

# The Rental Housing Report

A Quarterly Publication for Our Clients

## 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 have not caused their problems and they are being unreasonable. Ignoring tenant demands, maintenance issues, or emergencies 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 are losing their job and the ability to meet their rental obligations.

Next, attempt to resolve the issue as soon as possible. Delays can make the situation worse and 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 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 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

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Your Name/Logo Here

Address  
City, State Zipcode  
Bus: (000) 000-0000  
Fax: (000) 000-0000  
info@youremail.net  
YourWebsite.net

**Your  
Logo/Name  
Here**

Address  
City, State Zipcode  
Bus: (000) 000-0000  
Fax: (000) 000-000  
**info@youreemail.net**  
**YourWebsite.net**

*Assisting You...*

**Name, Broker/Owner**  
000-000-000, ext 000  
name@youreemail.net

**Name, Position**  
000-000-000, ext 000  
name@youreemail.net


**Name, Position**  
000-000-000, ext 000  
name@youreemail.net

**Name, Position**  
000-000-000, ext 000  
name@youreemail.net

**Name, Position**  
000-000-000, ext 000  
name@youreemail.net

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reoccurs, it is important to show what action items took place. Keeping an orderly and complete record of everything, such as work orders, phone 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

### Thinking of Buying or Selling?

If you are thinking of buying or selling, we can assist you. Check out your property value or start an on-going search by email for a new property today. Just give us a call. We can help you or your friends and family with all of your Real Estate needs.

### Referrals are Rewarding

Do you know someone who is looking for management services in our area? Refer them to us and we will "reward" you. To show you how much we value your business, we would like to show our appreciation to you.

### Are You 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.

### Checking "Red Flags"

We process many applications while marketing our properties. Here are just a few items that raise "red flags" during the screening process. While they may be legitimate, it pays to check out these items and potential red flags.

- Applicant has the application process
- There are no existing credit records
- References from landlords and/or their
- 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