

PROPERTY MANAGEMENT TEMPLATE · INTAKE FORM

Low-Frequency Noise Complaint Intake

Standardized intake for tenant complaints involving low-frequency noise, vibration, or perceived but inaudible disturbance. Complete one form per complaint episode or series.

INTAKE DATE

INTAKE STAFF

PROPERTY / BUILDING

FILE / TICKET #

1. Complainant Information

FULL NAME

UNIT NUMBER

PHONE

EMAIL

LEASE START DATE

PRIOR CONTACT WITH MANAGEMENT ON THIS ISSUE

- No prior contact
- Verbal contact only (date/details below)
- Written contact (email, letter, portal) — attach copies if available
- Filed prior incident report (cite file number below)

DETAILS / PRIOR FILE NUMBERS

2. Episode Timing

Capture timing precisely. Pattern analysis across multiple intakes is one of the most valuable outputs of this form.

DATE OF MOST RECENT EPISODE

TIME OF DAY

DURATION (APPROX.)

FREQUENCY PATTERN (check all that apply)

- Daily or near-daily
- Weekday evenings only
- Weekend evenings / nights
- Overnight (typically 10pm – 6am)
- Intermittent / unpredictable
- Other (specify below)

DATE FIRST EXPERIENCED

3. Symptoms Reported (verbatim, no staff editorializing)

Record what the tenant says, in their own words. Do not paraphrase, summarize, or characterize. Add quotation marks where possible.

SYMPTOM CATEGORIES (check all that tenant reports)

- Sleep disruption or insomnia
- Headaches or head pressure
- Ear pressure, tinnitus, or aural fullness
- Vibration sensation (body, chest, organs)
- Vestibular symptoms (dizziness, balance, sensation of motion)
- Anxiety, irritability, or stress
- Cognitive impairment or difficulty concentrating
- Cardiovascular symptoms (palpitations, elevated heart rate)
- Other (specify in verbatim section above)

LOCATION-DEPENDENCE

Has the tenant reported that symptoms improve when they are away from the unit (work, travel, overnight elsewhere) and return when they come home? This is a strong signal of environmental rather than medical cause.

- Yes — explicitly reported
- Yes — implied but not explicitly stated
- No — tenant reports symptoms regardless of location
- Not asked / not addressed

4. Suspected Source

SUSPECTED SOURCE UNIT (IF KNOWN)

DIRECTION FROM COMPLAINANT

RELATIONSHIP TO COMPLAINANT'S UNIT

- Directly above
- Directly below
- Shared wall (side-by-side)
- Diagonally adjacent
- Non-adjacent (specify in notes)
- Source unknown — tenant cannot identify

EQUIPMENT KNOWN OR VISIBLE IN SUSPECTED SOURCE UNIT

Note any subwoofers, large speakers, bass shakers, home theater systems, or audio equipment observed during prior unit access (move-in inspections, maintenance visits, etc.). Do not enter suspected source unit for the purpose of investigation without independent authorization.

5. Investigation Actions Taken

Document every investigation step with timestamps. This creates the record that protects the property in later disputes.

DATE	ACTION	STAFF MEMBER	OUTCOME / NOTES

6. Tenant's Preferred Resolution

Capture what the tenant is asking for. Some tenants want the source identified and stopped; some want lease termination; some want building-level mitigation. The ask matters for how the file is handled.

7. Escalation Criteria (check if triggered)

- Three or more complaints from this unit on the same issue
- Two or more complaints from non-adjacent units attributing to the same source

- Tenant has medical documentation of symptoms tied to the unit
- Tenant has independent measurement data (accelerometer, infrasound monitor)
- Tenant has communicated intent to break lease, withhold rent, or pursue legal action
- Conflict between tenants has been reported or observed

If any of the above are checked, escalate to the Building Assessment Pre-Screen and consider engaging professional acoustic measurement.

8. Staff Sign-Off

STAFF NAME (PRINTED)

SIGNATURE

DATE

This intake form is provided by the Low Frequency Research Initiative as a non-commercial reference tool for property management operations. It is not legal advice. Properties should adapt this form to local law, lease language, and internal complaint protocols, ideally with review by property counsel.