OPR.POL.005
Policy: Use of Temporary Personnel

Persons Affected

All property personnel

Purpose

To set guidelines and restrictions that must be followed when utilizing the services of temporary personnel in an effort to ensure excellent resident service, consistent and appropriate prospective resident relations and maintain fair housing standards.

Policy

The use of temporary personnel for Richman Property Services, Inc. communities is permitted, however the following guidelines must be followed:

- Only reputable agencies that guarantee their temporary personnel have passed a drug screen and background check may be used. In addition, the agency should be fully insured and bond their temporary personnel while on an assignment.
- A community tour should be provided to the temporary person on the first day.
- Review with temporary personnel the leasing portfolio for general community information to refer to if needed.
- Print and review with them LSG.POL.001 - Answering the Telephone, with proper greeting, if they will be answering the telephone.
- Temporary personnel may answer the telephone, but should professionally take a message or forward to a Richman team member for all apartment inquiries, resident lease-related questions or any other calls besides very basic questions, such as inquiries of fax number, etc.
- Temporary personnel may not give tours of the community, amenities and/or apartment homes.
- Pricing information, income guidelines and qualification criteria may not be given out by temporary personnel.
- Golf carts and any other property equipment may not be used by temporary personnel.
- Temporary personnel are not to handle any financial transactions, including make copies of or have access to rent checks.
- Temporary personnel may not be permitted to perform duties inside occupied apartments.
- No keys should be given to temporary personnel for office, common areas or apartments. In addition, they may not have access to the apartment key box.

Deviation from this policy must be obtained in writing from the **Regional Manager and Human Resource** department in the case of temporary placement for a management position, long-term temporary employment or if there is intent to extend an offer of permanent employment.

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