



Dealing with Difficult Tenants

Part One: Pre-tenancy issues

How many times have you heard a landlord say "The tenant has all the rights!". This class will empower landlords and dispel that belief.

Topics Covered:

- ✓ Credit & Investigative Reports
- ✓ Unlawful Detainers
- ✓ References
- ✓ Dealing with Difficult Tenants when problems arise such as Late Rents, Damages, Unauthorized Guests, Drugs, etc.
- ✓ Damages
- ✓ Different methods of dealing with issues from verbal discussions to writing warning letters
- ✓ Issuing formal lease violations notices
- ✓ AND SO MUCH MORE!!!

Monday, March 23rd

9:00am to 12:30pm

being held at SCAOR

2525 Main Street in Soquel

\$25 SCAOR Members/\$40 at the door

\$50 Non-member anytime

About the Instructor: Rick Greenberg, CPM®; Broker/Owner of Greenberg Associates since 1993 specializing in residential property management including Section 8, Section 236, Low Income Tax Credit, and Market Rate Units; Certifications include CPM (Certified Property Manager-IREM), Managing Agent for HUD and CHFA, NAHP-E (National Assisted Housing Professional Executive from NAHMA), as well as a GRI graduate. Rick has also received an MFA and BA.

To register: Fax completed form to 831-464-2881; Mail completed form to SCAOR 2525 Main St., Soquel, CA 95073; or call 831-464-2000. Pre-registration and payment of tuition is a must to secure a seat.

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Name: _____ Company: _____

Phone: _____ Email: _____

Cash Visa MasterCard American Express Check payable to "SCAOR" (payment must accompany registration)

Name on Credit Card: _____ Signature: _____

Account #: _____ Exp. Date: _____ VIN#: _____

Credit Card Billing Address: _____ Zip Code: _____

SCAOR Cancellation Policy: Reservations for courses requiring payment will not be processed until payment is received. If you must cancel or reschedule your reservation, a full refund will be issued if notification is received, by email or in writing (not by telephone), 3 business days prior to class. SCAOR reserves the right to cancel or reschedule any course. If cancellation occurs, SCAOR will issue a full refund. In the event of rescheduling, SCAOR will send immediate notification and transfer all reservations (including payments) to the new date. To cancel/reschedule send email to karen@scaor.org.

I HAVE READ AND UNDERSTOOD THE SCAOR REFUND/CANCELLATION POLICY (Please check)