

CALM WATERS

HOUSING PROVIDER REFERRAL PARTNERSHIP PACKET

Fill Available Beds • Receive Matched Housing Referrals • Pay Only for Successful Placements

Provider Partnership Offer

\$0 to receive or review a referral

\$300 standard fee only after a confirmed successful move-in

Prepared by: Calm Waters Independent Living
Greater Detroit Area

This packet is designed for independent-living, shared-housing, and other housing providers that may have rooms or beds available for referral matches.

Business draft: Financial and legal terms should be reviewed by Michigan counsel before signature-ready use.

1. Partnership Overview

Calm Waters Independent Living helps adults seeking independent housing identify possible housing options. When our current housing is full, or when another provider appears to better match a housing seeker's needs, we may connect that person with outside housing providers.

The purpose of this partnership is simple: **help providers fill appropriate openings while giving housing seekers more legitimate options.**

THE PROVIDER VALUE PROPOSITION

Receive housing referrals matched to your stated housing criteria. There is no charge to receive or review a referral. The standard \$300 placement fee applies only after a referred person is accepted and physically moves into your housing.

Who this packet is for

- Independent-living operators
- Shared-housing providers
- Room-and-board housing operators
- Transitional or supportive housing providers when the referral relationship is legally appropriate
- Other housing providers with verifiable openings and clear admission requirements

Calm Waters does not guarantee a provider any minimum number of referrals, and a referral does not guarantee that a housing seeker will qualify, accept an offer, or remain in the housing.

2. How the Referral Program Works

1	Housing request received Calm Waters receives a housing request and the person's desired move-in date, location preference, budget/payment source, room preference, and other minimum-necessary housing information.
2	Potential provider match Calm Waters compares the housing request with provider-reported availability, pricing, housing type, service area, and basic requirements.
3	Referral sent A potential referral is sent to the provider. The provider decides whether to communicate with, screen, approve, or decline the prospective resident.
4	Provider decision The provider independently confirms its own availability, eligibility, pricing, documentation, screening, and acceptance requirements.
5	Successful move-in If the person is accepted and physically moves into the provider's housing, the placement is confirmed.
6	Placement fee Calm Waters issues the applicable placement invoice. No successful move-in means no standard placement fee.

Provider control is preserved

Calm Waters makes a referral connection. The receiving provider retains control over its own lawful screening and housing acceptance decisions.

3. Referral Fee & Payment Terms

Event	Provider charge
Receive a referral	\$0
Review a referral	\$0
Referral does not move in	\$0
Referral successfully moves in	\$300 standard placement fee

Successful Placement: for this packet, a placement is successful when Calm Waters first referred or introduced the prospective resident, the provider approved the resident, required move-in arrangements were completed, the resident physically moved into the provider's housing, and the move-in was confirmed.

Standard payment timing: payment due within 10 calendar days of invoice unless the parties agree otherwise in writing.

Duplicate referral protection: if the provider can document that the individual was already an active prospect before the Calm Waters referral, the provider should notify Calm Waters within 3 business days so the referral can be reconciled.

Early departure protection: the parties may choose a refund or credit if a referred resident permanently leaves within 7 calendar days, subject to the signed agreement.

Important

The \$300 fee applies to the receiving housing provider. Calm Waters housing referral/navigation assistance remains free to the housing seeker and the referring organization.

4. What Calm Waters Sends With a Referral

Calm Waters follows a minimum-necessary referral approach. Initial referrals should contain only enough information to understand and route the housing request.

- Prospective resident name and preferred contact information
- Required desired move-in date or target timeframe
- Current housing need
- Whether the person seeks Calm Waters housing, outside housing/navigation, or both
- Preferred location
- Preferred room type when relevant
- Expected budget and/or payment or funding source
- Housing-related accessibility or accommodation information needed for matching
- Referring professional and organization information when applicable

Calm Waters does not request or transmit an unrelated full case file merely because a referral is being made. Additional documents should be requested only when relevant to the provider's actual housing, screening, accommodation, or funding process.

What we need from the provider

- Current bed/room availability and date last confirmed
- Monthly or weekly price, deposits, and other required fees
- Housing type and private/shared room options
- Service area and property location information
- Populations served and basic eligibility requirements
- Accepted payment/funding sources
- Furnishings and accessibility information
- Move-in and screening requirements
- Primary referral contact, phone/email, and typical response time

5. Provider Standards & Responsibilities

A provider receiving Calm Waters referrals is expected to maintain accurate information and conduct its own housing process lawfully and transparently.

- Keep availability, pricing, deposits, fees, and move-in requirements reasonably current.
- Conduct independent lawful screening and make all final acceptance decisions.
- Avoid representing that a referral guarantees admission, a bed, or a placement.
- Protect applicant and resident information and limit access to legitimate operational purposes.
- Avoid discrimination and comply with applicable federal, Michigan, and local housing requirements.
- Disclose material housing charges before move-in.
- Notify Calm Waters when a Calm Waters-referred person actually moves in.
- Notify Calm Waters of material changes that affect active referrals.
- Do not represent Calm Waters as an owner, operator, employer, partner, or guarantor of the receiving provider.

Referral quality standard

Calm Waters describes these as **housing referrals matched to the provider's stated housing criteria** rather than guaranteeing that a referral is "qualified" for admission. The provider makes its own final decision.

6. Join the Calm Waters Referral Network

Complete the information below so Calm Waters can understand what types of housing referrals may be appropriate for your program.

Provider / Organization	_____
Legal name, if different	_____
Primary contact	_____
Referral email	_____
Referral phone	_____
Property / service area	_____
Housing type	_____
Shared rooms available	Yes / No
Private rooms available	Yes / No
Current starting rate	_____
Deposits / other required fees	_____
Accepted payment sources	_____
Typical response time	_____
Key eligibility / move-in requirements	_____
Accessibility notes	_____

Next step

After the provider information is reviewed, Calm Waters and the provider can execute the Housing Provider Referral & Placement Agreement included in this packet.

HOUSING PROVIDER REFERRAL & PLACEMENT AGREEMENT

Business Draft - Michigan Counsel Review Recommended

This agreement documents the terms under which Calm Waters Independent Living may refer prospective residents to an outside housing provider and the conditions under which a placement fee becomes due.

Core financial term

\$300 standard fee only after a confirmed successful move-in

\$0 for referrals that do not move in

Effective date: _____

Provider: _____

AGREEMENT TERMS

1. Parties and Purpose

This Housing Provider Referral & Placement Agreement (the “Agreement”) is entered into by **Calm Waters Independent Living** (“Calm Waters”) and the housing provider identified on the signature page (“Provider”). Calm Waters assists adults seeking independent housing by identifying potential housing options and connecting housing seekers with housing providers. Provider operates housing that may be appropriate for such referrals. The Parties wish to establish a non-exclusive referral relationship.

2. Independent Provider Decision-Making

Provider retains sole authority and responsibility for deciding whether to communicate with a referred person, request documents, conduct lawful screening, approve or decline an applicant, determine lawful charges, offer a room/bed/unit, and enter into its own housing agreement. Calm Waters does not make admission decisions on Provider’s behalf.

3. No Guaranteed Placement

Neither Party may represent that a bed, room, unit, or placement is guaranteed until the actual provider has confirmed availability, eligibility, pricing, payment terms, required documentation, and acceptance. A referral, application, tour, approval, or planned move-in alone is not a guaranteed placement.

4. Provider Information

Provider will give Calm Waters reasonably accurate and current information regarding housing type, service area, current openings, room options, prices, deposits/fees, accepted payment sources, basic eligibility, move-in requirements, accessibility/furnishings, and referral contact information. Provider will notify Calm Waters of material changes that may affect active referrals.

5. Referral Information and Privacy

Calm Waters may provide minimum-necessary housing information reasonably needed for matching and placement, including name/contact information, desired move-in date, location, room preference, budget/payment source, and relevant housing-related accessibility or accommodation information. Provider will use referral information only for legitimate housing referral, screening, placement, and related administrative purposes.

6. Standard Placement Fee

Provider is not charged merely because Calm Waters contacts Provider, sends a potential referral, provides referral information, or introduces an individual who does not move into Provider’s housing. The standard **\$300 placement fee** becomes earned only upon a Successful Placement as defined below.

7. Successful Placement

A “Successful Placement” occurs when: (1) Calm Waters first referred or introduced the prospective resident to Provider; (2) Provider approved the resident; (3) Provider and resident completed required move-in arrangements; (4) the resident physically moved into Provider’s housing; and (5) Provider confirms the move-in to Calm Waters.

8. Referral Attribution and Duplicate Protection

If Provider had a documented active relationship with the individual before Calm Waters' referral, Provider will notify Calm Waters within **3 business days** of receiving the referral and provide reasonable documentation. If the prior active relationship is verified, no Calm Waters placement fee applies to that referral.

9. Payment

After confirmation of a Successful Placement, Calm Waters may issue an invoice for the applicable placement fee. Unless otherwise agreed in writing, the amount due is **\$300 per Successful Placement**, payable within **10 calendar days** of invoice. Provider will promptly confirm the actual move-in date.

10. Early Departure Protection

If a referred resident permanently leaves Provider's housing within **7 calendar days** of the initial move-in date, Provider may request the remedy selected below:

☐ Full credit toward the next successful Calm Waters placement ☐ Refund of the referral fee ☐ Other:

_____.

This protection does not apply where the early departure results from Provider's material misrepresentation, undisclosed material charges/terms, unlawful discrimination, unsafe conditions attributable to Provider, or another material Provider breach.

11. Housing Seeker Charges

Unless separately disclosed and lawfully authorized, Provider shall not pass the Calm Waters provider referral fee directly to the referred housing seeker as an undisclosed referral charge. Calm Waters referral/navigation assistance remains free to the housing seeker and referring organization.

12. Provider Responsibilities

Provider will provide accurate housing information; disclose required housing charges before move-in; maintain housing in accordance with applicable law; conduct its own lawful screening; protect confidential information; avoid discriminatory practices; promptly report successful move-ins; and avoid falsely representing Calm Waters or the relationship between the Parties.

13. Calm Waters Responsibilities

Calm Waters will make referrals in good faith based on available information, avoid guaranteeing acceptance or availability, limit referral information to what is reasonably necessary, identify Calm Waters-originated referrals when practical, and maintain reasonable referral/placement documentation. Calm Waters does not warrant that information supplied by applicants or third parties is complete or accurate.

14. Fair Housing and Nondiscrimination

Each Party is independently responsible for compliance with applicable federal, Michigan, and local fair-housing and nondiscrimination requirements. Nothing in this Agreement authorizes either Party to screen, rank, exclude, or treat a person differently based on a legally protected characteristic.

15. Healthcare and Government-Program Referrals

The Parties intend this Agreement to concern housing placement and housing-navigation services, not payment for referrals of federally reimbursable healthcare items or services. Before applying this compensation arrangement in circumstances involving Medicare, Medicaid, TRICARE, CHAMPVA, or another federal healthcare program, the Parties will obtain appropriate legal review. No Party is required to make, direct, reward, or influence a healthcare referral as a condition of this Agreement.

16. Resident Choice and Provider Neutrality

Payment of a referral fee does not guarantee Provider preferred placement, exclusive referrals, increased ranking, priority over other providers, or any minimum referral volume. Calm Waters may identify multiple potential housing options based on legitimate housing considerations such as availability, affordability, eligibility, location, accessibility, and resident preference.

17. No Exclusivity

This Agreement is non-exclusive. Calm Waters may refer housing seekers to other providers, and Provider may obtain prospective residents from other sources.

18. Independent Businesses

The Parties are independent businesses. Nothing in this Agreement creates an employer-employee relationship, partnership, joint venture, franchise, fiduciary relationship, or authority for either Party to bind the other.

19. Complaints and Safety Concerns

Calm Waters may temporarily pause new referrals to Provider while reviewing a credible concern involving resident safety, property conditions, discrimination, undisclosed or inaccurate charges, material housing misrepresentation, privacy, fraud, or other conduct reasonably affecting referral suitability. A referral pause does not itself establish wrongdoing.

20. Records and Verification

Each Party should maintain reasonable records sufficient to verify referral date, the referred individual, Provider response, acceptance/decline, move-in date, whether a fee became due, invoice/payment history, and material disputes. Calm Waters may conduct reasonable placement follow-up to verify outcomes.

21. Confidentiality

Each Party will safeguard nonpublic personal information received through the referral process and limit access to people with a legitimate operational need. Neither Party may sell identifiable resident or applicant information.

22. Term and Termination

This Agreement begins on the effective date written below and continues until terminated. Either Party may terminate upon **10 days' written notice**. Calm Waters may immediately suspend new referrals where continuation could create an immediate safety, privacy, legal, fraud, discrimination, or reputational risk. Termination does not eliminate properly earned fees that arose before termination.

23. Disputes

The Parties will first attempt to resolve disputes through good-faith written communication. Referral-attribution disputes should be supported by reasonable documentation showing when each Party first communicated with the prospective resident. Unresolved disputes may proceed through remedies available under applicable law.

24. Governing Law

This Agreement is governed by the laws of the State of Michigan, without regard to conflict-of-law principles. Venue for legal proceedings will be determined under applicable Michigan law unless the Parties agree otherwise in writing.

25. Amendments and Entire Agreement

Material amendments, including changes to referral fees, must be made in writing and accepted by both Parties. This Agreement constitutes the Parties' complete agreement concerning the referral arrangement described here and supersedes prior oral or written discussions on those terms.

SIGNATURES & PROVIDER PROFILE

By signing below, each authorized representative acknowledges that they have read and agree to the terms of the Housing Provider Referral & Placement Agreement.

CALM WATERS	HOUSING PROVIDER
Name: Allison Fleming	Legal Organization Name: _____
Title: Founder	Authorized Representative: _____
Organization: Calm Waters Independent Living	Title: _____ _____
Signature: _____ Date: _____	Signature: _____ Date: _____

Provider Referral Profile

Referral Email	_____
Referral Phone	_____
Primary Service Area	_____
Shared Housing Available	Yes / No
Private Rooms Available	Yes / No
Current Starting Rate	_____
Accepted Payment Sources	_____
Typical Response Time	_____
Additional Referral Requirements	_____

Legal review note: This is a business-draft agreement. Michigan counsel should review the referral-fee structure and any arrangement involving federally funded healthcare programs before provider execution.