

"The Worth Ross Newsletter to Keep Our Clients Informed"

Handling the Difficult Tenant

June/July 2004

In a perfect world, a property owner rents to a tenant, and the rent is never late. In this delightful scenario, there would never be maintenance problems nor tenant difficulties. However, this is often not the case. Landlords, who employ property managers, can avoid "handling the difficult tenant," which is one of the less attractive aspects of owning investment property. Property managers can serve as a buffer between owner and tenant when there are problems.

Handling difficult people or situations does take thought and careful action. Simply insisting that you have not caused their problem, and that they are being unreasonable, rarely leads to resolution. As your property management company, we know what steps to take when faced with a difficult tenant or poor situation.

First, truly listening to the resident is a big key to resolution. From the beginning, it is very important to determine what the unhappy tenant is actually saying. Often, by just listening compassionately, you find out that there is something else "behind" their problem. For example, a tenant is angry because the air-conditioner is out on a hot day – perhaps the real problem is

that they had a fight with their employer that day, and the heat has aggravated everything. By listening and finding out the real issue, it is easier to plan a way to handle the problem, or immediately solve it.

After the real issue has been determined, implement a plan of action. Delays in finding a solution will only antagonize the tenant. The liability of the situation, and whether the problem can be resolved peaceably, play a major part in defining what steps should be taken. There are times when the "difficult tenant" will force a notice to quit or notice to move. Most problems can be resolved by working with the resident.

Communication through the entire situation is extremely important. Whatever the issue, it is necessary to keep the residents informed, either by written or verbal communication. For example,, knowing there is a scheduled air-conditioning repair in place can go along way toward diffusing the tenant's anger when it is the cause of the problem. Leaving tenants in the dark about what is being done will only antagonize the situation.

Following up is just as important. Letting the resident know that you have enough concern to verify the

repair has been successful, and to their satisfaction, can make a big difference in the landlord/manager/tenant relationship.

Documentation is always a priority. If another issue arises, or the same one reoccurs, it is important to show what steps took place.

The way to "handle the difficult tenant," is listening, planning a course of action, communication, follow-up, and documentation. It is also part of our commitment to service your investment. 🏠

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[Check Our Updated Web Site!](#)

Address Change?

If you have recently had an address, telephone or email change, please be sure to notify us so that our records are correct. Thank you.

OUR SERVICES

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 from our sales team contact you to help you with your Real Estate needs. There is no obligation. Check out your property value today!

Referrals are Rewarding

Know someone who is looking for management services in the Dallas area? Refer them to us and we will "reward" you. We value your business and would like to show our appreciation to 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, your friends, and your family.

Check Our Web Site!

We have recently revised and updated our Web Site; there are more options and information for owners and tenants than ever. This newsletter will also be featured there in the near future. This site will be updated regularly and if you have comments or suggestions, please send them to worth@worthross.com. Thank you.

Take Advantage of Summer Weather

Summer is the perfect time to take advantage of better weather and perform preventative maintenance that could save money and reduce liability. Here is a list of action items to consider:

Heating and air-conditioning: Maintaining a heat and air unit is much less costly than a major repair. Often Freon is low or coils need cleaning. A once yearly check-up can make a big difference and avoid future tenant problems and loss of rent.

Irrigation systems: Now that spring has passed, it may be time to review the landscaping needs and correct problems before plants and trees die.

Major pruning: If there are large trees or bushes on a property, there can be roof problems, safety issues, and more. Consider a yearly summer clean up.

Tree roots: Tree roots that are growing out of control could cause additional maintenance issues, such as broken sidewalks and driveways. This is definitely a liability item.

Fences: The winter/spring weather may have taken a toll on the fences; now is the time to work on repairs and prepare for the upcoming winter.

Roof repairs: Maintaining the roof may put off replacement for years. In addition, roofers are in less demand in the summer months, which could mean more savings.

Exterior paint: Eventually most properties need a coat of paint. Keep the property looking attractive can mean reduced vacancies and again, loss of rent.

Remember, all of the above items, and more, are tax deductible. Preventative maintenance is a major key to a sound investment. ✖

WORTH ROSS
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The Property
Management
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**YOUR WORTH ROSS
& ASSOCIATES TEAM!**

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**Contact us at Worth Ross
Management Company if you would
like to take advantage of the
summer weather**