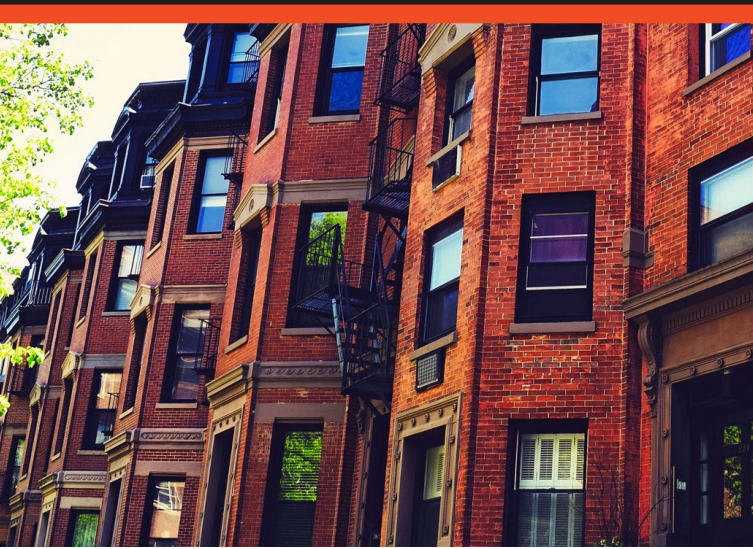# BEST PRACTICES
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MANAGING A RENT STABILIZATION PROGRAM

In the U.S., nearly 50-percent of tenants can't afford their monthly rent. With statistics like these, it's no surprise that more and more cities are beginning to implement rent stabilization ordinances to help tenants manage a skyrocketing cost of living. However, for cities, a complicated process and intricate systems often come along with these initiatives. The good news? By following a few best practices, you can make your program more effective, efficient and easier to maintain.

Check out the top 5 best practices that you need to know when implementing and streamlining your city's rent stabilization program.

1. KEEP AN ACCURATE INVENTORY.

Managing the number of properties that are in your inventory is one of the most important parts of a successful program—and boy, can it get complicated! You'll need to know every property you have, what's move-in ready now, when others will become available, an up-to-date list of owners, data on who's currently renting, property type, and much more. Keeping all of this straight and up-to-date is key.

2. HAVE SELF-SERVICE OPTIONS.

No one wants to have to dial into an organization and wait 30 minutes on hold just to speak to a human. That's the beauty of having a self-service option for your rent stabilization program. With this available, your property owners or tenants can simply login, see personalized information, submit issues or complaints, and even get information on services. The beauty is that this not only provides an increased level of service, it also benefits cities because it solves problems faster and with less resources.

3. HAVE REASONABLE STANDARDS FOR CASE MANAGEMENT.

When it comes to creating individual cases, like rent hike issues submitted by tenants, going down to an office and filling out repetitive paperwork can be the last thing a renter wants to do. Especially when a city has everything on record (like address, whether the tenant has a disability, how long the tenant has been at the property, etc.) this can be redundant and, let's face it, a waste of time. Look for technological workarounds that can go the extra mile by allowing for digitally submitted paperwork, and giving reminders when it comes to following through on processes..

4. PROVIDE CONSISTENT, RESPONSIVE CUSTOMER SERVICE.

Rent stabilization ordinances can include intricate details, especially when it comes to complaint timelines, days to respond, etc. Find solutions that allow tenants and property owners to get real-time updates on properties and processes. For a city, this can mean sending out reminder emails, sending digital notifications, and being available 24/7 for big issues.

5. LEVERAGE CURRENT AND TAILORED TECHNOLOGY.

Look for solutions that were built specifically to solve your rent stabilization program challenges. Piecing together a variety of disparate apps to try and solve program issues will not only silo your data, it will make streamlining processes that much more difficult in the end. Solutions like 3Di Systems have technology specifically built to solve the complex obstacles that cities face when it comes to rent stabilization. Do your research and find the technology that works for you.

For more information on managing and implementing your city's rent stabilization program, email us at solutions@3disystems.com or call 714.257.5446. https://learn.3disystems.com/3di-housing/