



## *Questions for Discussion*

- How should this situation be handled?
- What is property management/housing management's role? What is the supportive service's role?
- Where is there confusion or disagreement about what to do or who should do it?

### *1. Michael*

A tenant has been the source of numerous complaints from his neighbors, mostly for noise. He is behind on his rent. The service team has been trying to work with him but he has refused all assistance. The tenant receives an eviction notice and he goes to talk to the property management team. He states that he got mugged and then missed his entitlements appointment, which is why he is behind on the rent. He tells the manager that he wants to pay his rent and remain a tenant but he just has bad luck. He says he has tried discussing these things with the service staff, but they are not helpful.

### *2. Charlene*

A frail, elderly woman is beginning to decompensate and has been screaming in the night. Supportive services team members have been working with her doctors to adjust her medications and her behavior does not yet warrant hospitalization. Her neighbors are complaining and they are angry at both management and services for not doing anything about their complaints.

### *3. LeeAnn*

A case manager meets with a tenant at her apartment. The case manager finds the tenant's apartment completely filled with newspapers and knickknacks. The tenant describes her hoarding behavior as a 'small problem that has mushroomed'. The volume of cluttered possessions takes up approximately 70% of the living space in the home. The back door to the outside is blocked and tables and chairs are covered with papers, newspapers, bills, books, half-consumed bags of chips and papers dating back ten years. The tenant is current on her rent and does not disturb her neighbors. The landlord has called the case manager at least 5 times this month about the issue and is now calling daily.

