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Eviction Guidelines FAQ's

(Updated 7/25/23)

What do I need these days to get a demand filed?:

*Demand/Notice

Should have all the information filled out. (Check the date of service in the Return of Service Section - that is the #1 thing clients forget!)

*Statement that the Statutory Mediation Advisement was served

If it's not included in the Return of Service section, a separate Return of Service page for this is required. If the demand/notice was served after June 6, 2023 this must be served at the same time as the demand/notice.

*Mediation Advisement / Government Assistance Affidavit form

Tenant's full address needs to be listed in # 1 and a box in # 3 needs to be checked. It needs to be signed and dated. Typically this will be signed and dated around the expiration of the demand or right before it's sent to the Firm to file. This does not have to be the same date the demand was served.

*CARES affidavit

We will notify you if we don't have one on file or if we need a newer one. It's required to file all rent demands and it's required for ALL demands/notices in El Paso County.

*Statement that the Denver Tenant Rights and Resource packet was served

(Denver County Properties ONLY) If it's not included in the Return of Service section, a separate Return of Service page for this is required This must be served at the same time as the demand/notice.

When do I send TS my demands to be filed?:

Demands do not have to be sent to the Firm by a specific deadline anymore. When you are ready to file - send the rent demands to ONE of the Eviction staff members. Clients can choose which Eviction staff member to send their rent demands to.

Only send the Eviction staff demands you are ready to file on. We do not hold them.

Who do I send my demands to?:

Bookmark: <https://www.thslawfirm.com/communicate> that will always have the updated list of who you can email your demands to. Staff changes so use this link so you know who to email. Take the guessing out of who to contact for what!

Turnaround Time:

The Eviction Staff processes demands generally in about 3 to 4 business days after receipt. If your demands are forwarded to an Eviction Staff member by an attorney, by a Situations staff

member or by office@thslawfirm.com it still takes 3 to 4 business days **after** the Eviction staff member receives it.

I emailed or faxed my demand to a specific Eviction Staff member, now what?

The Eviction staff member will email you to let you know if they processed your demands or if they need anything additional in order to process your demands.

If the case hasn't been filed yet (aka it's not on your client portal) and you need to cancel, email the person you sent your demands to and put "CANCEL" in the subject line so it's flagged for the staff member.

What could cause delays in getting my demands processed?:

*Sending rent demands to multiple people or departments.

*Sending demands that are not expired. What does that mean? It means the time frame of the demand is still within the 10 day or 30 day period. The date of service does not count towards that time frame.

*Following up about the status of your demands if it hasn't been 5 business days since you sent them.

*Sending demands that are not completed or missing required documents.

*Sending documents we didn't request. What does this mean? If staff asks you for a subsequent document for tenant X, don't also send me documents for tenants W, Z and Y.

*Not replying directly to an email the staff sends you.

I received an email that states my demands were processed, now what?

This means your demands are in line to be filed with the Court. Demands are filed on a first come first serve basis. If a court date fills up, your case will be filed for the next available court date. You can check the client portal or wait for the filing report to see the court date.

Updating your case AFTER it's filed aka on your client portal:

If the case has been filed, then the best way to update us is through the client portal.

office@thslawfirm.com or evictions@thslawfirm.com will be a great place to email your reports to if you can't use the client portal.

I received the filing report and it says I need to upload relevant documents?

Lease, ledger, and most recent demand. Maybe additional supporting documents depending on the type of case.

Where is the barcode on the filing report?

Between the Address and County sections. It's a barcode number.

Today was my tenants court date, why haven't I heard from anyone with my results?:

Court results will be provided once entered into the case. It can take anywhere from 3 to 15 days for this to happen. If you don't see a result in the case on the portal it's because it hasn't entered yet.

What do the options on the results report mean?:

*Sheriff: Send the writ of restitution to the Sheriff's office.

*Writ Hold: Hold on the writ of restitution - I don't know if I need the Sheriff's physical Eviction yet.

*Paid in Full: The tenant has paid all rent, legal, other fees due and has a zero balance

*Partial Payment: The tenant paid you some money but they still owe money

*Move Date: Means your tenant moved out and the date is for the date they moved out and you took possession.

How do I communicate how I want to proceed after getting court results?:

The best way to do this is to use the client portal. You can update your case in the client portal or email the report with your selection circled to office@thslawfirm.com.