



## Landlord Tenant Services

# Pre-Screening-Role Play Cheat Sheet

The questions you will be asking are on the 3<sup>rd</sup> page of the LTS application. As the landlord, you do not want to spend endless time on the phone. Your time is valuable. **This is how LTS handles a phone call.** We do not take time to listen to their stories because our time is valuable too.

Your goal is to try to keep the conversation between 2-3 minutes. It really is as simple as 1-2-3.

1. **NEVER** lose control of the conversation. I cannot emphasize this enough. (#1 Rule.)
2. Do not listen to their personal story while you're pre-screening them.
3. Be nice.

- ❖ **If you feel you are losing control of the conversation. Politely say, "Excuse me. I have another call. This will only take a second."**
- ❖ **Put them on "hold" or "mute". (Count to 8.) Go back to the call and say.**
- ❖ **"I'm sorry about that. Let me continue pre-screening you."**

**Now...Let's have some fun.** 

LTS: Thank you for calling Landlord Tenant Services. May I help you? 

Tenant: How much is the rent for the house on Benton Street?

LTS: The house is three bedrooms, one bath, and it is \$750/mo. (Pause, let them talk.)

Tenant: I would like to see it. Can I come now?

LTS: We use a company that processing our applications. They charge a non-refundable \$50 application fee. Would you like me to ask you a few questions to see if you qualify rather than waste your money and time?

Tenant: That would be great. (This never fails.) 

LTS: Are you employed? 

Tenant: Yes

LTS: Are you paid by the hour or salary?

Tenant: Hour

LTS: What is your hourly rate of pay?

Tenant: \$10.00

LTS: That is about \$1700 per month. Your income must be at least three times the rent. Do you have any other income? (This will tell you if it is worth your time to continue.) If it is, then continue. If not, tell them they don't qualify.

(Notice how you just swayed them from continuing.)

**Pause**

LTS: Do you have any evictions, or have you ever been asked to leave a property?

(If the answer is yes, tell them they will not qualify. If the answer is no, continue.)

LTS: Do you have any felonies or criminal record? (You are NOT allowed to ask them what the crime was.)

**Pause**

LTS: Would you say your credit is good, fair, or bad?



Pause

LTS: “Why don’t you think it over, and call me back if you still want to see the unit.”

Tenant: Okay, thank you for your time.

LTS: Your welcome, we look forward to hearing from you.

*The CREDIT question is the main question that can lead to many stories. **“And it is never their fault.”** You may need to put them on hold again. “smile”*

*If you don’t get a good feeling they will pass the application process, politely tell them:*

*“Due to the economy being so bad, we try to work with people. But...you have an eviction, low income, or whatever the issue is. I don’t believe you will pass the background check. It is completely up to you if you still want to fill out an application.”*

*Notice what just happened?*

- ❖ **You just flipped the whole conversation. You took charge and controlled it.**
- ❖ **You were nice and friendly.**
- ❖ **You made them feel like you care and sincerely trying to save them time and money.**

**THIS CONVERSATION WAS ABOUT 2-3 MINUTES LONG.**

With this procedure, you asked them four questions:

1. How much money do you bring into the household per month?
2. Do you have any evictions?
3. Do you have any felonies?
4. Is your credit good, fair, or bad?

**Landlord Tenant Services** has an eviction rate of less than 6%. We have managed over 600 units in the past three years. **We evicted one.**

Our process works, but YOU have to work it.

*We are proud members of Better Business Bureau.*