

Chapter Outline

CHAPTER 7: Tenant Relations

- I. Overview
- II. Establishing Sound Landlord-Tenant Relationship
 - A. Move-In Inspections
 - B. Clear Understanding of Lease Terms
 - C. Manager's Personal Efforts
 - 1. Soliciting Tenant Input
 - 2. Newsletters
 - 3. Cultivating a Sense of Pride
 - D. Handling Maintenance Requests
 - 1. Requests In Writing
 - 2. Using Software Management
 - 3. Speedy Response
 - 4. Excessive Demands
 - 5. Role of Maintenance Personnel
 - E. Commercial and Industrial Variations
- III. Rent Collection
 - A. When to Pay
 - B. Encouraging Prompt Payments
 - C. Late Fees
 - D. Billing Notices
- IV. Lease Renewals
 - A. Value of Stable Tenants
 - B. Bargaining Factors
 - C. Concessions
 - 1. Construction
 - 2. Rental Rate Changes
 - D. Proper Notice
 - E. Competition
- V. Rent Increases
 - A. Fact of Life
 - B. Avoiding Tenant Protests
 - C. Increase Services
- VI. Terminating the Tenancy
 - A. Required Notice
 - B. Exit Interview
 - C. Fair Housing Compliance
 - D. Inspection of Premises

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- E. Return of Security Deposit
 - a. Retention for Damages
 - b. Last Month's Rent
- VII. Terminating the Tenancy in Court
 - A. Reasons for Eviction
 - B. Notice before Eviction Suit
 - C. Eviction Suit
 - D. Process
 - E. Actual Removal
- VIII. Summary