

The Backus Bulletin

"Your Management, Your Way"

What if your resident calls

July 2026

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 resident situations. Then the phone rings and your residents on the line. This can develop from several scenarios:

You and your resident know each other from previous contacts, so the resident 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 resident now decides to call you because they feel this is a better way to get what they want.

The resident 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 residents 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 resident 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 resident. 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 resident 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 resident 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

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Backus Properties

P.O. Box 1089
Salinas, CA 93902
(831) 455-2052
Fax: (831) 455-2087
info@backuspm.com

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Fax: (831) 455-2087

Contact us:

Sally Backus, MPM Broker DRE 01268613	Bill Backus Associate Broker Sales DRE 01332230
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Michele Backus Property Manager DRE 01990308	Cindy Vargas Property Manager DRE 01782089
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Jana Whitlock Property Manager DRE 01948897	Mary Lynn Pinto Sales Associate DRE 00845957
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Daisy Puente Asst. Property Manager	Michael Backus Admin. Asst.
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Celeste Serrano Admin. Asst.	Sally Ann Mejia Bookkeeper
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Will Backus Admin. Asst.	Daniel Pinto Admin. Asst.
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Office Hours: Mon-Fri 9am-4:30pm
Saturday - by appointment
Sundays & Holidays - closed

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 he 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 if you would like to receive online statements.

BACKUSPM.COM



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you will be discussing the situation with us and if necessary, your attorney.

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

After all– we are the professionals and have the training to handle most situations. We will document all interactions with the resident and give you the straight facts which may differ from the resident.