



## ROLES AND RESPONSIBILITIES OF PROPERTY MANAGEMENT AND RESIDENT SERVICES: AREAS OF COOPERATION AND OVERLAP

	<b>Resident Services Staff</b>	<b>Property Management Staff</b>
Intake: Tenant Selection and Interviewing	Focus on service history and current needs during service intake.	Focus on ability to pay rent and related background information during management interview.
	Both staff conduct the tenant interview, focusing on characteristics of a good neighbor. Common concerns during intake: Who makes the final decision? How much information can be shared from the service interview?	
Orientation of Incoming Tenants	Help tenants with concrete needs around moving in, such as unpacking, getting familiar with the building routine and the location of laundry facilities and other amenities, neighborhood resources, staff locations and responsibilities.	Orient tenants about building maintenance issues, fire drills and tenant meetings.
Rent Payment and Arrears	Provide tenants with assistance in paying their rent (e.g., vocational services, etc.).	Usually responsible for collecting rent and addressing issues of rental arrears.
Dealing with Nuisance and Disruptive Behaviors	House rules are generally developed jointly. Some basic rules may be developed by staff, and then offered to tenants for input or revision. All staff can help promote healthy cultural norms for the building; it is frequently resident services staff who help to structure these efforts.	
Procedures in Crisis (e.g., psychiatric, medical, physical or fire)	Clear policies and procedures should be in place for dealing with disruptions. These should clearly spell out the chain of command in case of emergency, what information to provide to EMS, when to beep staff on call, etc.	

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Tenant Grievance Procedures	Staff and tenants should be aware of systems for evaluating the program and the services given. Property management and resident services staff generally work together, with services staff alerting tenants to procedures through individual case management meetings or tenant meetings.	
Tenant Council	Facilitate initial tenant meetings with the goal being to eventually have tenant-run meetings.	Attend meeting when issues concern the building or maintenance, lease contract or rent.
Community-Building	Many issues mentioned above involve aspects of community-building. The tenants as well as both staff are members of the building community and influence the culture of the community. Staff should be aware of trends in the community and plan strategies for positively influencing the culture.	

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