

5 REASONS USING YOUR RESIDENT CENTER IS IMPORTANT

1

The Team Managing your home is large, and visibility is important to ensure that your issue is resolved promptly and effectively. The resident centers gives everyone access to your issue for expedient results.

2

During the day, there is a lot of communication, and having information in one place and visible to all parties helps prevent your issue from falling through the cracks.

3

Our Directors of Operations oversee all of our support staff, which gives them access to the information to verify that company policies are being followed and that your issue is handled appropriately.

4

There is documentation of each communication you are making with the team. Calls are not recorded and can easily be missed.

5

You as the resident have the ability to update the task at your convenience to check for updates. Guess what? Upper Management is able to see that communication and insure your issue is resolved.

If you are not receiving a response within 1-2 business days via the resident center please call 513.867.3501 immediately. Our Resident Relationship Coordinator will make sure to get your information to the right person for resolution.