

## How to make the best impression....OF YOU and your letting!

*Remember, not only is your property/room on show....so are you!*

From the moment you place your advert, through to the initial enquiry, your prospective tenant is making an assessment of you BEFORE they even book a viewing...don't put them off. **So 'curb' your appeal** by observing the following:

### **Viewings: Build on your professional approach by:**

1. **Notifying your existing tenants** of the viewing date and time with a minimum of 24hrs notice – **this is a statutory requirement!** The last thing you need is a disgruntled existing tenant, displaying your discourtesy and unprofessionalism in front of a prospective tenant!
2. **If you're new to being a landlord and for safety:** take someone with you to viewings and/or notify a friend/family of the viewing: date, time and name of viewer.
3. **Arrange to arrive 15 minutes earlier** than the viewing time, to enable you to 'catch up' with existing tenant to ensure that they are happy and in a position to accommodate viewings OR [if no existing tenant] to 'open up', clear post, open curtains/windows to freshen up property.
4. **Remember your enquirers/viewer's name** to appear on the ball! Especially if you have a number of viewings.
5. **Try to politely establish who will be living in the property...**take a keen interest as additional residents will potentially be part of the relationship that you form during the tenancy.
6. **Try to establish the prospective tenants current situation:** this will help you to assess whether you are able to accommodate or not.
7. **Show off the best parts of your property/room** including the **surrounding area:** fill in the missing bits like local walks, playground, schools, road links, benefits of living in the area etc.
8. **Be clear about the tenancy during the viewing,** what is expected, how rent is paid, what happens on 'booking-in' day, tenancy agreements and how to end or extend tenancy etc.
9. **Ensure you have their correct contact details,** especially if 'holding' deposit is exchanged at this stage.
10. **Not all tenants are experienced tenants, so hand-walk them professionally through the procedures.** This will demonstrate to new and experienced tenants that you are knowledgeable, considerate and professional...which is ultimately what they are searching for along with the ideal room or property!