



Property Management & Tenant Service Success

The hands-on training your building staff needs to help vulnerable tenants stay housed.

- Designed for operations, rent administration, compliance staff, superintendents, porters, maintenance, and front desk workers
- Scenario-based training addressing common tenant challenges in supportive and affordable housing
- Communication skills and de-escalation techniques for difficult encounters
- Proactive approaches to support tenant success in rent payment, apartment maintenance, and community interactions

Train your entire property management team. This half-day training is ideal for staff without social service backgrounds who work directly with formerly homeless and low-income tenants. Customized packages available.

**The CUCS Institute trains
18,000+ people each year.
Enroll today!**

TRAINING OVERVIEW:

- *Who Are Our Tenants*
- *Expectations of Property Management*
- *Professional Communication Skills*
- *Safety, De-escalating, and Responding to Emergencies*
- *Good Neighbor Community Building*
- *Addressing hoarding, rent arrears, and apartment maintenance issues*



Contact us to get started!

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**Learn more:
cucs.org/training**

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