



**Community Affairs**

# Resident Concerns Management



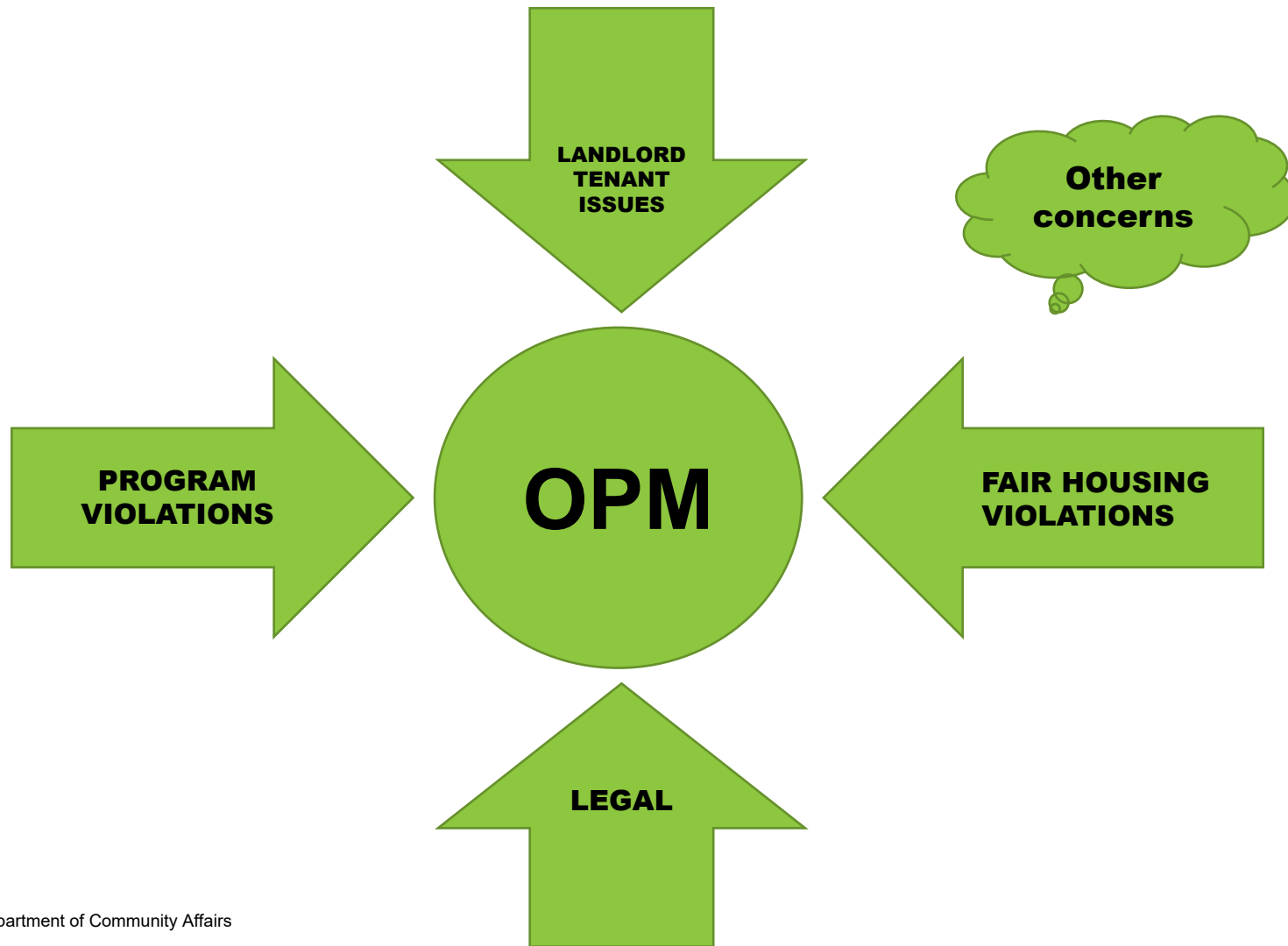
A training outlining the Georgia Department of Community Affairs Office of Portfolio Management process for handling resident concerns in collaboration with management companies.



The DCA Office of Portfolio Management (OPM) oversees program compliance for many of Georgia's State and Federally funded affordable housing programs. Our team in partnership with our development and management communities proudly serves 63,000+ family households.

As committed to exceptional customer service, we place a high priority on resident satisfaction. We understand the importance of addressing resident concerns promptly and effectively. To that end, we've created a presentation outlining our process for handling resident concerns and best practices for collaboration.

# DCA Receives Various Types of Concerns



# Resident Concerns

What OPM addresses vs. not address

Address

- Health & Safety
- Program Violations

Not Address

- Landlord Tenant Issues
- Legal Disputes

# Resident Concerns

What OPM addresses vs. not address

Address

## Health & Safety

- Outstanding maintenance (including mold)
- Property safety concerns
- Any request or concerns

## Program Violations

- Rent increase violations
- Income qualifying
- Questionable program practices

# Resident Concerns

What OPM addresses vs. not address

Not  
Address

## Landlord Tenant Issues

- Refusal of late rent payment
- Loud neighbors
- Any request or concerns

## Legal Disputes

- Resident intends to seek legal representation
- Resident has legal representation

# Managing Resident Concerns

When managing resident concerns that OPM **does address** OPM strives for effective concern management, which requires basic techniques of good customer service.

- In most cases, the anger or frustration of a dissatisfied tenant/complainant will be diffused by responding in a way that conveys you care about their problem
- Listen attentively and sympathetically while the tenant/complainant describes their problem
- Don't interrupt until they have expressed all their frustration





# Resident Concerns

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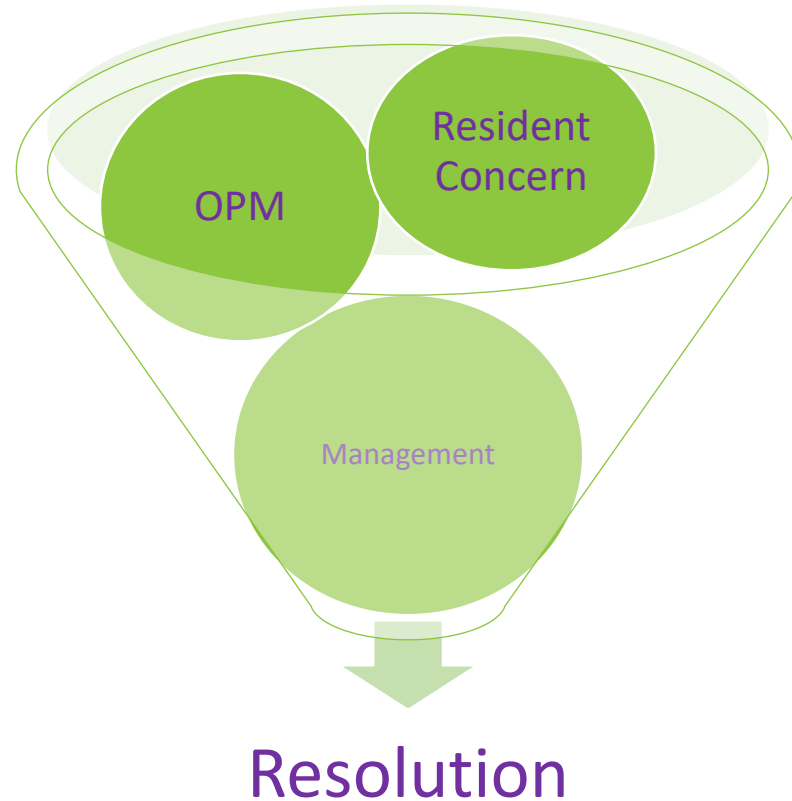
So far we have covered...

1. Our commitment
2. The type of concerns that we receive
3. What type of resident concerns DCAs OPM will address vs. what type of resident concerns we will not address
4. Effective concern management

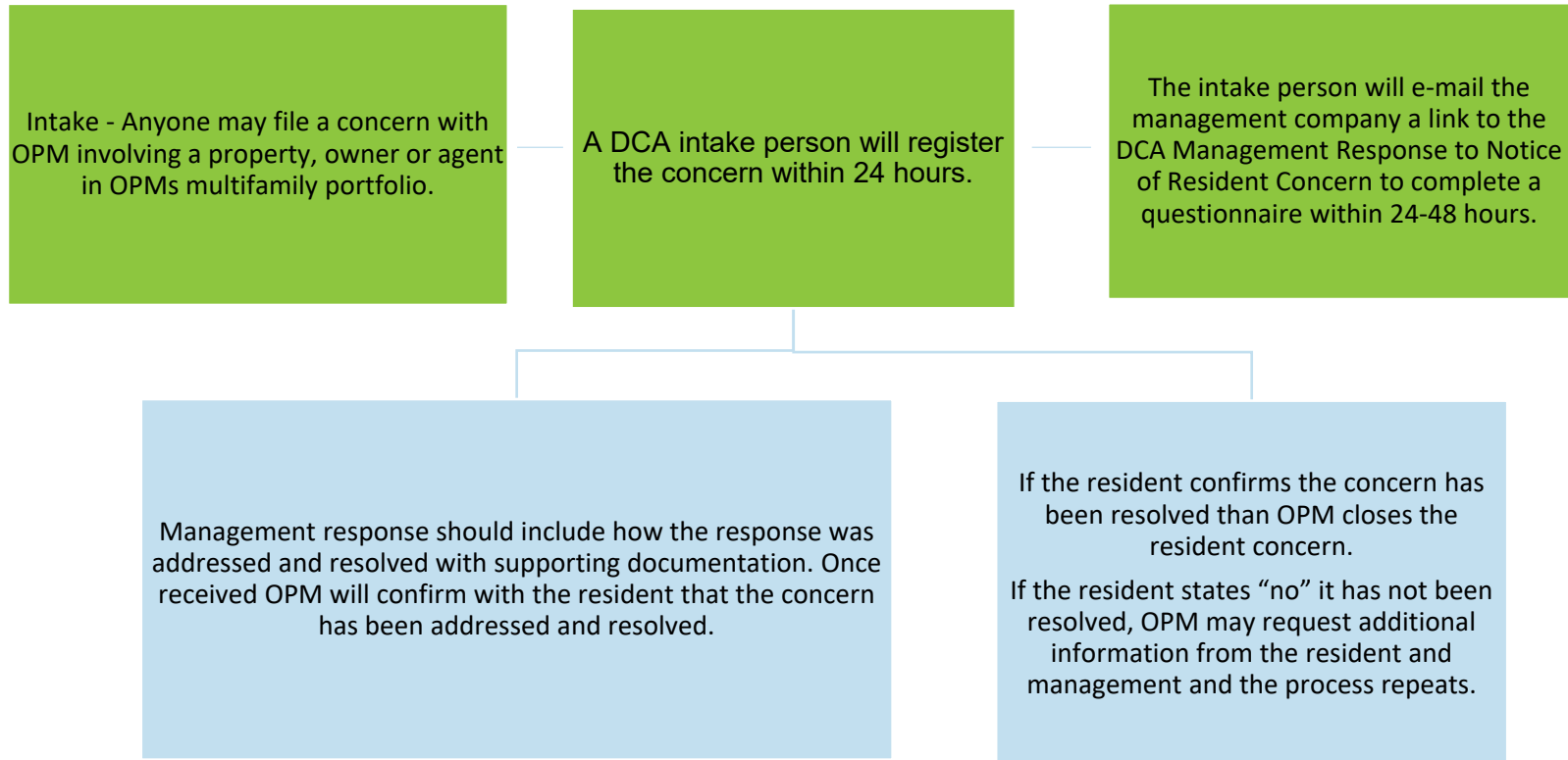
So what should management do?...

# Resident Concerns

OPM cannot successfully resolve a resident concern without the collaboration and cooperation of management.



# Tenant Concern Process



# Management Responsibility

How to access the DCA Management Response to Notice of Resident Concern.

The screenshot shows the website [dca.ga.gov/safe-affordable-housing/rental-housing-development/compliance-monitoring/resident-concerns](http://dca.ga.gov/safe-affordable-housing/rental-housing-development/compliance-monitoring/resident-concerns). The header includes the Georgia Department of Community Affairs logo and the tagline "Helping to build strong, vibrant communities." The navigation menu contains "About", "Grants Management System", "Newsroom", "Contact Us", and "Search". A red oval highlights the breadcrumb trail: "Safe & Affordable Housing > Rental Housing Development > Compliance Monitoring > RESIDENT CONCERNS".

**LOCAL GOVERNMENT ASSISTANCE**  
Providing resources, tools, and technical assistance to cities, counties, and local authorities to help strengthen communities

**COMMUNITY & ECONOMIC DEVELOPMENT**  
Connecting communities to funding sources to help build capacity and encourage economic development while honoring the community's past through historic preservation

**RESIDENT CONCERNS**

**NOTIFICATION OF A DCA PROGRAM VIOLATION**

The DCA Office of Portfolio Management oversees program compliance for many of Georgia's State and Federally funded affordable housing programs. The majority of our residents under our programs reside in apartment communities that receive HOME funds or communities that are part of the Low Income Tax Credit Housing (LIHTC) program.

If you are solely attempting to notify the DCA of program violations concerning your Housing Choice Voucher (HCV) and not any other DCA program, please click [here](#), for further assistance.

**KNOW YOUR RIGHTS**

**COVID 19 RELATED RESOURCES**

[CLICK HERE](#) to see how to protect your household from eviction during the Eviction Moratorium

# Management Responsibility

How to access the DCA Management Response to Notice of Resident Concern.

The screenshot shows a web browser window with the URL <https://www.dca.ga.gov/safe-affordable-housing/rental-housing-development/complian...>. The navigation menu includes Home, About, Newsroom, Programs, Contact Us, and Search. The main content area features a link to learn more about Georgia Housing Search, followed by the heading "ONLINE NOTIFICATION FORMS FOR REPORTING CONCERNS". A "Please Note" section advises users to attempt resolution with their landlord or management company first. Below this are sections for "RESIDENTS" and "OWNERS/PROPERTY MANAGERS". The link for "OWNERS/PROPERTY MANAGERS" is circled in red. Further down, there is a section for "FAIR HOUSING COMPLAINT?" and a "How to File a Complaint" section with an "Online" option.

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**SCROLL  
DOWN**

Click [HERE](#) to learn more about Georgia Housing Search and view your affordable housing options in Georgia

## ONLINE NOTIFICATION FORMS FOR REPORTING CONCERNS

**\*\*Please Note\*\***

You should ALWAYS attempt to resolve your tenant concern with your landlord or management company prior to contacting the DCA. Our online forms below will ask you to comment on the communication with your management company or landlord, prior to contacting the DCA.

### RESIDENTS

If you are a **RESIDENT** of a DCA program or you are a **CONCERNED CITIZEN** and wish to notify the DCA of a violation of our program compliance rules, please complete our online [Resident Concern Notification](#).

### OWNERS/PROPERTY MANAGERS

If you are a **PROPERTY MANAGER** or **OWNER** and you are seeking to respond to a recent tenant concern, please complete our online [Management/Owner Response to Notification of Resident Concern](#).

### FAIR HOUSING COMPLAINT?

We do not discriminate on the basis of race, color, religion, sex, ethnicity, handicap/disability, familial status, national origin, age, marital status, domestic partnership status, source of income, type of occupation, gender identity, or sexual orientation, in the admission to, access to, or treatment or employment in, our housing programs and activities. If you have a Fair Housing concern you can contact the **Office of Housing and Urban Development** (HUD) at [www.HUD.gov](http://www.HUD.gov).

#### How to File a Complaint

**Online**

You can file a complaint with FHEO online in [English](#) or [Spanish](#).

# Management Responsibility

## Resolution

DCAs OPM will make 3 attempts to resolve the resident concern with the management company. If the management company has not addressed health and safety concerns within 24 hours, or non-health and safety concerns continue to go unresolved after 3 attempts, this property is referred to the Special Projects team.

# Management Responsibility

## Non-Compliance

Failure to provide the requested information by the due date may result in reportable non-compliance and 8823s and/or state non-compliance point deductions indicating the owner has failed to respond. Fees Update - non-compliance fees include but are not limited to - Late submission of Annual Owner Certification, Late submission of HOME Rent Review, and Late submission of DCA audit cures and/or DCA inspection cures. Please note that a Non-compliance Fee of \$250 **per instance per month** until non-compliance is corrected will be due within 15 days of invoicing by DCA.

# Management Responsibility

## Resources

### Chapter 2 | Compliance Monitoring

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- I. Each ownership entity must allow DCA/GHFA, or its designated representative, to perform on-site inspections of any LIHTC unit or building in a project through the end of the applicable compliance period. Failure to do so will result in a finding of noncompliance. These may be at the expense of the ownership entity. Each unit or building inspection will be performed using the National Standards for the Physical Inspection of Real Estate (NSPIRE) guidelines established by HUD. The NSPIRE standards and related definitions provided by HUD provide guidance for hundreds of specific standards. For any additional inspections or re-inspections required by DCA/GHFA see the current fee schedule and deadlines on the Agency website. Re-inspections may be mandated by conditions found during a regularly scheduled inspection, information released by a media outlet, a notification of a resident concern, or any other source.



# Management Responsibility

## Resources

The **Office of Housing and Urban Development (HUD)**  
at [www.HUD.gov](http://www.HUD.gov).

[DCA LIHTC & HOME Compliance Manual](#)

[Sign Up for Office of Portfolio Management's Email Blasts](#)

[RESIDENT CONCERNS | Georgia Department of Community Affairs  
\(ga.gov\)](#)

# Thanks!

**OPM Training**

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