

Sept / Oct 2007



**Need Professional  
Property Management  
For Your Clients?**

**The Worth Ross  
Management Co., Inc.  
Three ★ Star  
Commitment To You**

- ★ Free, no obligation, rental estimates for you and/or your client when needed
- ★ We will provide professional Property Management Services for your clients, (see our services on page 2) & pay a referral fee
- ★ When it's time for your client to sell, we will not compete for your client in the sales market

**Call Us Today!**

**Worth Ross  
Management Co. Inc.**

3710 Rawlins Suite 850  
Dallas, Texas 75219

**1-800-522-9119  
(214) 522-9100  
(214) 528-6889 Fax**

**worth@worthross.com  
www.worthross.com**

★★★

### **Our Services**

Area management specialists  
Rental marketing  
Tenant screening  
Prompt rent collection  
Communication with clients  
Monthly statements  
Equal Opportunity Housing  
Professional documentation  
Reliable maintenance vendors  
Members/industry organizations

## HANDLING DIFFICULT PROBLEMS

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 rarely the case. Owners, who employ property managers, can avoid the less attractive aspects of owning investment property. Property managers normally serve as a buffer between owner and tenant and have the experience to work through landlord/tenant issues,

Handling difficult situations does take thought and careful action. When faced with an angry tenant, insisting you have not caused the problem and that they are being unreasonable rarely leads to resolution. Ignoring maintenance issues or pending emergencies will only lead to more problems. As a professional property management company, we know there are important steps to take when faced with a difficult tenants, problem maintenance, or bad situation.

### **Determine the Problem**

To resolve any problem, you have to know what it is. With an angry tenant, patiently listening can reveal there may be a bigger issue in the picture. Finding out the tenant's concerns determines what steps to take to resolve the difficulties.

### **Implement a Plan of Action**

Taking immediate steps to resolve the issue is crucial when faced with angry emotions. Delays or

avoidance of the situation will only antagonize the tenant and could possibly give them grounds for future legal action. When necessary, it pays to consult an attorney well versed in landlord/tenant law if the tenant problem is volatile.

### **Keep Tenants Informed**

Throughout the situation, it is important to keep the residents informed, either by written or verbal communication. If they are unsure about what is happening to resolve the problem, they will only become more antagonized.

### **Always Follow Up**

Showing the tenant that you have enough concern to verify a repair has been successful, an emergency is resolved, or to inquire about their welfare can make a big difference in the landlord/manager/tenant relationship. In addition, finding out there is more to be resolved is important to planning more action steps.

Documentation is always a priority. If another issue arises, or the same one reoccurs, it is important to show what steps took place. Keeping a record of everything, written or verbal, is a necessity.

Listening, planning a course of action, communicating, following up, and documenting is the way to work through tenant problems and it is part of our commitment to service your clients' investments. Have them call us today. ☎

**WORTH ROSS MANAGEMENT CO., INC., PROPERTY MANAGEMENT AT ITS BEST**  
***We Pay You Referrals AND You Keep Your Client!***

Worth Ross specializes in residential property management in the greater Dallas area. We have years of experience in single family homes, duplexes, triplexes, fourplexes and apartments. A full-service Property Management company, we pride ourselves on “*Professional Property Management*” and attention to our clientele. In our commitment to landlords that we constantly update within our company regarding legislation, rental market trends, maintenance issues, and have a commitment to keep our clients “informed.” The Worth Ross staff are proud members of NARPM®, the National Association of Residential Property Managers and NAR®, and the Greater Dallas Association of Realtors. Memberships in these organizations keep us in tune with all markets, which means greater assistance to landlords and real estate agents.

To you, the professional Real Estate Agent, we make a **commitment** to serve your client and guarantee that when they are ready to sell, we will NOT compete for your sales business. You Lease, we Manage, and **send you a referral fee** - or - we Lease, we Manage, and **send you a referral fee for both**. You decide, but when the owner wants sales comps or tells us their thinking about selling, **we will send your client back to you**.

This newsletter is intended to assist you with your client’s needs and to pass on to you important information in the rental industry, and therefore, benefits you and your clients. **Give us a call today and let us know how we can assist YOU!**



3710 Rawlins Suite 850  
 Dallas, Texas 75219

*\$\$ We Pay Referrals \$\$*

**WORTH ROSS & ASSOCIATES, “THE” PROPERTY MANAGEMENT EXPERTS**



This newsletter is intended to be a service to you; if you wish to be removed from our mailing list, please call (214) 522-9100

Contact	Position	Bus. Phone	Ext.	E-mail
Worth Ross	Broker/Owner	214-522-9100	202	worth@worthross.com
Kevin Curran	Property Manager	214-522-9100	212	kevin@worthross.com
Oliver Roberts	Property Manager	214-522-9100	207	oliver@worthross.com
Melissa Zacha	Property Manager	214-522-9100	210	melissa@worthross.com
Chris Vogel	Property Manager	214-522-9100	215	chris@worthross.com
Jere Becker	Property Manager	214-522-9100	214	jere@worthross.com
Pete Webb	Property Manager	214-522-9100	218	pete@worthross.com
Steve Smith	Property Manager	214-522-9100	219	steve@worthross.com
Lynn Biggerstaff	Work Order Supervisor	214-522-9100	209	lynn@worthross.com
Jayne Morin	Accounting	214-522-9100	205	jayne@worthross.com
Ping Liu, CPA	Accounting	214-522-9100	211	ping@worthross.com