



Operations

Strengthening tenant relations and communications, preventing unforeseen maintenance costs, and improving building value, through good planning, maintenance, and tenant engagement.

Participants

- Keep an emergency contact list for all residents and update it at least annually
- Clearly post or distribute human rights
- Ensure Residents' rights and responsibilities are posted, distributed and supported through lease and other documentation

Performers

- Provide a comprehensive Welcome Package at resident move-in including conservation information, safety preparedness, and local community information
- Ensure annual full building and unit inspections include focus on conservation, resident comfort, air quality, safety and accessibility
- At least annually, communicate building performance in energy, water and waste to residents to encourage conservation
- Have and train staff on an Integrated Pest Management program
- Have and follow an improvement and Capital Plan with a 5+ year horizon
- Have a preventative maintenance program (either in-house or 3rd party) for HVAC, plumbing, cleaning
- Respond to resident complaints within 24 hours to begin the resolution process

Leaders

- Have a green procurement program
- Train staff on green cleaning techniques and products, or look for this in your 3rd party cleaner
- Support a “Community Ambassador” or Tenant Representative role or team
- Conduct regular resident satisfaction surveys
- Participate in case studies and information sharing

