

Residents Grievance and Complaint



Abode's mission is to end homelessness. Property Management and Resident Services work together to achieve this mission, maintain and operate our properties to the highest industry standards, and support housing stability for our residents. There is no wrong door to receive assistance, especially for safety-related needs: we will help direct you to where you can get help. **If there is a life-threatening emergency, call 911.**

PROPERTY MANAGEMENT	RESIDENT SERVICES
Property Management is responsible for all aspects of managing the property. Property Management also ensures that the property has enough resources to stay in operation and keep the property in good condition.	Resident Services is responsible for providing services and resources to support housing stability and increased self-sufficiency of residents. Resident Services also works to build community with residents and the neighborhood.
Key Property Management Responsibilities: • Filling empty units • Collecting rent • Enforcing community rules • Sending legal notices related to inspections, lease violations and evictions • Unit maintenance and repair • Overall upkeep, security, and maintenance of the entire property • Complying with laws and legal requirements for the property • Identify units for emergency relocations (ex. due to fire, flood, other severe damage)	Key Resident Services Responsibilities: • Providing services, resources, and referrals to other resources in the community • Organizing resident and community events • Working with property management to prevent evictions and resolve lease violations in partnership with residents • Community outreach and advocacy • Providing fair housing information to residents • Help current residents with recertification requirements • Provide support during emergency relocations
When you have property-related concerns or complaints such as: • Your rent or payments made/owed • The conditions of your unit or the property • Notices you received • Interactions with property management staff Please direct them to Property Management.	When you have service-related concerns or complaints such as: • Resident services provided (or not provided) • Responsiveness to request for services • Interactions with resident services staff Please direct them to Resident Services.