

Give yourself and your business the edge.
Use the **HOUSE** rules.

Highlight Optimise Uncover Share Evaluate

Meaning
to use something in the best possible way

Know the purpose of your call and have the pertinent facts to hand.
Tips for preparing questions on different topics:-

Tenancy Agreements

Have a copy of the earliest and latest tenancy or at least the dates of these. If it's a rental issue, know the rent amount, when it's payable, how much is owed. If relating to a clause – flag that clause and get ready to read it out and ask the question – interpretation/effect/ what are you wanting to do? If a tenant has a behavioural issue, when did it begin and which clause is breached?

Type of Agreement

Know the date tenant started occupation of the property, confirm if the tenant have exclusive possession, and whether they are an individual or a company. Its always useful to have a copy of the agreement to hand. It's good to know if the property is the occupant's principal home, shared building or property with the landlord?

Legislation

Be able to refer to the actual legislation you have a problem with, pinpoint the issue.

Scenarios

Keep to the point, summarise concisely, stick to relevant facts, ensure you ask the right question and produce a short chronology of key events.

Liability for work: flats.

Check title at the Land Registry – know the parties and be ready to explain them (Head Lessor, block management company/ estate manger, Leaseholder (your landlord), tenant.) Obtain a copy of the long lease to establish liability for exactly what, obtain a copy of the whole building insurance plus your landlord's own buildings insurance for more serious claims.

Clear and concise leads to the right advice

