Working With Tenants

Representing a tenant means guiding them through the rental process with clear communication, organized support, and realistic expectations. From the first consultation through to lease signing and move-in, the goal is to help the tenant feel informed, prepared, and supported at every stage. Start by understanding the tenant’s needs, budget, preferred location, timing, and property requirements. Clearly explain the services being provided, how communication will work, the documents required for applications, and any terms set out in the representation agreement and Schedule ‘A’.

- Presentations
    - Tenant Presentation
- Overview

Presentations

Presentations

Tenant Presentation

Image not found or type unknown Screenshot 2025-04-07 at 8.00.34 AM.png

Download or save a copy of this presentation by clicking the link below

Link - Tenant Presentation - Google Slides

Overview

Representing a Tenant

Representing a tenant means guiding them through the rental process with clear communication, organized support, and realistic expectations. From the first consultation through to lease signing and move-in, the goal is to help the tenant feel informed, prepared, and supported at every stage.

Start by understanding the tenant’s needs, budget, preferred location, timing, and property requirements. Clearly explain the services being provided, how communication will work, the documents required for applications, and any terms set out in the representation agreement and Schedule ‘A’.

A strong tenant service plan may include:

- Preparing the tenant for the rental search and application process
- Setting up property searches and coordinating showings
- Explaining what documents may be required for an application
- Helping organize application packages, supporting documents, and timelines
- Preparing and presenting offers or lease-related paperwork through the designated representative
- Keeping the tenant updated on feedback, conditions, deposits, lease signing, and possession details
- Coordinating key dates, move-in steps, and post-lease follow-up

Administrators support this journey by keeping forms complete, deadlines visible, appointments organized, and communication timely. The tenant should never be left wondering what happens next.

Tenant applications and screening must be handled carefully, consistently, and in accordance with brokerage procedures, privacy requirements, and Ontario human-rights obligations. Ontario’s Human Rights Code applies to rental housing, and screening cannot target or treat people differently based on protected grounds.

The goal is to create a smooth, professional experience that helps tenants secure the right home while protecting their interests and building trust in the team.