



Session # 202: Up Your Game: Working with Tenants to Improve Your Services

Speaker: Aaron Lynes



Life Within the Tenant Community

- On-Site Resident Manager
 - Obvious Benefits
 - Front Line Representation
 - Visibility
 - 2-way / Security
 - Tenant Contact
 - Questions / Concerns / Emergency Responses
 - More Specific Functions
 - Rent Collection – Cheques / Money Orders / Debit
 - N4 Delivery
 - Maintenance Response



Life Within the Tenant Community

- On-Site Resident Manager
 - More Specific Functions (cont'd)
 - Notices to Vacate
 - Outgoing Inspections
 - Scheduling Required Retro-work
 - Clean & Prepare Unit for Occupancy
 - Unit Move-ins
 - Show Units from Referred Applicants
 - Confirm References / Sign Lease / Give Keys
 - Incoming Inspections



2

Life Within the Tenant Community

- On-Site Resident Manager
 - More Specific Functions (cont'd)
 - Income Verifications
 - Annual Income Testing
 - Interim Income Submissions
 - Minor Drawbacks
 - Training & Education
 - Schoolyard Games
 - Challenge of Confidentiality



3

Life Within the Tenant Community

- Closing Thoughts
 - Resident Surveys
 - Experienced Effective Tenant Communication
- Thank You

