



# Multifamily Policy Management

Consistency is key! Mitigate risk by ensuring everyone in the organization understands your expectations and can access policies at any time, on any device. Grace Hill has the technology and expertise you need to customize, distribute, and maintain policies for your entire team.



**Standardized  
Policies**



**Ongoing  
Updates**



**Mitigate  
Risk**



**Improve  
Performance**

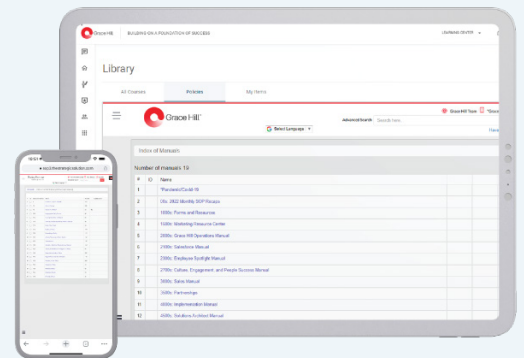


## Compliance Mistakes Are Costly

Modest missteps can quickly turn into costly lawsuits, penalties, and reputation damage. Federal fines and civil settlements have reached unprecedented heights, so it's crucial to provide policies that advise your entire team on how to handle every situation.

### Stay Compliant. Reduce Risk.

- 800 policies designed to jump-start compliance.
- Prevent litigation and fines from compliance penalties.
- Rest assured, policies comply with changing laws and regulations.
- Capture previous versions of policies to defend against legal action.



One discrimination claim can cost you

**\$1M<sup>1</sup>**

You can't afford a settlement that's

**\$3M<sup>2</sup>**

The average claim is

**\$37K<sup>3</sup>**

[1. CPR News, 2019](#)

[2. HUD, 2023](#)

[3. Holman Schiavone, 2021](#)



## Set the Standard for Success & Compliance

Establish the operating procedures your organization needs without the headache! We use decades of industry expertise to help save you time with policies that protect your assets and your people.

### Deliver Policies With Ease

- Easy-to-use for employees, easy-to-manage for admins.
- Legal monitoring provided for up-to-date policies to maintain compliance.
- Central hub for all the essential documents means outdated forms are gone forever.



“We’ve been able to streamline our policies and procedures to allow our team members immediate access to consistent, up-to-date information.”

**Jackie Rhone**, Senior Managing Director Greystar



“Our employees absolutely love Grace Hill’s policy management and say it’s so great and easy to use.”

**Natalie Cavaliere**, Corporate Trainer,  
Cambridge Management Services, Inc.



## Leverage Our Expertise To Get Started

Choose between in-person or virtual consultations to customize policies in days, not months. Improve performance across your organization with operating procedures that are easy-to-understand and accessible from anywhere.



### Standardize Policies. Drive Performance.

- Customize policies and manuals to suit your needs.
- Access updated policies and documents from any device.
- Connect policies with training to promote understanding.
- Gain performance insights with policy reporting.

### Policy Topics

Access 800+ industry-specific policies, job descriptions, and forms.

Emergency Procedures  
Leasing & Marketing  
Tax Credit Compliance

Maintenance  
Management & Operations  
Student Housing

Job Descriptions  
Manager Guide  
Corporate Accounting

**Take your policies and team to the next level with Grace Hill!**