

## Section IX

### **LEGAL MATTERS**

#### **Overview**

While our primary goal is to operate in a manner that will avoid serious legal situations, there will be times when you will be confronted with legal issues. More often than not, these situations will involve the non-payment of rent or other violations of the lease agreement (contract). We are not attorneys and cannot practice law, but we can follow sound practices that will ensure our legal proceedings are both effective and efficient.

To successfully fulfill the requirements of this section, each Property Manager and Site Manager **must know** the following:

1. What steps should be taken when a resident(s) does not pay their rent as required in the lease agreement?
2. What are the procedures for filing an action in court to provide remedy in non-payment of rent cases?
3. What steps should be taken when a resident(s) violates other clauses in their lease agreement?
4. What violations are considered so serious as to require serving notice to terminate the lease?
5. What procedures should be taken when a resident in a market rate property does not renew their lease agreement?
6. What should a Site Manager or Property Manager do if written material or telephone contact is made by an attorney representing an aggrieved party?