

RENTALS & COVID-19

Adapting Your Rental Processes for the
'New Normal'!

presented by **ShaunLuyt**
Your Partner in the "Business" of Residential Property Rentals



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Rental Process Overview

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New Business

PROSPECTING: FIND, DEVELOP RELATIONSHIPS, PITCH & ONBOARD NEW LANDLORDS &/OR PROPERTIES



FIND DEVELOP RELATIONSHIPS PITCH ON-BOARD

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Rental Process Overview



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The Rental Mandate

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The Rental Mandate for the New Normal

- Commission Payments
- Arrears Management
- Insurance – Eviction Cover, etc.
- Sanitising between tenants

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Insurance

We use eviction insurance and have now made it compulsory
.... if landlord won't take it, we don't take the business

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Advertising

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Advertising – Agent Feedback

Market is dead and flooded with stock in all our areas.
We had several viewing days now with 31 properties and we got
1-4 viewers for all of them (not each)

"we see many more listings but less interest from tenants –
some of whom view even the moving costs as prohibitive in
their current liquidity position. Some even cited petrol and
travel costs for the viewings as a barrier". The latter is rather
scary.

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Advertising

- Rental Appraisals
 - "Subject to market conditions"
- Application Guidelines & Criteria
 - Pre-viewing interview
- Walkthrough Videos
- Pricing & Move-In Costs
 - Market Feedback to Landlord
 - Move-In Costs

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Arranging Viewings

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Arranging Viewings

- Application Guidelines
- Pre-viewing interview
- Viewing Protocols
 - Electronic Forms
- Current residents
 - Respect
 - Protocols
 - Possible repercussions of breach of lease

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Viewing Appointments

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Viewing Appointments

- Respect current occupiers
- Viewing Protocols

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Application Evaluation

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Application Evaluation

- Electronic Application Forms & Supporting Documentation
- Credit Checks & adverse credit history
- Reference Checks
 - Previous Landlords / Agents
 - Employers

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Landlord Recommendation

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Landlord Recommendation

- Provide Landlords with ALL relevant information

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Lease Agreement

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Lease Agreement

- Fixed Term vs Month-to-Month
- Sanitising at end of lease
- Arrears Management Procedure
- Electronic Lease Agreements

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Arrears Management

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Arrears Management

- Act immediately but with sensitivity
- Explain options

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Lease Renewal

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Lease Renewal

- Credit checks
 - Permission!
 - Follow up with references, if necessary
- Fixed Term Renewals vs Month-to-Month Renewals
- Updated Lease T's & C's

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End of Lease

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End of Lease

- Sanitising
- Arrears & payment plan
- Deposits

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Lease Renewals

Resources

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Landlord Insurance Products

- Email me at shaun@shaunluyt.co.za for discounts & recommendations

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