

## Being a Successful Tenant

### Creating the Business Relationship

One important aspect of renting that BOTH parties should remember is that the relationship between landlord and tenant is a **contracted business relationship**. *This means that your relationship is governed by the legally binding contract that you have with one another.*

**A contractual business relationship is not the same as a friendship.** There are many things you might ask of your friends that you would not ask of your landlord. There are ways you might talk, interact or behave in a social, family or intimate setting BUT that would not be appropriate when dealing with your landlord.

The most important things to remember about any business relationship is **respect and professionalism**. When you're dealing with a landlord, you should talk and act with the same attitude that you would use at work with a public setting.

Being courteous, communicating clearly, maintaining your dignity and keeping your emotions in check will always benefit any situation—especially when dealing within a landlord-tenant business relationship. **The chances of being able to work through problems with a landlord often depend on how you talk and conduct yourself.**

**Always Make Sure Your Agreement OR Any Changes Are in Writing**

### Communication

*Communication is the key to keeping a good relationship with your landlord.*

**Here are some tips for good communication:**

- Write down your questions and concerns ahead of time.
- Establish and maintain eye contact.
- If you're not sure that you understand, ask questions to clarify.
- Avoid generalized statements, such as “everyone, “ ”always,” “every time.”
- Listen. Wait for the person to complete a thought before speaking. Don't interrupt.
- Don't assume they know what you mean. Be specific and clarify the issue and the plan of action.

**Make sure you get EVERY compromise or agreement IN WRITING (text, email, etc.) as to the terms, the dates and the plan of action. Communications are VERY difficult to prove without documentation.**