

The Backus Bulletin

"Your Management, Your Way"

What if your tenant calls

April 2022

You have employed professional Property Managers because you feel their expertise will give you peace of mind regarding your investment. In particular, this alleviates having to handle difficult tenant situations. Then the phone rings and your tenants on the line. This can develop from several scenarios:

You and your tenant know each other from previous contacts, so the tenant calls you directly. They figure they do not have to bother to interact with the Property Management Company despite the fact you have hired them.

You visited the property and the tenant now decides to call you because they feel this is a better way to get what they want.

The tenant is unhappy with a "no," a notice to pay or quit, or other information they have received from our company and they decide to circumvent the Property

Manager by calling you. The tenants want to cut a "new

deal" on rent, repairs, or other issues and decide they have a better chance of getting what they want from the property owner.

What to do when the tenant calls:

We ask that you politely give them our number and ask them to call their Property Manager to discuss any issues that they have. Inform them that you hired our service to take care of the property and work directly with the tenant. Emphasize that we have authorization to act on your behalf and consult with you.

Call us as soon as possible to let us know that the tenant is trying to circumvent our company and deal directly with you. We will then contact them to help with their problems or requests.

If they demand immediate action from you, reiterate with them that you will discuss their call with your

Property Management Company but they are to call their Property Manager as soon as possible.

Be calm if the tenant threatens you with legal action. Do *not* panic with a threat. Many people feel that getting what they want involves using forceful action. Let them know that you will be discussing the situation with us

No matter what the tenants have said, please reserve judgment and give us the benefit of doubt if the tenant claims unfair treatment and practices.

We will give you the facts and it may differ greatly from the tenant.

Backus Properties

P.O. Box 1089
Salinas, CA 93902
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backuspm.com



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Contact us:

Sally Backus, MPM Broker	Bill Backus Associate Broker Sales
Michele Backus Property Manager	Cindy Vargas Property Manager

Daisy Puente
Asst. Property Manager

Celeste Serrano Admin. Asst.	Cyndie Scott Admin. Asst.
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Daniel Pinto Admin. Asst.	Sally Ann Mejia Bookkeeper
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Will Backus
Admin. Asst.

Office Hours: Mon-Fri 9am-4:30pm
 Saturday - by appointment
 Sundays & Holidays - closed

Announcements & Services

THINKING OF BUYING OR SELLING?

If you are thinking of buying or selling, we can assist you. We specialize in residential and multi-residential units and are experienced in conventional sales, purchases as well as short sales. Just call and ask for Bill and we will help you with your Real Estate needs. There is no obligation.

Check out your property value today!

ON-LINE STATEMENTS

Contact your property manager Michele Backus mbackus@backuspm.com or Cindy Vargas cvargas@backuspm.com if you would like to receive online statements.



BACKUSPM.COM



Rare Sale Opportunity
560 River Rd. Salinas, CA 93908
\$4,399,000



Two parcels off River Road. First parcel 59.42 acres, the second is 14.48 acres, the total acreage of 73.89. Currently being farmed as Organic Strawberries and has been this way for several years. There is approx. 49 acres being farmed between the two parcels. There are two wells one ag and one domestic. The ag has a 60 hp motor and pumps approx. 498 GPM. The soils consist of Class 1,2, and 3.

Current rental home on land 3 x 2.5 , large basement w/bar, interior home 2751 sq. ft., updated windows and remodeled kitchen. Large 4560 sq. ft. barn on gated piece of land.