

# How to Rent to Top Quality Tenants

Simon and Elizabeth Schellenberg



# Fyfe Family Nightmare



# Schellenberg Family Nightmare



# Tenant Phobia

- Midnight moves
- Late rent
- Damage to the property



# Why boring is good

- Saves you money
- Saves you time
- Gives you peace of mind

Avoid bad tenants, attract  
The good tenants



# 1) Marketing

- The first interaction
- You don't need your phone to ring off the hook
- Get fewer calls from higher calibre tenants

# Where do we market?

- Kijiji
- Put forward a professional image
- Professionalism scares away horrible tenants
- Put your requirements in the ad
- “We are great landlords and we only accept great tenants”
- No texts or emails, phone calls only!

## 2) Vetting- Selecting your customer

- Phone call
- In-person showing
- Credit and reference checks
- Collecting the deposit



# Phone calls

- Efficient and easy opportunity to screen
- Control the conversation
- Ask open-ended questions



# Showing the property

- Second interview
- Confirmation call
- Ask open-ended questions
- Look for a consistent story



# Credit and Reference checks

- **Credit checks do not lie**
  - Good predictor of future behaviour is past behavior
- **Landlord and employment references**
  - Make sure you know WHO you are talking to

# Deposit

- The deposit is how they secure the suite
- One of the last opportunities to make sure you are getting a good tenant

# 3) Setting the Tone

- **Take opportunities to cement your professional relationship**
  - **Setting appointment times- respect your time AND respect theirs**
  - **Signing the lease- go through it in detail**
  - **Walkthrough inspection- Take it seriously, give them a good product**
  - **Repairs- When something is broken, just fix it!**

## **4) Ongoing management of the relationship**

- **Fix legitimate issues quickly**
- **Don't let your tenant be your handyman**
- **Christmas and thank you gifts**

# Learning from our mistakes



# Questions?

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