



Tenant-as-Client Toolkit

Practical resources for treating your tenants like valued clients — *especially during the holidays.*

1 Sample Tenant Messages

- 1. Warm Holiday Wishes:** “Wishing you and your family a warm and joyful holiday season! Thank you for being part of our community this year, we appreciate you and hope your home continues to be a wonderful place for you in 2026.”
- 2. End-of-Year Appreciation:** “As the year wraps up, I just wanted to say thank you for being such great tenants. I hope you’re enjoying your home and have a restful, happy holiday season!”
- 3. Personalized Professional Message:** “Hi [Tenant Name], I hope you’re doing well! I wanted to take a quick moment to wish you a great holiday season and thank you for taking good care of the property this year. It really means a lot.”

2 Holiday Safety Checklist

Help tenants protect themselves and your property over the winter season.

- Check smoke and carbon monoxide detectors.
- Avoid overloading electrical outlets with holiday lights.
- Keep live Christmas trees watered and away from heat sources.
- Do not use open flames or candles near decorations.
- Ensure space heaters are safely positioned and turned off when not in use.
- Leave faucets dripping slightly in extreme cold to prevent frozen pipes.
- Know how to shut off water in case of emergency.
- Keep sidewalks and driveways clear of snow and ice.

3 Quick Tenant Appreciation Ideas

Simple gestures that go a long way toward building trust and goodwill:

- Send a handwritten holiday or thank-you card.
- Give a \$10–\$20 local coffee shop or grocery gift card.
- Share a short ‘Home Safety Tips’ email before extreme weather events.
- Send a personalized text or email check-in before the holidays.
- Deliver a small basket with local treats or a welcome plant.



Remember: *Treating tenants like clients creates loyalty, protects your asset, and strengthens your reputation as an investor.*

Name:

Date: