### Information to Manage When Handling Resident Complaints in a US Apartment Building

Managing resident complaints is an essential part of apartment building management. Effectively tracking and managing complaints ensures that residents' rights are protected and issues are resolved fairly and promptly.

Here is the detailed information to manage:

#### Complaint Information

* **Resident:** Name, apartment number, contact information.
* **Complaint date:** Date the resident filed the complaint.
* **Complaint content:** Detailed description of the complaint issue (e.g., equipment damage, noise, security issues...).
* **Evidence:** Photos, videos, incident reports...
* **Complaint recipient:** Department or individual responsible for handling the complaint.

#### Complaint Handling Process

* **Receipt date:** Date the complaint was received.
* **Actions taken:** Steps taken to resolve the complaint.
* **Person in charge:** Person directly handling the complaint.
* **Expected completion date:** Estimated deadline for resolving the complaint.
* **Result:** Final outcome of the complaint handling (resolved, in progress, unresolved).

#### Related Information

* **Relevant laws:** Applicable laws related to the complaint.
* **Contracts:** Contracts related to the complaint issue (e.g., lease agreement, maintenance contract).
* **Complaint history:** History of previous complaints from the resident.