



Multifamily Policy Management

Grace Hill has helped multifamily organizations customize, distribute, and maintain policies for more than 25 years. Empower your team with comprehensive, industry-specific policies, accessed through PerformanceHQ, our unified technology platform. Mitigate risk by ensuring everyone understands your expectations and can easily access policies at any time, on any device.



**Standardized
Policies**



**Get 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. With Grace Hill, you can certify policy acknowledgments, creating a digital paper trail that ensures legal compliance while simplifying the process for employees.

Stay Compliant. Reduce Risk.

- 1000+ policies designed to jump-start compliance.
- Continual updates ensure compliance with changing laws and regulations.
- Secure electronic signatures help show proof of policy receipt.
- Version history records policy details at the time of acknowledgment.



One discrimination claim can cost you

\$1M¹

You can't afford a settlement that's

\$3M²

The average claim is

\$37K³

1. CPR News, 2019 2. HUD, 2023 3. Holman Schiavone, 2021



Set the Standard for Success & Compliance

Establish operating procedures without the headache! Effortlessly assign policies based on property type, location, and expectations of the position. Protect your people — and your assets — by providing employees with policies that are relevant and specific to their needs.

Elevate Policy Administration

- Admin features offer employee authentication and increased content security.
- Capture compliance performance in real time with our visual compliance dashboard.
- Drill down into the data for specific property, position, or individual performance.
- Easily create policy acknowledgment reports with compliance and engagement insights.



“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.



Dynamic Policy Management

- Customize policies with links, images, and video to increase effectiveness.
- Access previously created items from built-in Content Vault for faster builds.
- Centralize version control and designate Policy Editors for specific manuals.
- Connect Policies to Training in PerformanceHQ for a seamless experience.

Access 1000+ Industry-Specific Policies, Job Descriptions & 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!