



The Housing Report

HANDLING TENANT ISSUES

August 2007

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 not a wise to point out that you are not caused their problem and they are being unreasonable. When a tenant demands maintenance issues, or emergency repairs, they may escalate matters at hand. As professional Property Managers, we know there are 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 only cause the tenants' frustration and could possibly give the grounds for 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 only become more antagonistic. 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 advance there are still more problems to solve could prevent more conflicts with the tenant.

Most tenant issues work out peaceably. However, there are times when problems can escalate and the services of an experienced

(Continued on page 2)

SAMPLE

Your
Logo/Name
Here

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

*Put Your Company
Slogan, Office Hours, or
Announcement Here*

Company Information

Your Company Name

Address
 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

Name, Assistant
 Telephone + Extension
 name@yourmail.com

Name, Assistant
 Telephone + Extension
 name@yourmail.com

Name, Bookkeeper
 Telephone + Extension
 name@yourmail.com

Name, Receptionist
 Telephone + Extension
 name@yourmail.com

Office Hours

Monday - Friday 9 am - 5 pm
Saturday By Appointment Only
Sunday/Holidays Closed

Announcements & Services

Referrals are Rewarding

Do you know someone who is looking for management services in the Sacramento Area? Refer them to us and we will "reward" you. We value your business and would like to show our appreciation to you.

Thinking of Buying or Selling?

If you are thinking of buying or selling, we can assist you. Just call and we will have an agent contact you to help you with your Real Estate needs. There is no obligation. Check out your property value today!

Insurance


It's hurricane season, so please check your insurance to ensure you have the best coverage possible and that your policy is current. Remember, if a hurricane occurs, please do not tie up telephone lines and our time trying to find out what is happening to your property.

(Continued from page 1)

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 it 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. 

We provide an application while marketing our property. Here are a few things that raise red flags during the screening process. If they are not legitimate, it pays to check out these items to avoid poor tenants.



- "RED FLAGGING" FLAGS"**
- Applicant fights 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, Martha Stewart)
 - 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