information](#) to residents, especially upon implementation of the policy.

For more guidance, visit tobaccofree.mt.gov