

# SOP: Resident Services & Community Management

**Effective Date:** [Date]

**Last Updated:** [Date]

**Department Responsible:** Property Management / Community Relations

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## 1. Purpose

This Standard Operating Procedure (SOP) establishes guidelines for resident (or tenant) services and community management to:

- Enhance resident satisfaction and retention
  - Foster a positive living environment and sense of community
  - Organize and maintain shared amenities and community events
  - Address emergencies and ensure resident safety
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## 2. Scope

This SOP applies to:

- All properties managed by the company with one or more shared amenity or community component
  - Any staff responsible for engaging with residents, coordinating community events, managing amenities, and handling emergency communications
  - Policies, procedures, and events that directly affect the resident experience
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## 3. Definitions

- **Resident Services:** Activities and programs offered to tenants, such as community events, concierge services, or online portals.
- **Amenities Management:** Oversight and upkeep of shared facilities (e.g., gyms, pools, clubhouses).

- **Emergency Preparedness:** Plans and procedures for handling incidents such as natural disasters, fires, or security threats.
- **Community Engagement:** Strategies to encourage interaction and feedback among residents, staff, and other stakeholders.

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## 4. Roles and Responsibilities

Role	Responsibility
<b>Chief Operating Officer (COO)</b>	- Provides strategic direction on resident service initiatives. - Approves significant amenity upgrades or community event budgets.
<b>Property Manager</b>	- Oversees all resident services and community management activities at the property level. - Coordinates with on-site staff and vendors to ensure high-quality amenities.
<b>Community Manager / Resident Services Manager</b>	- Plans and executes community events, communications, and engagement. - Acts as the primary point of contact for resident inquiries and feedback related to community matters.
<b>Maintenance Team</b>	- Assists in setting up or preparing amenities for events. - Maintains shared facilities in safe and clean conditions.
<b>Security / Safety Personnel</b>	- Monitors premises for safety and enforces access controls. - Assists in emergency protocols (evacuation, lockdown, etc.).

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## 5. Procedure

### 5.1 Amenities Management

#### 1. Facility Upkeep

- **Regular Inspections:** Perform routine checks on shared amenities (gyms, pools, playgrounds) for cleanliness, safety hazards, and needed repairs.
- **Maintenance Requests:** Log and address all issues related to amenities in the property management system (PMS).
- **Cleaning Schedules:** Maintain daily/weekly cleaning calendars for high-traffic areas (lobbies, lounges, elevators).

## 2. Access and Usage

- **Access Control:** Distribute keys, fobs, or access codes to residents who have paid fees or qualify for amenity use.
- **Rules & Regulations:** Post usage rules (hours of operation, capacity limits, dress code, noise restrictions) in visible areas.
- **Reservation System:** For facilities like party rooms or guest suites, implement an online or in-office reservation system.

## 3. Vendor / Third-Party Services

- **Selection & Contracts:** Hire reputable cleaning, security, or hospitality vendors as needed.
  - **Performance Monitoring:** Evaluate vendor performance regularly (response times, quality of work, resident feedback).
  - **Issue Escalation:** Communicate recurring problems to the Property Manager or COO for resolution.
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## 5.2 Resident Communications & Engagement

### 1. Communication Channels

- **Online Portal / Mobile App:** Provide a platform for residents to submit requests, receive notices, and provide feedback.
- **Email & Newsletters:** Send monthly or quarterly updates highlighting community news, upcoming events, and policy reminders.
- **Physical Notices:** For urgent or essential updates (e.g., water shut-off, maintenance work), post notices in lobbies or on doors when necessary.

### 2. Community Events

- **Planning:** Schedule events (holiday gatherings, workshops, game nights) at least [X weeks] in advance.
- **Budgeting:** Propose an event budget, get approval from the Property Manager or COO, and coordinate vendor payments.
- **Promotion:** Advertise events through flyers, emails, and social media groups (if applicable).
- **Execution & Feedback:** After each event, gather resident feedback to improve future activities.

### 3. Feedback Mechanisms

- **Surveys & Suggestion Boxes:** Regularly collect resident input on amenities, staff performance, and community policies.
  - **Complaint Resolution:** Address resident complaints promptly. Log issues in the PMS, investigate, and close out with a resolution.
  - **Town Hall Meetings** (optional for larger communities): Host periodic gatherings where residents can voice concerns and ideas directly.
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### 5.3 Emergency Preparedness and Response

1. **Emergency Contact Lists**
    - Keep updated lists of emergency services (police, fire department, local hospital) and key personnel (Property Manager, Maintenance Lead).
    - Post important numbers in common areas and distribute them to residents.
  2. **Evacuation Plans & Drills**
    - Clearly mark exits, evacuation routes, and assembly points.
    - Conduct annual evacuation drills or safety sessions, especially in multi-story or high-occupancy properties.
  3. **Disaster Preparedness**
    - **Weather Events:** Develop plans for flooding, hurricanes, snowstorms, etc.
    - **Power Outages:** Outline procedures for generator use or alternative power.
    - **Communication:** Use mass notification systems (text alerts, email blasts) to keep residents informed during emergencies.
  4. **Incident Reporting**
    - Log any significant incidents (accidents, security breaches, medical emergencies) in an incident report form.
    - Notify Property Manager and COO for major incidents requiring immediate attention.
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### 5.4 Conflict Resolution & Enforcement

1. **Policy Enforcement**
  - Clearly communicate community guidelines (pet policies, noise

restrictions, parking rules, etc.).

- Issue written warnings for first-time minor violations; escalate repeated or severe breaches in accordance with lease terms.

## **2. Neighbor Disputes**

- Encourage residents to address minor conflicts calmly and respectfully.
- If disputes escalate, the Community Manager mediates, documenting all communications in the PMS.
- In severe cases (harassment, safety threats), involve security or law enforcement.

## **3. Reporting & Documentation**

- Keep a conflict resolution log, noting date, parties involved, nature of the dispute, and outcome.
  - Follow up with parties to confirm resolution and ensure no retaliation occurs.
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# **6. Safety and Compliance**

## **1. Fair Housing & Equal Access**

- Provide equal opportunity for all residents to access amenities and attend community events.
- Refrain from discrimination in offering services or enforcing community rules.

## **2. Accessibility Requirements**

- Ensure compliance with local and federal laws (e.g., Americans with Disabilities Act) for common area accessibility.
- Make reasonable accommodations for residents with disabilities.

## **3. Vendor and Contractor Compliance**

- Verify that third-party event organizers or amenity service providers follow relevant safety and compliance standards.
  - Require insurance and necessary permits for on-site operations.
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# **7. Documentation and Record-Keeping**

## **1. Amenity Logs**

- Keep records of amenity usage, maintenance schedules, and related expenses.

## 2. **Community Event Files**

- Store event planning documents, budgets, feedback forms, and attendance records for evaluation.

## 3. **Incident Reports**

- Maintain a centralized folder (digital or physical) with all incident logs for legal and regulatory review.

## 4. **Resident Communications**

- Retain newsletters, official notices, and surveys for reference and compliance for [X years] as per company policy.

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# 8. **KPIs and Continuous Improvement**

- **Resident Satisfaction Score:** Gather from surveys or periodic feedback campaigns.
- **Amenity Utilization Rate:** Track how frequently amenities (gym, pool, clubhouse) are used.
- **Event Attendance:** Measure turnout at community events to gauge engagement.
- **Incident Rate:** Monitor frequency of safety or security incidents over time.
- **Retention Rate:** Correlate resident services efforts with lease renewal percentages.

Review these KPIs quarterly to identify areas for improvement in services, amenity offerings, and community programming.

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# 9. **Training Requirements**

- **Community Managers / Resident Services Managers:** Training on conflict resolution, event planning, customer service, and emergency procedures.
- **Property Managers:** Ongoing updates on best practices for resident engagement, safety, and compliance.

- **Maintenance and Security Personnel:** Regular training on amenity upkeep, emergency response, and customer service basics.

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## 10. Approval and Revision

Name/Title	Signature	Date
COO	[Signature/Initials]	[Date Signed]
Property Manager	[Signature/Initials]	[Date Signed]
Community Manager / Resident Services Manager	[Signature/Initials]	[Date Signed]
Legal Counsel (if required)	[Signature/Initials]	[Date Signed]

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**End of SOP**