

How to Deal with Angry Residents

By: Mindy Williams

Here are some great ideas submitted to Rent & Retain on how to deal with angry residents.

- I wait two counts after a resident stops complaining. This way I don't interrupt them and it gives them the chance to get everything off their chest. Then I summarize their problem and give solutions.
- I learned a long time ago never to say, "It's out of my control" or "I have to ask my boss." This makes the complaining resident believe that my job is not important and so in the future they should just go over my head. I tell the resident that WE can work it out together. This puts us together as a team.
- We are extending our phone hours to 7am to 7pm so that residents with complaints can call us more easily. Since the office is closed, we just need one person to stay early/late and answer the phones, which also gives us extra time to catch up on paperwork.

Mindy Williams is President of RentandRetain.com. An approved instructor for the California Department of Real Estate, Mindy's seminars, magazines and books help train thousands of property management professionals each year. Visit www.RentandRetain.com or call 619-437-6633 for more information.