

Four pillars of a successful tenancy

We've applied what we've learned in our years of protecting tenancy deposits and resolving disputes to create a blueprint for constructing a solid tenancy. Follow these four pillars to build a great landlord-/tenant relationship.

1

ADVISE

Share clear helpful information with your tenants.

- Highlight key terms and obligations in their contract.
- Provide contact details for when problems arise.
- Give them the Prescribed Information, and a copy of the inventory and check-in report.
- Share our **guide for tenants** for information about tenancy deposits.

2

RECORD

Keep detailed records of the tenancy.

- Complete a thorough check-in report and inventory with the tenant.
- Use mid-term inspections to record the current state of the property.
- Keep records of mid-tenancy issues including communications, bills and invoices.

3

COLLABORATE

Working together with your tenants for a harmonious relationship.

- Invite tenants to the check-in and check-out to agree condition of the property.
- Discuss repairs or improvements with your tenants at the mid-tenancy review
- At tenancy end, agree on reasonable deposit deductions with your tenants.
- In the event of tenant transfers, work with tenants to update the inventory.

4

HEAR

Communication isn't just talking, but listening too.

- Listen to any concerns your tenant raises, and acknowledge their point of view.
- Answer any concerns in a reasoned and fair way.