

Role Play #1: Repeated Noise Complaint

Resident #1

You live in the community and are experiencing ongoing loud music from a neighboring apartment during quiet hours.

You have reported this issue before and feel that nothing has been done. When you first speak with the Leasing Agent, you should sound frustrated and skeptical.

- If asked how long this has been happening, explain it has occurred multiple times.
- If asked if you have reported it before, confirm that you have several times and feel ignored.
- You want reassurance that the issue will be addressed this time.

You will feel satisfied ONLY IF the agent:

- Acknowledges your frustration
- Clearly explains the community noise policy
- Explains what steps will be taken
- Provides a clear follow-up timeframe

Office Agent #1

- You receive a complaint from a resident regarding repeated noise disturbances.
- No notes in Memos.

Role Play #2: Maintenance Delay

Resident #2

You submitted a maintenance request that has been open longer than expected.

You are annoyed but cooperative.

- When asked how the delay affects you, explain how it is disrupting your daily routine.
- You are not angry, but you expect accountability and a clear answer.
- You want to know when the issue will be resolved.

You will be satisfied ONLY IF the agent:

- Takes ownership of the delay
- Apologizes sincerely
- Explains the reason for the delay honestly
- Provides a confirmed service timeline

Office Agent #2

- You are notified that a resident's maintenance request is overdue.
- No notes in Memos.

Role Play #3: Parking or Rule Dispute

Resident #3

You are upset about limited guest parking and believe other residents are violating the parking rules.

You feel:

- The rules are unfair
- Enforcement is inconsistent
- If asked what the issue is, explain difficulty finding parking for guests.
- If asked what you have noticed, state that other residents appear to ignore the rules without consequences.
- You want clarity and fairness.

You will be satisfied ONLY IF the agent:

- Clearly explains the parking policy
- Remains neutral and professional
- Offers reasonable alternatives
- Documents your concern

Leasing Agent #3

You are approached by a resident upset about parking availability and rule enforcement. The community policy is that there is designated guest parking for visitors only. Residents with parking stickers should be in other open parking.