

# 10 WAYS TO PREVENT BURNOUT IN PROPERTY MANAGEMENT

Practical strategies to protect your well-being and sustain long-term success

1



## Take Your Lunch Break

Step away, recharge, and give yourself time to reset.

2



## Ask for Help Before You're Overwhelmed

You don't have to carry everything alone. Lean on your team when you need support.

3



## Use Your PTO

Time away isn't a luxury—it's an important part of maintaining your well-being.

4



## Set Healthy Boundaries

Remember that not every problem has to be solved immediately. Prioritize what truly requires your attention.

5



## Celebrate Small Wins

Every lease signed, work order completed, resident helped, and problem solved matters.

6



## Disconnect After Work

When your workday ends, give yourself permission to unplug and recharge.

7



## Stay Connected

Lean on your coworkers and don't hesitate to check in on one another.

8



## Prioritize Sleep & Movement

A little extra rest or a short walk can make a big difference in managing stress.

9



## Practice Self-Compassion

Some days are harder than others. Give yourself the same patience and grace you extend to others.

10



## Use Your Employee Assistance Program (EAP)

You don't have to wait until you're in crisis. Confidential counseling and support are available whenever you need them.

## Responding to Resident Mental Health Concerns

As a REEP Residential employee, you may encounter residents who are experiencing emotional distress or a mental health crisis. You are not expected to diagnose, counsel, or solve the situation, you are situation, you expected to help keep everyone safe.



### DO

- Stay calm and speak respectfully in a low voice.
- Listen without judgment.
- Give the resident space if they appear upset or overwhelmed.
- Notify your Community Director or supervisor as soon as possible.
- Document the interaction if required by management.
- Call 911 immediately if there is an immediate threat to the resident or others.



### DON'T

- Argue or try to reason with someone in crisis.
- Attempt to diagnose or provide counseling.
- Make promises you cannot keep.
- Put yourself or others in an unsafe situation.
- Physically intervene unless necessary to protect yourself from immediate harm.
- Raise your voice.



## Know When to Get Help

Immediately notify your supervisor or call 911 if a resident:

- Threatens to harm themselves or someone else.
- Becomes physically aggressive or violent.
- Appears to be experiencing a serious mental health crisis or medical emergency.
- Is unresponsive or appears unable to care for themselves.

## Remember



Your role is to remain calm, prioritize safety, notify the appropriate people, and connect the situation to emergency responders when necessary.



REEP Residential is committed to supporting your well-being because healthy employees build stronger communities.

