

The Manager's Report

WORKING THROUGH TENANT ISSUES

In a perfect world of landlord/tenant relations, the rent is never late; there are never maintenance problems, emergencies, or any other difficulties; tenants are never angry. However, this delightful scenario is generally not the case and difficult situations take serious consideration and action. However, as your Property Management Company, we normally serve as a buffer between owner and tenant during unpleasant events.

When facing an angry tenant, it is wise to point out to you have caused their problems and they are being unreasonable. Ignoring their demands, mainly in emergency situations, will only escalate matters at hand. As professional Property Managers, we know there are key steps to take when facing difficult issues.

Determine the Problem

First, you need to define the problem as clearly as possible. Taking the time to listen patiently to the angry tenant can reveal there may be more happening than the immediate issue. Example: a tenant is unreasonably angry and threatening non-payment of rent because the dishwasher quit working. Of course, this is unreasonable for a non-emergency repair. Then they reveal they are worried about a very bad performance review at work; the dishwasher was simply the catalyst for their outrage because they fear losing their job and the ability to meet their rental obligations.

Implement a Plan of Action

Next, taking steps to resolve the issue as soon as possible is vital when faced with an angry resident. Delays or

avoidance of the situation will increase the tenants' aggravation and could possibly give them grounds for future legal action.

Keep the Tenants Informed

During any difficult situation, it is important to keep the residents informed, by written or verbal communication until you achieve resolution. If they feel no one is responding to their problems, they will become increasingly antagonistic. For example, a scheduled dishwasher repair can help diffuse the tenant's anger; then, discussing their financial concerns and options on what to do if they lose their job may reduce their anxieties and hostility.

Always Follow Up

Showing the tenant that you have enough concern to verify that a repair was successful, an emergency resolved, or to inquire about their welfare can make a big difference in the landlord/manager/tenant relationship. In addition, finding out in

(Continued on page 2)



Address
City, State Zipcode
Bus: (000) 000-0000
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name@youremail.com
yourwebsite.com

Company Information

Your Company Name

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City, State Zipcode
Bus (000) 000-0000
Fax (000) 000-0000
Emergency (000) 000-0000

name@youremail.com

yourwebsite.com

Staff Serving You...

Name, Broker/Owner
Telephone + Extension
name@yourmail.com

| | |
|--|--|
| Name, Property Manager Telephone + Extension name@yourmail.com | Name, Property Manager Telephone + Extension name@yourmail.com |
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| | |
|---|---|
| Name, Assistant Telephone + Extension name@yourmail.com | Name, Assistant Telephone + Extension name@yourmail.com |
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|--|--|
| Name, Bookkeeper Telephone + Extension name@yourmail.com | Name, Receptionist Telephone + Extension name@yourmail.com |
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Office Hours

Monday - Friday 9 am - 5 pm

Saturday By Appointment Only

Sunday/Holidays Closed

(Continued from page 1)

advance there are still more problems to solve could prevent more conflicts with the tenant.

Most tenant issues work out peacefully. However, there are times when problems can escalate and the services of an experienced attorney in landlord/tenant law are required for resolution and expediency.

Document the Events

If another issue arises with the same tenant, or the same problem reoccurs, it is important to show what action items took place. Keeping an orderly and complete record of everything, such as work orders, paid bills, written correspondence, verbal conversations, and more, is a necessity.

The way to resolve tenant issues is to listen, plan a course of action, communicate, follow up, and document all actions. This is part of our commitment to provide "professional property management" for your investment. 🏠

ANNOUNCEMENTS

Looking for Management Elsewhere?

You, or someone you know, may need a property manager in other states. Because of our proud affiliation with NARPM, The National Association of Residential Property Managers, we have contacts throughout the country and may be able to assist you.

Keep us Updated

We want to be accurate, so if any pertinent information has changed, such as your address or the property transferred into trust, let us know as soon as possible. If you have not sent us a copy of your property insurance, please send it for our records. *Thank You in advance for your attention to these matters.*

Check "Red Flags"

We process many applications while marketing our properties. There are just a few items that raise "red flags" in the screening process. While they may be legitimate, it pays to point out these items to avoid potential issues.

Applicants in the application process

They have non-existent credit records

Their relatives are their landlords and/or their employers

- The applicant does not have a photo I.D.
- Applicant claims to want to do property improvements
- They list all names of known personalities (ex. George Clooney)
- The names in the application do not match in documentation
- Different social security numbers show up in the credit report
- Their salary does not match position and/or length of time
- Years employed do not correlate with age