

Delineation of Duties (RS/ PM)

This form is a guide for areas of overlap, described in general terms, and not meant to be a step-by-step tool.

Situation	PM Duties	RS Duties	Shared Duties
Move-in Orientation	<ul style="list-style-type: none"> • Review lease packet and required forms (walk through, collection of rent/deposit etc) • Provide residents with resident services newsletter • Submit SHP referral for all previously homeless move ins • Submit SHP referral for deposit assistance if needed • Explain SHP program and provide residents with SHP pamphlet 	<ul style="list-style-type: none"> • Follow up with SHP Referral 	<ul style="list-style-type: none"> • Provide move in orientation jointly, when possible and/or appropriate
Un-kept Apartment	<ul style="list-style-type: none"> • Document violation/conditions and collect supporting evidence when possible (example: photos) • Inspection Notices • Refer to SHP after 2nd notice • Serve warning and/or appropriate notices • Collaborate with SHP and/or other agencies to re-inspect unit when appropriate 	<ul style="list-style-type: none"> • Provide information and referral for obtaining help • Inform PM of outcome of discussion with resident's consent 	<ul style="list-style-type: none"> • Help resident understand what's expected and why • When necessary, re-inspect unit together • Contact outside agency if needed for assistance.
Hospitalization or Temporary Convalescence	<ul style="list-style-type: none"> • Secure unit. • Provide access to authorized people. • Collect rent. • Review regulatory limits on extended absences. • Notify emergency contact. • Notify Housing Authority if tenant has S8 voucher 	<ul style="list-style-type: none"> • Notify appropriate partner agencies of hospitalization, with the consent of the resident. • Make a determination whether an assessment by a professional is needed to determine best housing placement. • Connect with hospital staff discharge planners regarding referral needs. 	<ul style="list-style-type: none"> • Meet to decide statement given to residents, only with the residents' permission • Document on release of information

<p>Death of Resident</p>	<ul style="list-style-type: none"> • Authorities will notify next of kin. • Secure unit and identify legal requirements • Complete incident report and send to appropriate persons • Take possession of unit • Disposing of possessions • Settlement statement • Obtain copy of death certificate for file 	<ul style="list-style-type: none"> • Notify appropriate partner agencies of death - where and when appropriate. • Offer assistance to remaining household members (if any) with locating available financial or other resources when necessary 	<ul style="list-style-type: none"> • Decide statement of what to say if other residents inquire • Assure resident's wishes are honored if previously communicated • Organize a memorial service, if requested by residents, by utilizing Property funds if available • Monitor and/or check in with remaining hh members (if any) to ensure no financial/other issues arise due to loss
<p>Lease Violations</p>	<ul style="list-style-type: none"> • Collect documents • Enforce lease agreement and serve proper notice • Submit SHP referral • Where appropriate, notify partnering agency of possible eviction 	<ul style="list-style-type: none"> • Follow up with SHP referral, and when appropriate, work with resident to remedy lease violations 	<ul style="list-style-type: none"> • Help residents to understand process • When necessary, meet together with resident to problem solve and ensure residents full understanding of housing requirements, consequences, and options.
<p>Non Payment of Rent</p>	<ul style="list-style-type: none"> • Discuss with resident • Follow collection procedure • Enforce lease agreement and serve proper notice(s) • Submit SHP referral along with "Pay or Quit" notice 	<ul style="list-style-type: none"> • Assist and/or refer appropriately for financial assistance • Offer assistance to work on budgeting plan • Inform PM of findings, with resident's permission 	<ul style="list-style-type: none"> • When necessary, meet together with resident to problem solve and ensure resident's full understanding of housing status, consequences, and options.
<p>Eviction</p>	<ul style="list-style-type: none"> • Enforce lease agreement • Submit SHP referral • Coordinate eviction process using local procedures • Where appropriate, follow up with partnering agency • Take possession when authorized by courts 	<ul style="list-style-type: none"> • Meet with resident to assist with avoiding eviction • Assist resident with giving notice to avoid eviction when appropriate • Provide referrals to residents for emergency housing/shelters and other services as needed 	<ul style="list-style-type: none"> • Communicate with Resident to encourage compliance
<p>Maintenance Problems</p>	<ul style="list-style-type: none"> • Refer resident to work order procedure • Issue 24 hr notice to enter and enforce lease regarding maintenance issues/procedures (if uncooperative) • Follow up on work order according to policy and close out when completed 	<ul style="list-style-type: none"> • Refer resident to workorder procedure • If on-going maintenance issue, then SHP will assist resident in following the established grievance procedure • Requests for common areas can be made in writing via email or by dropping off a maintenance request form to PM 	<ul style="list-style-type: none"> • None

Situation	PM Duties	RS Duties	Shared Duties
Conflict Resolution	<ul style="list-style-type: none"> • Investigate and call 911 if appropriate • Inform resident of grievance procedure • Enforce the terms of the lease • Request written incident report from resident • Report what action has been taken by PM agent • Follow up with resident until acceptable resolution is reached • Write incident report • Set up Meeting with resident(s) and SHP when necessary, Submit SHP referral when appropriate 	<ul style="list-style-type: none"> • Refer to PM to start process, assist resident as needed • Follow up with resident(s) and collaborate with PM as needed 	<ul style="list-style-type: none"> • Provide support to resident(s) • When necessary, meet together with resident to problem solve and ensure resident's full understanding of housing status, consequences, and options
Illegal Activity	<ul style="list-style-type: none"> • Investigate and call 911 if illegal activity has been observed • Follow up with Police as needed • Document issues and maintain in resident files. • Issue Notices as appropriate • Follow eviction process, if appropriate • Write incident report • Submit SHP referral when appropriate 	<ul style="list-style-type: none"> • Assess situation and call 911 if illegal activity is a potential threat to the personal safety or the safety of others • Contact emergency personnel when appropriate • Provide information and referral to residents as needed 	<ul style="list-style-type: none"> • Meet to decide Statement given to residents. • Maintain resident confidentiality
Violent/ Unacceptable Behavior	<ul style="list-style-type: none"> • Provide appropriate Notice and enforce the lease • Discuss issues with resident (collect written statements when possible) • Submit referral to SHP when appropriate • Communicate (if necessary) with police • Write an incident report • Where appropriate, follow up with partnering agency 	<ul style="list-style-type: none"> • Provide information and referral as appropriate and follow up with the resident if confidentiality permits 	<ul style="list-style-type: none"> • Educate residents on appropriate behavior • When necessary, meet together with resident to problem solve and ensure resident's full understanding of housing status, consequences, and options • Each witness should complete incident report individually

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Risk Management	<ul style="list-style-type: none"> • Routinely inspect property for possible risk (morning walk through) management issues • Remove graffiti immediately • Input property work orders if necessary • Call police if appropriate and follow up as necessary • Submit SHP referral when appropriate 	<ul style="list-style-type: none"> • Refer to PM • Provide information and referral to resident as appropriate and follow up with residents 	<ul style="list-style-type: none"> • Contact emergency services when appropriate • Identify risk management issues that should be addressed at the Resident Meeting and develop plan for how the issues should be addressed • Encourage resident leadership and participation
Resident Meetings	<ul style="list-style-type: none"> • Attempt to reach out to SHP to ensure availability for resident meeting • Ensure that meeting is listed on Events App and Outlook calendar • Prepare agenda (and provide to social worker at least 72 hours prior to the meeting) when possible 	<ul style="list-style-type: none"> • Respond to resident questions regarding resident services issues 	<ul style="list-style-type: none"> • Follow up on issues identified in meeting and communicate the information to the residents in a newsletter • Encourage resident participation and leadership • Ensure meeting is scheduled on Events App and follow up, and document attendance data
Handling a Medical Emergency	<ul style="list-style-type: none"> • Investigate immediately • Call 911 • Complete incident report • Refer to Emergency Action Plan • Submit SHP referral when appropriate 	<ul style="list-style-type: none"> • Contact Emergency personnel when appropriate • Follow up with referrals when necessary 	<ul style="list-style-type: none"> • Each witness should complete incident report individually if confidentiality permits
Resident Threatens Legal Action against PSHHC	<ul style="list-style-type: none"> • Provide resident with the grievance procedure • Write an incident report • Notify supervisor • Do not get involved beyond providing the grievance procedure 	<ul style="list-style-type: none"> • Provide resident with the grievance procedure • Notify supervisor • Provide supportive services when necessary 	<ul style="list-style-type: none"> • Each witness should complete an incident report individually if confidentiality permits

Situation	PM Duties	RS Duties	Shared Duties
Common Space Usage	<ul style="list-style-type: none"> • Arrange weekly cleaning of rooms and bathroom • Purchase cleaning supplies • Maintain and organize the community room 	<ul style="list-style-type: none"> • Neaten the space after programming such as storing supplies and washing dishes • Clearly communicate need for access to Common Space usage ahead of time 	<ul style="list-style-type: none"> • Maintain ongoing communication about community room use • Purchase service-related supplies
Working with Community Partners	<ul style="list-style-type: none"> • Prepare the property for the activity or event • Ensure Community Partner has access to Common Space • Donations and solicitations for PM should be organized by fund development 	<ul style="list-style-type: none"> • If a partner will be on site, check with PM to determine key access, parking issues, etc. 	<ul style="list-style-type: none"> • Maintain ongoing communication about community partners • Maintain ongoing communication of any issues or challenges that took place when the Community Partner used the Common Space • Ensure meeting is scheduled on Events App and follow up, and document attendance data