



## Property Management and Supportive Services: Roles and Responsibilities and Areas of Overlap

The following responsibilities are generally shared by the service and property management staff. Staff working in every supportive housing project should discuss and reach consensus on how these responsibilities will be delineated within their project, as well as discussing the confidential handling of information.

	<b>RESPONSIBILITIES OF SERVICE STAFF</b>	<b>RESPONSIBILITIES OF PROPERTY MANAGEMENT STAFF</b>
<b>INTAKE: TENANT SELECTION &amp; INTERVIEWING</b>	Focus on service description during service interview	Focus on ability to pay rent during management interview
	Both Service Staff and Property Management conduct the tenant interview, focusing on characteristics of a good neighbor. Common concerns during Intake: Who makes the final decision? How much information should be gathered during the service interview?	
<b>ORIENTATION OF INCOMING TENANTS</b>	Help tenants with concrete needs around the move in, such as unpacking, getting familiar with the building routine and location of laundry, neighborhood resources, staff locations and responsibilities	Orient tenants about building maintenance issues, fire drills, and tenant meetings
<b>RENT PAYMENT &amp; ARREARS</b>	Provide tenants with assistance in paying their rent (e.g., budgeting, addressing cost of substance abuse, vocational services, etc.) Encourage payment plans.	Responsible for collecting rent and addressing issues of rent arrears through payment plans, etc.
<b>DEALING WITH NUISANCE &amp; DISRUPTIVE BEHAVIORS</b>	House rules are generally developed jointly by Services and Management. Some basic rules may be developed by staff and tenant input to add to or revise these. All staff can help promote healthy cultural norms for the building; it is frequently Service staff members who help to structure these efforts.	
<b>PROCEDURES IN CRISES (e.g., psychiatric, medical, physical or fire)</b>	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 summon staff on call, etc.	
<b>TENANT GRIEVANCE PROCEDURES</b>	Staff and tenants should be aware of systems for evaluating the program and the services given. Management and Service staff generally works together, with Service staff alerting tenants to procedures through individual case management meetings or tenant meetings.	
<b>TENANT COUNCIL</b>	Facilitate initial tenant meetings with the goal being to eventually have tenant run meetings.	Attend meeting when issues concern the building or maintenance. Hold quarterly management/tenant meetings.
<b>COMMUNITY BUILDING</b>	Many issues mentioned above involve aspects of community building. The tenants as well as management and service staffs 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.	

Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2).