



Noise Complaint Resolution Checklist for Property Management

Complaint Received & Initial Assessment

Records the initial complaint details and performs an initial assessment of the situation.

Date of Complaint Received

Enter date...

Time of Complaint Received

Summary of Complaint (Tenant Description)

Write something...

Complaint Severity Level

☐ Low

☐ Medium

☐ High

Type of Noise

- ☐ Loud Music
- ☐ Parties
- ☐ Construction
- ☐ Other

Complainant Name (if applicable)

Write something...

Unit Number of Complainant (if applicable)

Write something...

Tenant Contact & Investigation

Documents communication with both complaining and potentially offending tenants, and details the investigative process.

Date of Initial Contact with Complaining Tenant

Enter date...

Time of Initial Contact with Complaining Tenant

Summary of Complaint Received from Tenant (Detailed Description)

Write something...

Method of Contact with Complaining Tenant

- ☐ Phone
- ☐ Email
- ☐ In-Person
- ☐ Written Correspondence

Number of Times Issue Reported by Complaining Tenant (If Recurring)

Enter a number...

Date of Contact with Potentially Offending Tenant

Enter date...

Summary of Conversation with Potentially Offending Tenant

Write something...

Response of Potentially Offending Tenant

- ☐ Cooperative
- ☐ Defensive
- ☐ Denial
- ☐ Unresponsive

Lease Review & Policy Enforcement

Confirms relevant lease clauses related to noise and outlines steps to enforce those policies.

Relevant Noise Clause Found?

- ☐ Yes
- ☐ No
- ☐ Unsure

Specific Lease Clause(s) Involved

Write something...

Property Noise Policy Applied?

- ☐ Yes
- ☐ No
- ☐ N/A

Explanation of Policy Application

Write something...

Date of Policy Notification (if applicable)

Enter date...

Warning & Documentation

Records any warnings issued and maintains a detailed log of all actions taken.

Date of Warning Issued

Enter date...

Time of Warning Issued

Detailed Description of Warning Given

Write something...

Method of Warning Delivery

- ☐ Verbal
- ☐ Written
- ☐ Email

Property Manager Signature

Tenant Acknowledgment (if applicable)

Tenant Response/Comments (if any)

Write something...

Resolution & Follow-Up

Details the resolution achieved and outlines follow-up actions to ensure the complaint remains resolved.

Resolution Type

- ☐ Mediation
- ☐ Lease Violation Warning
- ☐ Lease Termination
- ☐ Modification of Quiet Hours
- ☐ Other

Detailed Description of Resolution

Write something...

Resolution Date

Enter date...

Resolution Time

Tenant Satisfaction (Complaining Party)

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Notes/Comments on Effectiveness

Write something...

Escalation & Legal Considerations

Documents any escalation to management, legal counsel, or law enforcement, if necessary.

Date of Legal Consultation

Enter date...

Legal Counsel Involved?

☐ Yes

☐ No

Summary of Legal Advice Received

Write something...

Law Enforcement Contacted?

☐ Yes

☐ No

Case/Incident Number (if applicable)

Enter a number...

Details of Law Enforcement Involvement

Write something...

Supporting Documentation (e.g., police report)

 Upload File