

A HOW-TO GUIDE

5 Ways to Build a Strong Landlord-Tenant Relationship



MEYERS
MOVING BEYOND EXPECTATIONS



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ABOUT MEYERS

With Meyers, You'll Feel The Care.

We're a family run business, which influences the way we work. Our customers always come first and the service you receive from our 'family' of experienced professionals is tailored to exactly meet your individual needs.

Letting? Our team is here for you 24/7! We focus on finding the right tenant and managing the letting and tenant find service for you.

We believe in helping you save for the future so that you keep more of your pennies from your Buy-to-Let properties.



We're better value. We believe our service will not be beaten by any local agency.

We give back to the community. Our community fund has raised over £300,000 for local good causes since 2011.

Our philosophy is simple. We're friendly, experienced, determined, great value and absolutely focused on you. We really look forward to hearing from you.

Mark Meyer



A Great Landlord-Tenant Relationship Matters.

A great landlord-tenant relationship is more than just a business arrangement - it's the basis of a stress-free rental experience for both parties.

When landlords and tenants trust and respect each other, tenancies tend to last longer, maintenance issues are resolved quickly, and disputes are avoided.

As a landlord, your investment thrives when your property is well cared for, and that starts with happy, responsible tenants.

The good news? It doesn't take much to build a positive relationship that benefits everyone involved.

By taking these five steps, you can build a positive landlord-tenant relationship.



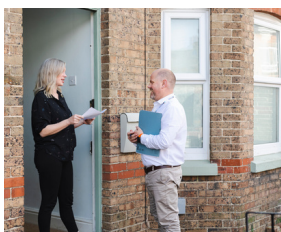
ONE

DID YOU KNOW?

*Landlord Today

A survey reported that 71% of landlords commit to responding to tenant enquiries within 24 hours.

Start with a Strong Foundation



First impressions count, and the way you set up your tenancy from day one can impact the entire experience.

From the moment you meet your tenant, make them feel welcome and confident that they've chosen the right home.



- **Clear Tenancy Agreement:** Be upfront about expectations for rent payments, maintenance responsibilities, and notice periods.



- **Professional but Friendly Approach:** A warm welcome message or a short introduction at the start of the tenancy makes a difference.



- **Provide a 'Welcome Pack':** Help your tenants settle in by providing useful information, such as bin collection days, local transport links, appliance manuals, and emergency contact numbers.

- **Conduct a Thorough Check-In:** Explain how key appliances work, and highlight any safety features. This reassures your tenant that you're a responsible landlord who values their comfort and safety.

TWO

Communicate Openly and Promptly

A breakdown in communication is one of the biggest causes of friction between landlords and tenants.

Keeping the conversation open and respectful from the beginning helps tenants feel comfortable approaching you with concerns, which can prevent minor issues from turning into bigger problems.

- **Respond Quickly to Queries:** Even if you don't have an immediate solution, acknowledging a tenant's concern promptly makes them feel heard and valued.
- **Keep Communication Professional:** Striking the right balance between being friendly and professional ensures both parties feel respected.
- **Use Multiple Channels:** Whether it's email, phone, or WhatsApp, agree on the best way to stay in touch so that communication is smooth.



THREE

Be Proactive with Maintenance and Repairs

A well-maintained rental property benefits you and your tenants.

It protects your investment, prevents small problems from turning into expensive repairs, and reassures tenants that you're a responsible landlord.

Plus, tenants who feel looked after are far more likely to stay long-term.

Fix Issues Promptly:

- Delaying repairs can frustrate tenants and make them feel neglected.

Schedule Regular Maintenance Checks:

- Stay ahead of potential issues with periodic inspections and routine servicing.

Show Appreciation for Careful Tenants: A simple thank-you reinforces mutual respect.



FOUR

DID YOU KNOW?

*NRLA

A survey revealed that 76% of private renters expressed satisfaction with their landlord's services.

Respect Privacy and Boundaries



While it's your property, it's your tenant's home, so respecting their space while ensuring the property is well looked after helps build a long-lasting, positive relationship.



Nobody wants an overbearing landlord, and a little trust goes a long way!

Give Notice for Visits: Legally, you must provide at least 24 hours' notice before entering the property, but more is always appreciated.



Be Considerate: If you need to check your property, keep visits brief, and non-intrusive.



Allow Tenants to Personalise Within Reason: Letting tenants add small decorative touches can make them feel more at home, which often leads to longer tenancies.



Trust Your Tenants: If you've done thorough referencing you can feel confident that your tenants will treat the property with respect.



FIVE

Handle Issues Fairly and Professionally

The way you handle any issues can make or break your relationship with your tenant.

Approaching problems calmly and fairly ensures that minor disagreements don't escalate into major disputes.

- **Keep Emotions Out of Disputes:** Even if a tenant frustrates you, staying professional and focusing on solutions will lead to a better outcome.
- **Be Fair About Deposit Deductions:** It's normal for properties to experience wear and tear. Be reasonable when assessing damages.
- **Have a Clear Late Payment Process:** If rent is overdue, a polite but firm reminder often works better than immediate legal threats.
- **Use Mediation When Needed:** If tensions rise and communication breaks down, a third party - such as a letting agent - can help resolve conflicts fairly.



Contact us
today for
your **FREE**
rental valuation.



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**Let us manage the entire letting
and tenant find service for you.**



Letting your home?

**For a free rental valuation and
expert property management
advice, head to
meyersestates.com to contact
our lettings department.**

If you have instructed another agent on a sole agency
and/or sole letting rights basis, the terms of those
instructions must be considered to avoid a possible
liability to pay two commissions.