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**MARIE HANSEN
 PROPERTIES**



"We have a passion for property management."



MHP Rental News

A Quarterly Publication for Our Clients

Winter 2012

A Message From the MHP Team

Thank you for allowing Marie Hansen Properties to manage your property. Our wish for you is joy and happiness in the coming new year. We value and appreciate you and look forward to continuing to serve you.

May love, peace and joy guide you every day.

What Does The Tenant Want Now?

There are times when owning a rental property can feel like pouring silver dollars into a big bottomless hole with no chance of recovering them. After a vacancy and repairs, the property successfully rents and then the tenant wants the property owner to spend more money on repairs. It could be a big property tax bill is due or the mortgage is adjustable and the payment is more. The property owner's attitude is - when is it going to end and why should I spend more?

There are times when it may seem never ending but it is important to stop and consider the tenant request; even if there have been recent expenditures. It may be logical to turn down the tenant's request but before doing so, it is important to ask a series of questions before automatically saying "no." Here are questions with appropriate examples.

- **Is the request a habitability issue?** Example: there are large holes in the carpet that cannot be repaired and this could cause residents to trip and fall; if this happens, the insurance will probably not cover the accident if there is known

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

Serving You

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neglect; it would have been cheaper to replace the flooring.

- **Is this request reasonable?** It may be that the kitchen curtains are torn and dirty; the only solution is replacement and it reduces complaints from the tenant. Would you want to live with this condition?
- **Will refusing the request increase the chance of a shorter tenancy and increased possibility of a vacancy?** Example: the request is reasonable but the owner turns it down and subsequent other reasonable requests; the tenant is not happy and there are many properties on the market; at the first opportunity, the tenant gives notice so they can find a better rental property.
- **Can the property owner delay this request for a reasonable period?** Example: the tenant wants a new dishwasher installed because the current one is rusting and does not wash well; because of many recent repairs, the owner agrees to install a new one in six months and the tenant is satisfied with this compromise.
- **Is it appropriate to ask the tenant to share in the cost?** Example: the carpet is serviceable but an outdated color. The property owner proposed they would put in new carpeting but that the tenant pays forty percent of the cost; the tenant agrees because it is cheaper than moving and they like the location.

Ultimately, will the tenant request provide any return on investment (ROI)? If you look at any of the previous questions and examples, you will recognize that any of them will increase a return on the investment for one or all of the following reasons.

- By keeping the tenants happy and reducing the vacancy factor
- By improving the property
- By reducing liability and costly litigation

When should you turn down a tenant request? There are times when a tenant request is definitely unreasonable and is definitely unnecessary. Just take the time to consider the request and discuss the request with us to seek any possible solutions. We want the best for your investment.

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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 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.

The material provided in this newsletter is for informational and educational purposes only. It is NOT legal advice. Although we believe this material is accurate, we cannot guarantee that it is 100% without errors.

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