

IS A TENANT EXPERIENCING DOMESTIC VIOLENCE? WHAT A PROPERTY MANAGER NEEDS TO KNOW

Landlords, property managers, and other on-site staff can play a significant role in reducing incidents of domestic violence.

REDUCE ISOLATION

- What can you do to create a sense of community among your tenants or link them to the broader community?

PROMOTE HEALTHY RELATIONSHIP

- If your tenants know you care about them, they are more likely to let you know if something is wrong in their family.
- Staff relationships between team members are important – if staff treats each other with respect then tenants will be more likely to expect you to treat them with respect.
- Get to know your tenants. When you deal with tenant issues, model respectful communication and productive problem solving skills.

BUILD A SENSE OF COMMUNITY

- Tenants who care about each other are more likely to let you know if something is going wrong in another unit.
- Help your tenants get to know each other. Create and take advantage of tenant gathering places. The mail area, laundry room, workout area, etc. Put up a tenant bulletin board for you or them to post announcements, brochures of community events and services, or activities of interest.
- Organize events. Ask your tenants for suggestions. A film night? Walking club? Mothers group?
- Create a tenant newsletter. Ask for content from tenants.

CONNECT WITH THE LOCAL NEIGHBORHOOD AND BROADER COMMUNITY

- The more you and your tenants know about the resources available in the community, the more likely you and they are to use them.
- Join networks of service providers. Get their newsletters. Attend interagency meetings.
- Invite services agencies to staff or tenant events to learn more about their services.
- Post brochures.
- Develop positive relationships with police.

SIGNS THAT ABUSE MIGHT BE OCCURRING INCLUDE:

- Repeated late payment of rent
- Noticeable injuries or inappropriate use of cover-up sunglasses, clothing, makeup
- Fewer visitors or getting out less
- Change in tenant's behavior
- Change in visits to the office
- Seems to need permission from the partner for everything

PROPERTY-RELATED SIGNS THAT ABUSE MIGHT BE OCCURRING INCLUDE:

- Broken lock or door
- Smashed lights
- Broken windows or mirror
- Hole punched or kicked in the wall

WHAT CAN A LANDLORD DO?

- Believe them.
- Help them get help – a simple “call this number” is important.
- Relocate them to another unit if you can.