

The Manager's Report

HANDLING 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 that you have not caused their problems and that they are being unreasonable. Explaining that demands, maintenance issues, and 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 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. If you achieve resolution, if they feel no one is responding to their problems, they will become more antagonistic. For example, a scheduled dishwasher repair will diffuse the tenant's anger; then, discuss their financial concerns and options. Showing 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.

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

Document the Events

If another issue arises with the same tenant, or the same problem reoccurs, it is important to show what action items were taken. Keeping an orderly and complete record of everything, such as written notices, 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. 

SAMPLE

Check Your Insurance!

Hurricane season is here, so be sure to 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. *Thank You*