Landlords Guides
Keeping Your Tenants Happy
The Simple Landlord Insurance Guide: 5 Top Tips on How to Keep Your Tenants (and you) Happy!

Every landlord knows that finding tenants costs money and time. This is why it is so important to keep your tenants happy, ensuring they stay in your property, and all your hard work acquiring them doesn’t go to waste.
To help you in your quest for happy tenants we have compiled 5 top tips for you to try;

1) **Deal with property maintenance issues in a timely manner**

If your tenant has raised a maintenance issue with you it is important that you review this as soon as possible and respond accordingly. If the issue is only minor make them aware of the timeframe within which it will be fixed, and the reason why it is not classed as an 'emergency'. Keeping the tenant informed from the outset will help to manage their expectations.

If the maintenance issue is deemed an emergency, it is important these are treated as a priority and responded to promptly. Sometimes this may not be possible, but if they are at least kept up to date they will see that you, as their landlord, are doing everything you can to resolve the problem as soon as possible for them.

**Simple tip:** Be prepared for emergencies by taking out Home Emergency Cover with your landlord insurance. This provides you with access to a 24hr emergency helpline and also covers the cost of contractors' emergency call out, labour, parts and materials following an insured event.
2) Educate your tenants by providing a comprehensive moving in package

Knowledge is King. If you can provide the answers to questions your tenants may have in their moving in package, you not only reduce the amount of queries they may ask you, but also become a thoughtful and caring landlord in their eyes.

Here are just a few examples of what you could include;

• Contact details for local services such as Doctors surgery and local Council; for some tenants this may be the first time they have lived in the area and these details may be useful to them.

• Your availability; let them know the hours you will be available for them to contact you and a couple of different contact details such as email address and telephone number. Try and be as flexible as possible.

• Deposit protection scheme; provide them with information on the process involved and the regulations in place to protect their deposit.

• FAQ section; this should include any previous queries/problems past tenants have had and the resolution.

3) Provide a clear and comprehensive rental agreement

As a landlord, it is your responsibility to provide the documentation and an explanation of all the regulations and procedures that are in place between yourselves and the tenants. Whilst the rental agreement needs to be a comprehensive document, it is also important that your tenant understands what is included. Therefore try and keep the agreement as clear and concise as possible to eliminate any confusion on the tenant’s behalf. Take time at the start of the tenancy to go through the agreement fully with them and answer any questions they may have. If you have instructed an agent to have full management, make sure that you follow up with them to check this has been done and the tenant is happy.

**Simple tip:** Include photographs with your inventory listing and make sure these are signed by both parties at the beginning of the tenancy. These will act as a point of reference at the end of the tenancy to compare to and should help prevent any disagreement.
4) **Keep in contact with your tenants**

Contact your tenants periodically throughout the year to check if everything is ok with the property and if they have any problems or queries they want to raise with you. They may have a small issue which they haven't got around to raising, but by being proactive you may be able to resolve this for them. Aim to build up a good rapport with your tenants whilst still maintaining a professional approach.

**Simple tip:** By staying on top of all the small issues i.e. a slight leak or broken sealant around bath/sink/shower and fixing these immediately, this could save you money if this problem persists and escalates into a larger job. You could have to replace lino, treat mould, repaint walls or all 3.

5) **Respect your tenants privacy**

Although you still own the property, whilst your tenant's are living there it is their home, and it is important to remember that they have a right to privacy whilst they are living there. In accordance with the Housing Act 1988, you must notify the tenant in writing at least 24 hours before you enter the property. Try to keep visits down to a minimum throughout the year and if possible agree these at the start of the tenancy so the tenant is aware from the outset.

**Simple tip:** Schedule a quarterly review of the property where both landlord and tenant can discuss any issues.

Keeping these tips in mind will hopefully help you to keep your tenants happy and encourage them to renew their lease for another year, therefore saving you the time and costs involved with finding a replacement tenant.