

Guidelines on Reporting Tenant Information

Here's a memo you can adapt and give to your employees to tell them what information they should and shouldn't report to you.

MODEL MEMO

WHEN TO REPORT SIGNS OF RESIDENT-RELATED PROBLEMS TO MANAGEMENT

To: All Site Employees

From: Owner

Here are written guidelines on what information you should and should not report to me and/or the management office. It is important that we know what is going on in our building(s), and we rely on our employees to report certain information to us. This information may be critical in helping us discover unauthorized occupants, illegal tenant activities, and/or lease violations.

What You Should Report

- A tenant's lengthy absence from the apartment.
- An unauthorized move-in.
- Heavy traffic to and from an apartment and any signs that may indicate illegal activity, such as drug dealing or prostitution.
- Nuisance behavior (for example, unacceptable noise levels, littering, or graffiti).
- Additional apartment occupants.
- Renovations or appliances in a tenant's apartment that violate the lease (for example, installation of a temporary wall, washing machine, or dishwasher).
- Pets. Please keep in mind that employees are not permitted to "pet sit," walk pets, or interact with tenants in any way that might mislead them into believing that we do not vigorously enforce our no-pet policy.
- Suspected move-outs.
- Excessive clutter or noxious odors in hallways and common areas that seem to come from a particular unit.

What You Should Not Report

- Information about tenants' personal lives and relationships.
- Information about tenants' lifestyle choices.
- Information about tenants' race, religion, ethnicity, or sexual orientation.
- Information that a tenant gives you in confidence (unless the information involves illegal activity or lease violations).