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## MHP Rental News

*A Quarterly Publication for Our Clients*

### Spring 2011

#### A Message From the MHP Team

- **Our thoughts and prayers are with all of those whose lives have been effected with the recent tragedy in Japan.**
- **Continuing Education:** Cheryl Kunimoto and the property managers of Marie Hansen Properties completed The NARPM Ethics course and received certification for the next four years. We continue to strive for a higher standard of excellence so we may serve you better.
- **Ducts:** Does your property have central air-conditioning? If so, have you had your ducts cleaned? If you are interested, please contact your property manager for more details. We will be happy to obtain quotes and provide you with more information.

#### What IS a Rental Emergency?

It is important to understand what a rental emergency is. Depending on whose perspective it is, whether it can be owner, tenant, vendor, or property manager, it can mean different things when it happens.

The definition from Wikipedia is

*An emergency is a situation that poses an immediate risk to health, life, property, or environment.] Most*

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***The company with a Passion  
for Property Management!***

#### Serving You

Cheryl Kunimoto, President

*emergencies require urgent intervention to prevent a worsening of the situation, although in some situations, mitigation may not be possible and agencies may only be able to offer palliative care for the aftermath.*

*While some emergencies are self evident (such as a natural disaster that threatens many lives), many smaller incidents require the subjective opinion of an observer (or affected party) in order to decide whether it qualifies as an emergency.*

*The precise definition of an emergency, the agencies involved and the procedures used, vary by jurisdiction, and this is usually set by the government, whose agencies (emergency services) are responsible for emergency planning and management.*

This is a precise definition, but when it comes to handling "emergencies" in rental property, the first step is to determine if there is a true emergency. Some emergencies are obvious when they happen, such as fire, water flowing through the property, loss of heat in cold conditions, major gas leak, etc. For these circumstances, it is important to take immediate action and simply handle the situation as quickly as possible. There are emergencies but there are solutions.

However, there are times when a tenant has a different "perspective" on what is an emergency. When this happens, the Property Manager has to consider the tenant's feelings but at the same time, recognize that it is not an emergency. The following maintenance problem is a good example of this.

*Janice is a good tenant. One thing that Janice rarely does is cook. She does use the stove and microwave, but not the oven. However, she invited eighteen people for Thanksgiving and planned the full turkey dinner, including baking pies. The day before Thanksgiving, she started working on the pies. When she turned on the oven, it did not work. As you can imagine, she panicked, calling the Property Management office, screeching that she had an emergency.*

*When the Property Manager finally worked through the hysteria, she determined it was not an emergency but a necessary repair. However, Janice was not to be soothed. The Property Manager immediately called a technician to see if they could get out immediately. They would try but could not promise. Apparently, this is quite a common situation just before thanksgiving. Eventually, the Property*

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## Additional Services

**Thinking of buying or selling?** Just call and we will have an agent contact you to help with your Real Estate needs.

**Looking for management elsewhere?** You, or someone you know, may need a property manager in other states. Because of our proud affiliation with NARPM we have contacts throughout the country and may be able to assist you.

## Announcements

**Check Your Insurance.**

Events can happen - flood, extreme

*Manager also worked through the situation with Janice and they came up with a plan for the Thanksgiving dinner. It took some time, but Janice finally came to the realization that it was not a true emergency. The best news is that the vendor worked late and did manage to fix the oven.*

This may seem a silly example to you but there are many similar situations like this with tenants. They can feel frightened, threatened, angry, frustrated, and more. They can be difficult tenants or just had a bad day. What is important is to determine quickly what the situation is. If it is a true emergency, we want to act on it right away. If it is not, we want to diffuse the situation, but still handle the repair in a timely manner.

As a property owner, you may also feel angry and frustrated when a true emergency occurs. It will mean expense and potential problems with the tenant. We do our best to counsel tenants on what is a true emergency, but it is not always easy. As your property management company, we will do everything we can to minimize the problems and find the solutions, whether it is a true emergency or just a maintenance problem.

Events can happen - flood, extreme heat, earthquakes, fire, and more! It is important to check your insurance to obtain the best coverage possible and ensure that it is current. Review now with your insurance agent before a disaster/emergency occurs.

**If An Emergency Occurs**

If an emergency situation occurs, please be patient and avoid tying up critical telephone lines and our time.

Our first priority during any emergency is to handle the situation, taking any necessary measures for the safety of your property and your tenants. Then we will contact you as soon as we are able.

**Our Associations**



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