

Standard Operating Procedure (SOP): Tenant Communication and Complaint Resolution

This SOP details the process for effective **tenant communication and complaint resolution**, encompassing the methods for timely tenant engagement, clear communication channels, receiving and documenting complaints, investigating issues thoroughly, providing prompt and fair resolutions, maintaining professional and respectful interactions, and ensuring tenant satisfaction. The goal is to foster positive tenant relationships, address concerns efficiently, and improve overall property management quality.

1. Purpose

To provide clear, consistent guidelines for handling tenant communications and complaints, ensuring prompt, professional resolutions that support tenant satisfaction and property management excellence.

2. Scope

This SOP applies to all property management staff responsible for tenant relations and issue resolution.

3. Procedures

1. Tenant Communication Channels

- Provide multiple channels for tenants to communicate (e.g., email, phone, online portal, in-person).
- Communicate contact information and office hours clearly during move-in and periodically thereafter.

2. Receiving Complaints

- Acknowledge receipt of tenant complaints within **24 hours** of submission.
- Log all complaints in a centralized record-keeping system, including date, time, nature of complaint, and tenant contact information.

3. Documenting Issues

- Maintain detailed records of each complaint, communication, investigation steps, actions taken, and resolution outcomes.
- Use a standardized Complaint Form (see below).

4. Investigating Complaints

- Assess the complaint promptly (within 2 working days).
- Communicate with relevant parties to gather information as needed.

5. Providing Resolutions

- Offer a clear, fair solution or timeline for resolution within **5 working days** of receiving the complaint.
- If resolution requires more time, inform the tenant of the reason and provide updates.

6. Closure and Feedback

- Confirm issue resolution with tenant and document their satisfaction.
- Invite feedback on the complaint handling process for continuous improvement.

7. Professional Conduct

- Maintain respectful, courteous, and non-discriminatory interactions at all times.
- Safeguard tenant privacy and confidentiality throughout the process.

4. Complaint Form Template

Field	Description
Tenant Name	Full name of the tenant lodging the complaint
Unit/Apartment No.	Unit or apartment number
Date Received	Date the complaint was received
Contact Information	Phone number and/or email address

Nature of Complaint	Brief description of the issue
Investigation Notes	Steps taken to investigate the complaint
Action Taken	Details of actions taken to resolve issue
Date Resolved	Date issue was resolved
Tenant Feedback	Tenant's comments on the resolution process

5. Responsibilities

- **Property Manager:** Oversee communication and resolution process, maintain records, and report trends.
- **Support Staff:** Assist with communication, documentation, and scheduling investigations or repairs.

6. Review and Improvement

Regularly review complaint trends and resolution outcomes to identify areas for improvement and provide periodic staff training on effective communication and conflict resolution.

Note: Failure to follow this SOP may result in tenant dissatisfaction, increased complaints, and potential reputational risk.