

# SOP Template: Handling Tenant Complaints and Service Requests

This SOP details the process for **handling tenant complaints and service requests**, including the receipt and documentation of complaints, prioritization and classification of service requests, communication protocols with tenants, coordination with maintenance and relevant departments, timely resolution and follow-up, and record-keeping for accountability. The objective is to ensure efficient, consistent, and satisfactory responses to tenant issues, enhancing tenant satisfaction and property management effectiveness.

## 1. Purpose

To provide a standardized procedure for receiving, documenting, and resolving tenant complaints and service requests to ensure prompt, effective, and consistent response and follow-up.

## 2. Scope

This SOP applies to property management staff, maintenance teams, and any employees involved in handling tenant issues at all managed properties.

## 3. Roles and Responsibilities

Role	Responsibilities
Property Manager	Oversee complaint/request handling; ensure compliance; communicate with tenants and staff.
Front Desk/Administrative Staff	Receive and document complaints; forward to appropriate parties.
Maintenance Team	Respond to, resolve, and report on service requests.
Tenant Relations Coordinator	Facilitate communication, follow-up, and feedback collection.

## 4. Definitions

- **Complaint:** Any expression of dissatisfaction by a tenant regarding property services, maintenance, or staff conduct.
- **Service Request:** A formal request by a tenant for maintenance, repair, or service related to their tenancy.

## 5. Procedure

1. **Receipt of Complaint/Request**
  - Accept via phone, email, online portal, or in person.
  - Acknowledge receipt within 1 business day.
2. **Documentation**
  - Log details (tenant name, unit, date/time, nature of issue) in the Property Management System (PMS) or Service Request Log.
  - Assign unique reference number.
3. **Classification and Prioritization**
  - Classify as *Emergency*, *Urgent*, or *Routine*.
  - Prioritize based on safety, property protection, and tenant well-being.
4. **Assignment**
  - Forward to appropriate staff or contractor with all relevant details.
5. **Communication with Tenant**
  - Provide expected timeline for response and resolution.
  - Offer status updates, especially for escalated or delayed issues.
6. **Service and Resolution**
  - Complete service as per priority level:
    - Emergencies: within 4 hours

- Urgent: within 24 hours
- Routine: within 72 hours (or as agreed)

#### **7. Follow-Up**

- Confirm with tenant that the issue is resolved to their satisfaction.
- Record completion and any feedback in the log.

#### **8. Record-Keeping and Reporting**

- Maintain all records for accountability and performance tracking.
- Review complaint logs monthly to identify trends and areas for improvement.

## **6. Communication Protocols**

- Always communicate with tenants in a timely and professional manner.
- Maintain written records of all communications regarding the complaint/request.
- If a delay occurs, proactively inform the tenant with updated resolution timelines.

## **7. Accountability and Continuous Improvement**

- Managers will audit the process quarterly.
- Feedback from tenants will be used to refine and improve the SOP.

## **8. References**

- Property Management System (PMS) User Manual
- Tenant Handbook
- Company Code of Conduct