

Have you considered these leasing agency safety tips?

Here's a long at some considerations for maximizing leasing agent safety!

Your leasing agents are the face of your residential community. How they treat prospective and existing residents is a key factor in your marketing outreach and retention. Their duties draw them into many aspects of the operations of your complex. As part of their responsibilities, they might screen potential renters with credit and background checks, interview potential applicants, and allow potential residents to inspect units and see amenities. The agent may also be expected to check apartments to make sure everything is in order so units show well. If there are problems, it often falls to the agent to arrange for maintenance or repairs.

The agent is typically in charge of discussing the lease with an applicant and informing them of their rights and responsibilities, as well as collecting rental deposits from and providing keys to those who are approved for a lease. Agents in many complexes also assist property managers with their duties, sometimes including dealing with complaints and organizing social events. In today's digital media age, leasing agents also often add online communications with prospective and current renters to their list of duties.

A leasing agent's duties can seem quite ordinary until you think about the extraordinary risk involved in some of their activities. While most people who engage leasing agents in an apartment search are truly prospective residents, others are criminals looking for an opportune moment to strike. That's why it's very important to have strict rules regarding the safety of leasing agents.

Such rules might include always leaving a copy of a prospect's photo ID in the office while the agent shows the unit, placing all showings—even walk-ins—in a written calendar, running a criminal background check before showing a unit if allowable in your state, and making sure agents have immediate access to help if something goes wrong during a showing. Safety aids include push-to-talk phones and other instant mobile devices that can call for help in emergencies. It's also helpful to be sure that agents who interface with the local community, such as colleges or local businesses, as part of their marketing efforts have the training and tools needed to stay safe when away from the office.

If an agent must show an apartment when no one else is around, especially at night or on weekends, consider the many smartphone apps that are available. Some have a panic button, while others dial 911 with one push. You also might want to consider speaking with your local law enforcement officials for ideas on how to best keep your agents safe during these times when they may be most vulnerable.

As a rule, agents should leave the front door to the unit open while showing and should allow clients to look about while the agent stays near the door. It's impossible to tell if someone has bad intentions just by looking at them, so all employees of the complex, regardless of gender, should operate with caution during all showings..

A property manager or owner should make sure all employees, not just leasing agents, are properly insured under a workers compensation policy that covers full-time and part-time workers. That will help protect the company and the employee if an employee is injured in the course of their duties. It's also a good idea to protect the company against liability claims from prospective tenants. It's sad to say, but some people will accuse innocent employees of wrongdoing in order to gain a settlement from the property owner. Be prepared to defend against these fraudsters with appropriate liability insurance. Talk to your insurance agent about the numerous options that can be bundled into a business owners policy or purchased as stand-alone coverage.

Establish and publish clear safety guidelines for your leasing agents so there are no questions or guess-work when it comes to crime or injury prevention. Then make sure everyone in the office is communicated to, including all new employees. Security is a team effort, and the best managed places to live are also usually the safest places to live..

Please share your stories, thoughts, or comments.