

PolicyPartner Policy Manual Library



Commercial

This manual centers around the operations and best practices for commercial buildings. Leasing practices can be included if leasing is performed in-house as opposed to using an outside broker group.



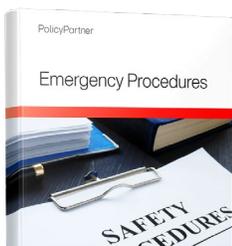
Construction

A compilation of policies outlining all aspects of the construction lifecycle; beginning with the test fit all the way through turn over of the site to the property management group. Individual policies can easily be adapted for both new development and renovations.



Corporate Accounting

This manual is written for the company's corporate accounting department. The policies focus on payables, receivables, and financial reporting processes.



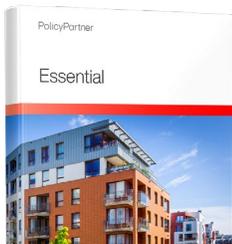
Emergency Procedures

This manual covers all major emergencies. It addresses how to prepare and what to do during and after the emergency. Policies focus on mitigating risk, identifying responsibilities, and actions and resources necessary to deal with an emergency.



Employee Handbook

This handbook includes federally-compliant core policies covering key areas of HR. It provides guidelines for employees, acceptable practices, and legal practices for employment. The handbook can be customized to fit your company culture. Individual job descriptions for corporate and on-site office and maintenance positions are also available for purchase.



Essential

This collection of policies encompasses Leasing and Marketing, Management and Operations, and Maintenance. This is a basic collection of the policies and best practices needed to operate multifamily communities.



Forms

This manual consists of 34 generic form templates that can be branded to your organization. The collection consists of a basic sampling from Leasing and Marketing, Management and Operations, and Maintenance and is a great starter set or a companion piece to the Essential Manual.



Housing Credit Compliance

This manual is designed to help Community Managers navigate the often overwhelming world of housing credit (LIHTC, tax credit) program compliance. The policies cover the application and verification process, asset income, household composition, vacancy and available unit rules, recertification, and setup and storage of of resident files.



Leasing and Marketing

Policies found in this manual begin at the prospect phase and extend through the move-in process. Policies also include marketing and preparing the property to be customer ready.



Maintenance

The policies in this manual are centered around all maintenance operations. Policies cover daily maintenance responsibilities, safety practices, key control, service requests, preventive maintenance, and the make-ready process.



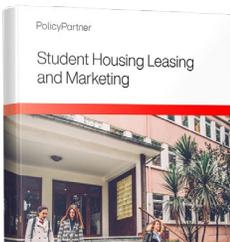
Management and Operations

Starting with the resident experience, policies in this manual center around resident relations, daily operations, the move-out process, and accounts receivable and collection practices.



Manager Guide

A complementary document to the Employee Handbook. This guide gives managers detailed information about how to explain, apply, and enforce the guidelines in the Employee Handbook. It includes scripts for what to say, suggestions for conversations, and examples of best practices.



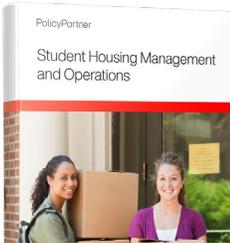
Student Housing Leasing and Marketing

Policies found in this manual begin with preparing the property for the student leasing process and extend through the move-in process. Policies also include marketing and preparing the community to be customer ready.



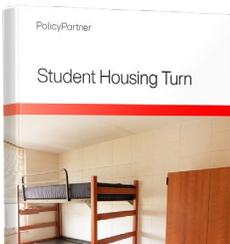
Student Housing Maintenance

The policies in this manual are primarily centered around maintenance operations. Policies cover safety practices, best practices for inventory, ordering, key control, and responsibilities for student-centered properties.



Student Housing Management and Operations

Starting with the student resident experience, policies in this manual center around daily operations, accounts receivable, and collection practices.



Student Housing Turn

This manual focuses on the turn process at the student community, recognizing the specialized procedures needed to complete this event on time, efficiently, and effectively.

Part of Grace Hill's Comprehensive Talent Management Solution

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