



# Multifamily Policy Management

Grace Hill has helped multifamily organizations customize, distribute, and maintain policies for more than 25 years. Empower your team with comprehensive, industry-specific policies, accessed through PerformanceHQ, our new technology platform. Mitigate risk by ensuring everyone understands your expectations and can easily access policies at any time, on any device.



**Standardized  
Policies**



**Get Ongoing  
Updates**



**Mitigate  
Risk**



**Improve  
Performance**

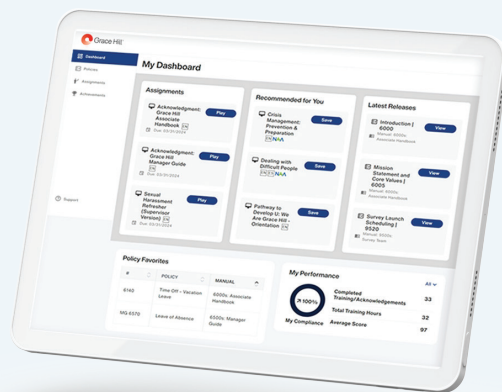


## Compliance Mistakes Are Costly

Modest missteps can quickly turn into costly lawsuits, penalties, and reputation damage. Federal fines and civil settlements have reached unprecedented heights, so it's crucial to provide policies that advise your entire team on how to handle every situation. With Grace Hill, you can certify policy acknowledgments, creating a digital paper trail that ensures legal compliance while simplifying the process for employees.

### Stay Compliant. Reduce Risk.

- 800+ policies designed to jump-start compliance.
- Rest assured, policies comply with changing laws and regulations.
- Show proof of policy receipt with secure electronic signatures.
- Version history shows policy detail at time of acknowledgment.



One discrimination claim can cost you

**\$1M<sup>1</sup>**

You can't afford a settlement that's

**\$3M<sup>2</sup>**

The average claim is

**\$37K<sup>3</sup>**

[1. CPR News, 2019](#)

[2. HUD, 2023](#)

[3. Holman Schiavone, 2021](#)



## Set the Standard for Success & Compliance

Establish operating procedures without the headache! Effortlessly assign policies based on property type, location, and expectations of the position. Protect your people (and your assets) by providing employees with policies that are relevant and specific to their needs.

### Elevate Policy Administration

- Admin features offer employee authentication and increased content security.
- Capture compliance performance in real time with our visual compliance dashboard.
- Drill down into the data for specific property, position, or individual performance.
- Easily create policy acknowledgment reports with compliance and engagement insights.



“We’ve been able to streamline our policies and procedures to allow our team members immediate access to consistent, up-to-date information.”

**Jackie Rhone**, Senior Managing Director, Greystar



“Our employees absolutely love Grace Hill’s policy management and say it’s so great and easy to use.”

**Natalie Cavaliere**, Corporate Trainer,  
Cambridge Management Services, Inc.





## Leverage Our Expertise To Get Started

Choose between in-person or virtual consultations to customize policies in days, not months. Improve performance across your organization with operating procedures that are easy-to-understand and accessible from anywhere.



### Maximize Performance

- Customize policies and manuals to suit your needs.
- Access personalized dashboards in PerformanceHQ from any device.
- Connect your policies with our expert training to set your team up for success.

## Access 800+ Industry-Specific Policies, Job Descriptions & Forms

Emergency Procedures  
Leasing & Marketing  
Tax Credit Compliance

Maintenance  
Management & Operations  
Student Housing

Job Descriptions  
Manager Guide  
Corporate Accounting

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**Take your policies and team to the next level with Grace Hill!**