

Introducing our Resident Support Services (RSS) team!



Working in conjunction with our Customer Care Center and our HODA digital assistant, our Resident Support Services (RSS) team is a dedicated customer service team, trained to respond to **routine** inquiries.

Important information:

In some instances, while the RSS agent will acknowledge receipt of a request, the final response may be sent by another team such as community management or accounting. For example, if a work order is submitted that is either complex in nature or cannot be dispatched immediately, RSS will escalate this to the assigned Association Manager for the property.

Our Resident Support Services (RSS) team can be contacted by submitting a ticket here: mnsupport.fsresidential.com/hc/en-us

Resident Support Services FAQs

What is the timeline I can expect?

In most cases, RSS can provide a response within 1 day of a request being submitted. In some cases, RSS needs to work with other teams and/or escalation is required, which may cause response times to vary.

What is the email address I should look for when I get a response from RSS?

The email address to expect a response from is assist@fsresidentialsupport.zendesk.com. Please make sure to check your spam folder as well.

Note: the email listed above is used to communicate back and forth on existing requests. All new requests should be submitted here: mnsupport.fsresidential.com/hc/en-us

Will RSS follow up with me about my Work Order Status with the Vendor?

RSS does not follow up with homeowners or vendors once a work order has been submitted. The resident inquiry is considered closed upon creation of a work order, which can be handled in a variety of ways, depending on the nature of the work required. In some cases, a vendor can be dispatched right away. In other cases, the Association Manager assumes responsibility of the request and may interact with numerous parties, including the board. Owners may follow-up with RSS to check on the progress of the request. However, note that further to the point above, the RSS team may not have all of the information or updates available.

For visibility and transparency, a work order report is provided to Board Members, which reflects all work orders requested along with their status, unless the request is deemed to be the homeowners responsibility.

Why wouldn't going straight to my property manager be more efficient?

The RSS team was designed specifically to be available to serve our residents, enhance responsiveness and ensure quality controls. Additionally, our RSS team allows the Association Manager to focus on tasks and projects necessary for the success of

an Association. As Association Managers spend a large part of their work day away from their desks, timely responses to resident inquiries are not always possible when contacting them directly. The goal is to have all inquiries go through RSS so they can ensure the appropriate department receives the inquiry.

Is the RSS team local?

Yes. Our RSS agents reside locally in Minnesota and in some cases, agents from other states may also provide responses.

Can I know where my inquiry is in the queue?

We are unable to share a queue with residents; however, RSS can often provide a response within 1 day of a request being submitted. Should you need to inquire about a submitted request, simply respond to the confirmation email received when the request was originally submitted.

Please note that not all work order requests can be completed without Board approval. Complex problems or high-cost repairs may be delayed due to pending Board decisions and/or budgetary constraints.

Is there a different timeline for emergency situations?

For fire, health or personal safety incidents, call 9-1-1. For building emergencies such as water leaks, elevator interruptions, no heat in winter or air conditioning in extreme heat, please call 952.277.2700 for immediate assistance. For possible gas leaks, contact your service provider for assistance. RSS is for routine inquiries.