🎯 Learning Objectives

- Set up professional communication channels separate from personal

- Use templates to save time and maintain consistency

- Handle common situations: inquiries, move-in, issues, move-out

- Set boundaries while being responsive and professional

- Use group communication for house-wide announcements

💡 Why Communication Matters

Good communication prevents problems. Most tenant issues stem from unclear expectations, slow responses, or poor information flow.

The goal is to be **professional, prompt, and consistent**—without letting tenant communication consume your life.

THE 24-HOUR RULE

Respond to all tenant communications within 24 hours (ideally faster for urgent issues). Even if you don't have an answer yet, acknowledge receipt: "Got your message. Looking into it and will follow up by [time]."

📱 Communication Channels

Recommended Setup

CHANNEL	USE FOR	WHY
Google Voice	Primary tenant contact	Free, separate from personal, works on phone & computer
Dedicated Email	Formal communications, documentation	Paper trail, searchable, professional
House Group Chat	Announcements, shared issues	Efficient for house-wide communication
Text/Call	Emergencies only	Reserve personal number for true emergencies

Setting Boundaries

- **Define "business hours":** Respond 8am-8pm; emergencies only outside hours

- **Define "emergency":** Fire, flood, no heat in winter, security threat—NOT "my lightbulb is out"

- **Use auto-replies:** Set up auto-response for after-hours with emergency contact info

📝 Communication Templates

Templates save time and ensure you cover all important points. Here are the essentials:

Pre-Move-In

INQUIRY RESPONSE

Hi [Name]! Thanks for your interest in the room at [Address]. The room is available starting [Date] for $[Rent]/month with all utilities included.

Quick questions: 1) When are you looking to move? 2) Are you currently employed? 3) Any pets or smoking?

If this sounds like a fit, I'd love to schedule a showing. What days/times work for you this week?

SHOWING CONFIRMATION

Hi [Name]! Confirming your showing at [Address] on [Day] at [Time]. The property is the [color] house. I'll meet you out front.

Please bring a valid ID. If you need to reschedule, just let me know 24 hours in advance. See you then!

APPLICATION APPROVED

Great news, [Name]! Your application has been approved for the room at [Address].

Next steps: 1) Sign the lease (I'll send via DocuSign) 2) Pay first month's rent ($[X]) + deposit ($[X]) = $[Total] via Zelle to [ID] 3) Schedule move-in for [Date]

Once I receive payment, I'll confirm your move-in time and send the house manual. Welcome!

Move-In

MOVE-IN WELCOME

Welcome to [Address], [Name]! Here's everything you need:

🔑 **Access:** Your keys/codes are [details]
📶 **WiFi:** Network: [name] | Password: [password]
🗑 **Trash:** Pickup is [day]. Bins go [location]
📋 **House Manual:** [link or attachment]

Your current housemates are [names]. Please introduce yourself when you see them!

Questions? Text me at [Google Voice]. Welcome home!

During Tenancy

MAINTENANCE REQUEST ACKNOWLEDGMENT

Hi [Name], got your message about [issue]. I'm looking into it and will have someone there to fix it by [timeframe].

[If needed: In the meantime, here's what you can do: [temporary solution]]

I'll follow up once it's resolved. Thanks for letting me know!

RENT REMINDER

Hi [Name]! Friendly reminder that rent ($[X]) is due on [Date]. You can pay via Zelle to [ID]. Thanks!

HOUSE RULE VIOLATION (FIRST)

Hi [Name], I wanted to reach out about [specific issue—e.g., "noise after quiet hours last night"]. Per the house rules, [state the rule].

I'm sure it was unintentional, but please be mindful going forward. Living together works best when everyone respects the shared rules. Thanks for understanding!

Move-Out

MOVE-OUT NOTICE ACKNOWLEDGMENT

Hi [Name], got your notice that you'll be moving out on [Date]. Thanks for letting me know.

Here's what to expect: 1) Final rent is due through [last day] 2) Please leave the room clean and remove all belongings 3) Return keys to [method] 4) I'll inspect within 48 hours and process your deposit refund within [X] days

Let me know if you have any questions. Best of luck with your next place!

👥 Group Communication

For houses with multiple tenants, a group chat makes announcements easy:

What to Use

- **WhatsApp Group:** Most universal, works internationally

- **GroupMe:** Doesn't require phone numbers to be shared

- **Facebook Messenger:** If all tenants use Facebook

Group Chat Guidelines

- Use for announcements only (maintenance visits, utility issues, house updates)

- Keep personal/individual issues to direct messages

- Set expectation that this is not a social chat

- You control the group; add/remove members as tenants change

HOUSE ANNOUNCEMENT EXAMPLE

🏠 HOUSE UPDATE: The plumber will be at the house tomorrow (Tuesday) between 10am-12pm to fix the kitchen faucet. Please make sure the kitchen sink area is clear. You don't need to be home. Thanks!

✅ Action Steps

1. **Set up Google Voice number** for tenant communications

2. **Create dedicated email address** (rentals@yourdomain.com or similar)

3. **Save all templates** in the Message Templates deliverable

4. **Create house group chat** for your first property (once tenants move in)

5. **Define your communication boundaries** and include in house rules

📌 Key Takeaways

- Separate business and personal communication channels

- Respond within 24 hours to all non-emergency messages

- Templates save time and ensure consistency

- Set clear boundaries about when and how tenants can reach you

- Use group chat for house-wide announcements

- Document important communications (email) for your records

💬 Get Your Templates

Access the full library of copy-paste message templates.

🎉 Module 2 Complete!

You've mastered the platforms and systems. Next up: finding the right markets and analyzing deals.