



## **SETTLING LANDLORD/TENANT ISSUES IN 6 EASY STEPS**

1. Phone call – listen carefully to concern, take notes, be impartial, do not make assumptions about any party’s guilt or innocence, thank landlord for calling and sharing concerns, let them know you will follow up with them after speaking with participant. Remember to honor confidentiality.
2. Contact our participant – ask participant to come in to meet with you. Share in a general way about the concern. Ask them to meet with you so that matters can be resolved and things can move forward more positively.
3. Meet with participant (and any other interested parties) – Be as specific as possible about the issues at hand, avoid giving out identifying information about the caller if the caller has concerns about that, often the participant knows who complained but we do not have to confirm or deny. Remain positive, focus on what can be different moving forward, ask the participant how the situation could have been handled differently to avoid the problem, review program agreement, review current lease agreement, review permanent housing plan, review Keys to Being a Quality Tenant, and ask for renewed commitment from participant to be a quality tenant.
4. Follow up with landlord by phone call. Ideally this is best done in front of the tenant at the end of the meeting.
5. Follow up with landlord in writing with a short thank you note.
6. Follow up with tenant – send thank you note, or make thank you phone call - just check in to make sure things are proceeding more positively. Thank participant for their commitment to being a great tenant and resolving the issue.