**Role Play 1**

RESIDENT: You are a resident who is going to speak with the community manager (or assistant) and the maintenance supervisor the following scenario: You have ants in your cabinets and have had them for weeks after multiple pest control treatments. You may have bad eyesight but you are not a dirty person and feel you have done your best to clean the cabinets every time you’ve seen ants. You feel that the pest control company isn’t even spraying any product and the staff hasn’t done anything to address your problem.

AGENTS: We have treated this resident’s apartment twice already for ants but she will not clean out sugary spills, debris and open food containers from her cabinets. She is still complaining about the ants even though she hasn’t done her part to prevent the ants from coming back. We have already explained to her that the cabinets need to be cleaned and sent her a helpful tips & tricks flyer.

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**How to Make People Happy: Direction for maintenance staff or manager to go and visit, offer to purchase cleaning products or have cleaned. Offer to have a “Supervisor” from the pest control company to visit and do a group visit to make sure all communication is clear with all parties, showing that we are following up and care.**

**Role Play 2**

RESIDENT: Last week you discussed renewing your lease with the manager/assistant and you were quoted a very high rental increase. You are going to the office today to speak with them and the maintenance supervisor. Your point to them is that you have an ongoing work order since you moved in that is still not fixed, you do not feel your dryer dries your clothes and can leave black marks on light colors, people moving in are getting far cheaper rent than you started out with before the increase, the property is 10-15 yrs old and newer, more updated comps nearby leasing for cheaper rates.

AGENTS: Last week office team member discussed renewal with resident and quoted standard increase of $300 for how far she/he is off market rent. You know they are coming in to discuss this today and are very unhappy due to large increase and a valid maintenance issue. You know you can come off the increase some and what else can you offer her to convince her to renew and address her concerns?

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**How to Make People Happy: Direct agents to realize we have offered a standard increase but we can come down on this, give different options to maybe some short term options that they would get preferred treatment versus someone off the street, correcting the issue, renewal gifts, incentive, and maybe small rent credit for length of issue.**

**Role Play 3**

RESIDENT: You were driving in the community, perhaps going a bit too fast, but you think the speed bumps in the community are extremely high and they damaged your car to the tune of $1,800. You felt that they should pay the damage because your cousin’s wife’s best friend is an attorney and said that they are definitely over the regulation height of speed bumps in your municipality. You left 5 bad reviews yesterday on various website and social media pages belonging to the community. You do not like the manager because they wouldn’t pay. But you are going in to the office today to speak with he/she and the maintenance supervisor. They have requested you come in to discuss the matter.

AGENTS: A resident who frequently speeds in the community claims that the speed bumps are too high and they did $1,800 of damage to his car. He requested that the community pay for the damage and we have told him we cannot as we are not responsible and the speed bumps are the normal height. Yesterday he placed 5 bad reviews on Google, ApartmentRatings.com, Yelp, Apartments.com, our homepage, FB, Instagram and several others. You have invited him here today to discuss the matter and see if you can convince him to take these down. What can you offer him? What might in his mind make up for the $1,800 he thinks he paid unjustly?

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**How to Make People Happy: Sit and discuss with resident the safety necessity of needing the speedbumps, maybe make some of the cost up to him with a discount, add update to apartment (ceiling fan), explain the measures you have taken to meet with the company and that the bumps are up to code, buy a car detail package.**

**Role Play 4**

RESIDENT: You moved into your apartment just a couple of months ago and the person who lives below you is complaining against you for noise & thinks the cause is your medium sized dog. The neighbor says whatever is going on upstairs is so loud it has knocked her pictures off the wall and woken her up at night. Your dog is not that active and you are always super careful to walk lightly, not do laundry late at night, etc. to make sure to not create noise downstairs. Yesterday you received a 3rd violation letter for noise that states if there is one more instance you will be evicted. You have already called to discuss with the staff when you received the previous letters. Yesterday you tried to discuss it with the assistant manager but she was very short, seemed irritated and just stated that the resident downstairs has rights too and this is just “apartment living”. After a long day and late night out, you and friends went online and left a large number of negative reviews under multiple names. Now the manager would like to meet you at home to discuss the issues and you are glad because you would like to tell your side of the story.

AGENTS: You have a resident who has received 2 noise complaint letters after her downstairs neighbor has complained and spoke with one of your agents several times. A 3rd letter just went out to them stating that the next step would be eviction or they would have to transfer if there was another instance. Your agent has written the letters. You aren’t aware that they spoke with an agent today after they received the 3rd letter and now they have gone online with several people and left a number of bad reviews under different names blasting the community, the agents and the structure of the apartments. You have requested she meet with you and the maintenance supervisor today to discuss the issue. You both are meeting her at her apartment in a few minutes.

**How to Make People Happy: Manager and maintenance go to the two apartments and recreate the noise to get to the heart of the noise issue (realized it is a subfloor), show both parties you are trying to make everyone happy, suggest transfer to a lower floor.**