

Troublesome Tenants

**Prevention, Enforcement,
Eviction**



Recap: Module 6

How and why it is important cut back the turn-over rates!

How to retain good, long-term renters

A system to implement rent increases without losing tenants

In this Module

Eviction Prevention Pt 1: Tying in tenant screening

Eviction Prevention Pt 2: Regular inspections

Eviction Prevention Pt 3: Late rent enforcement, defending boundaries and setting expectations

Arm yourself with the know-how or prepare yourself with legal assistance

**Eviction
Prevention
Starts w/
Tenant
Screening**



Tenant Screening

Want to eliminate evictions and trouble tenants?

DON'T LEASE TO THEM!

We covered tenant screening in detail in Module 3, but let's tie it in briefly:

Tenant Screening

For every prospect:

- **Collect a (detailed!) rental application (included with your course)**
- **Run full credit reports, nationwide criminal checks, nationwide eviction reports (link in the resources section below)**

Tenant Screening

- **Call employers to verify income, likelihood of continued employment, and character**
- **Call current and former landlords**
- **Call at least one personal reference**



Tenant Screening

- **Inspect their current home – how do they treat it?**
- **Look in their car – how do they treat it?**
- **Check social media**

Remember: oz of prevention > lb of cure

Inspections

Why, When, and How



Inspections: Why

- 1. Set Expectations: Sends a message to renters that you are paying attention (not absentee!)**
- 2. Early Detection: Inspections allow you to find and fix problems (both property issues & lease violations) early**
- 3. Peace of Mind: Regular inspections assure you that your property is being cared for properly**

Inspections: When

- 1. Drive by often. Check for trash and debris.**
- 2. Visit at least semi-annually. But shoot for quarterly inspections, more if there are pets. Build the inspections into your lease!**
- 3. Less notice = better. Never go without notification, but go with as little notice as permissible (most states: 24 hours)**

Inspections: How

4. Take notes & pictures!

(with renter's permission)

Tip: The best inspection is when the renter is not there, although sometimes unavoidable

Be Systematic and Automatic

**When problems occur, be
all over them.**

Do not procrastinate!



Late Rent Notices

CAN'T OVERSTATE HOW IMPORTANT IMMEDIATE ACTION IS FOR LEASE VIOLATIONS!

1. Use a “Friendly Reminder.” This could be a phone call, text, email or mailed notice. Send it if the rent has not arrived before the grace period ends.

Late Rent Notices

2. Send a formal eviction notice AS SOON AS the grace period ends. Include the total due including late fees. (Late fee limits are mandated in some states.)

3. Proper notice required before filing for eviction!

A Note on Evictions

Rookie mistake: delaying eviction after a sob story.

Eviction process is LONG – 3-12 months.

(Yes, Brian's had evictions take a year.)

Evictions can always be stopped – you can always work out a payment plan later, but start the process immediately!

Notices: Other Violations

As soon as you discover a lease violation, or there is a complaint from a neighbor, send a written eviction notice.

Eviction notices must include the section of the lease that has been breached.

Notices: Other Violations

Always send the official warning notice for eviction.

Again, you can always stop the eviction later, but you need to start the process immediately.

If the violation CAN BE fixed, inspect to be sure it is fixed! Never assume.

Notices: Other Violations

Gather evidence, pictures, police reports and all communication.

Never argue with a renter!

Do not give in! This will set a precedent for the renter to run all over you.

Remember: renters will push your boundaries, your job is to defend them!

Keep on File...

A copy of all keys

Original signed rental application

Original signed lease agreement

Move-in condition photos

Signed & initialed move-in condition statement

All correspondence between you and the tenants

Return Receipt card, certified receipts from the post office and any documentation from process servers.

Warnings & Tips



Warnings

NEVER lock out, change locks, turn off services or utilities on your own without going through proper legal procedures.

DO NOT remove any of the renters personal property before going through all court procedures.

Warnings

NEVER have a face to face confrontation.

DO NOT harass or hassle your renter.
This can come back to bite you in your a\$\$.

Skipping Renters

Worried a renter has skipped?

Contact any emergency contact or reference on the rental application under the guise of “worrying because you have not heard from the renter”

Be careful not to give out too much info!

Cash for Keys

Consider offering money for your tenant to leave.

They only get the moolah when the unit is vacated, clean, and in good repair.

If you are doubtful of the procedures or the case is complicated, hire an attorney (and ask on our FB group)!

**Arm Yourself
with
Knowledge**

***Knowledge is
power!***



Arm Yourself with Knowledge

**Get to know your landlord-tenant laws,
(for U.S. landlords, SparkRental has
summaries for each state)**

**Know your state/province eviction
procedures BEFORE you need to file an
eviction!**

Arm Yourself with Knowledge

Most critical:

- ❖ Your state/province's eviction warning notices (and their waiting periods)**
- ❖ Allowed methods to serve eviction warning notice**
- ❖ Where & how to file for eviction locally**

Mistakes = lost months of rent (\$1,000s)!

Arm Yourself with Knowledge

Find a local attorney and/or eviction filing service, just in case.

Better to have one lined up ahead of time, rather than scrambling last minute.

(SparkRental has a service where you can “Ask an Attorney” in real time, \$0-80/answer)

Resource: Get help in the Facebook group!

Wrap-up & Action Steps



Wrap-up & Action Steps

Prevent & eliminate evictions with aggressive tenant screening. Be a stalker! Get to know the person who will be taking possession of one of your largest assets.

Have a plan! This automates your system so no thought or decisions required. Lease violation? Take action immediately. Set THAT precedent.

Wrap-up & Action Steps

Know the landlord-tenant law in your state/province! Don't be caught flat-footed by a tenant who knows more than you.

Read all about eviction and the steps and make a list of those steps!

Wrap-up & Action Steps

Prepare with templates of your state / province's eviction warning notices. As soon as a tenant pushes the boundaries & violates your lease, serve them notice!

Find an attorney or eviction service ahead of time. You may never need them but having them handy gives you confidence to enforce your lease!

BE PREPARED!

Coming Up Next:

The Wrench Connection: Everything Landlords & Managers Need to Know About Contractors

How to find good quality, responsive contractors that won't break your bank

Filling your rolodex with contractors BEFORE you need them

Module 7 Out

See You on the Flipside!

