



**TO:** Housing Matters! Special Edition Attendees  
**FROM:** Allison Streich, President and Shannon Guernsey, Executive Director  
**DATE:** January 30, 2026

**RE:** Sample Communications to Prepare for a Visit from Law Enforcement Including ICE

**Communication to Clients/Resident by Property Type**

With the importance of having a procedure in place for visitors representing law enforcement, the following is an example communication to remind residents on how to handle individuals wanting to gain access to our buildings and properties. Please see below for the message for scattered sites and all other properties/units/business locations

**Scattered Site Example:**

*Your safety and privacy are important to us. This message is a reminder about access and security for CDA owned scattered site properties. Because these are private homes, you are not required to provide access to your home or share information with anyone you do not know, even if they claim to be conducting official business, inspections, or investigations, unless a valid search warrant is presented.*

*Please keep in mind:*

- 1. You are not required to allow entry to unknown individuals*
- 2. You are not required to engage in conversations or answer questions*
- 3. All authorized inspections, maintenance, and services are scheduled and communicated directly to you by a CDA staff member.*

*If someone you do not recognize comes to your home requesting access or information:*

- 1. Do not allow them into your home or onto the property*
- 2. Do not feel pressured to engage*
- 3. Refer them to contact CDA directly*
- 4. Notify your manager as soon as possible*

*CDA will always provide advance notice when access to your home is needed for maintenance, inspections, or other approved purposes.*

*If you have questions or concerns, please reach out to your property manager or the CDA main office.*

*Thank you for helping us keep our communities safe and respectful of everyone's privacy*



**Properties and HRA Places of Business:**

*Your safety and privacy are important to us. This message is a reminder about building access and security expectations in our properties. Please do not allow unknown individuals into the building, including anyone who asks to be let in, follows you through secured entrances, or claims they need access for official business. This includes individuals who say they are conducting inspections, investigations, or other work.*

*All authorized visitors, contractors, and service providers must be scheduled and approved by property management and should use proper entry procedures.*

*If someone you do not know is requesting access:*

- 1. Do not let them into the building*
- 2. Do not feel pressured to engage*
- 3. Contact property management immediately*

*Thank you for helping keep our community safe and secure. If you have any questions or concerns, please reach out to the management office.*

*Thank you for helping us keep our communities safe and respectful of everyone's privacy.*

**Sample Communication to Staff**

Dear Team,

We want to make you aware, if you are not already, of the increased Immigration and Customs Enforcement (ICE) activity in the Twin Cities area. This news may cause significant fear and uncertainty for many of our residents, particularly those in immigrant communities.

As an organization committed to serving and supporting all residents, it's important that we approach this moment with empathy and care. Here are a few key points to keep in mind:

- **Understand the impact:** For many individuals and families, the presence of ICE can create deep anxiety and a sense of vulnerability. Please be mindful of this when interacting with residents.
- **Our internal plan:**
  - If you receive questions or concerns from residents, listen with compassion and avoid offering legal advice.
  - Direct residents to trusted resources and community organizations that provide immigration-related support. In Carver County, we have Latino VOICES and Mi Casa.
  - If you encounter any urgent situations, follow our "Visit from ICE Plan." If you are uncertain in any situation, call me on my cell phone at ...
- **Maintain confidentiality:** Protect residents' privacy at all times. Do not share personal information unless required by law and approved through proper channels.

We know these situations can be stressful for staff as well. If you need support or have questions about how to respond, please reach out to your supervisor. Thank you for your continued commitment to creating a safe and welcoming environment for all.



### **Follow Up Email to Staff**

To my wonderful CDA employees,

I want to take a moment to acknowledge that this has been a heavy and emotional weekend for so many in our community. Even without revisiting the details, we know that when significant events occur close to home, they can affect us in different and very personal ways.

Please prioritize your well-being and give yourself space if you need it. If you're feeling unsettled, overwhelmed, or simply distracted, that's completely understandable. Support is available, and I encourage you to reach out to your supervisor, HR, or use our employee assistance resources if that would be helpful. I am always available!

Thank you for continuing to show care for one another and for the work you do every day. Remember that the work of our agency is so important for so many reasons in our community. Let's keep offering each other patience, understanding, and flexibility as our community moves forward.

### **Reminder Communication to Clients/Residents**

I want to make you aware that earlier this week, ICE was reported to be outside one of our single-family homes. We understand this is happening during an especially challenging and uncertain time, and we recognize that situations like this can be stressful or unsettling for both staff and residents. If you notice any similar activity going forward, please notify me via email, text, teams or a phone call and share as many details as possible, including the location, date, time, and what you observed. This information helps us stay informed and respond thoughtfully. Activity in XXX is increasing each day.

Above all, please remain aware of your surroundings, prioritize your safety, and do not place yourself in harm's way. Know that we are here for you if you need anything at all. Thank you for your continued vigilance and support during this time.