

## Landlord Case Study

# Angela Dong



"Guiker **calmed** my anxiety about managing my property and restored my **trust** in my tenants. They've helped me find a great renter and have been **responsive** to my needs but also to my renter's needs as well. I'm very happy with this partnership."

— Angela Dong, Property Owner

## 90%

response time to  
inquires within 5  
hours

## -25%

reduced maintenance  
fees than regular  
contractors

### Background

Angela Dong is a landlord who owns multiple units in Montreal. Her apartment located on Bishop street, in the heart of downtown Montreal, is a well sought-after unit due to its proximity to Concordia University, McGill University, and the various cafes and amenities.

### Challenge

Angela Dong had a two-part problem. She was previously partnered with a local agent to help find a tenant for her unit. Things went awry when her tenant broke the lease. Her first immediate challenge was to recoup the financial loss after her previous tenant removed all the furnishings from the apartment, broke the lease, and skipped on the rent payment. She now had to replace all the appliances and furnishing before she could rent it out again.

Her second problem was finding a future, trustworthy tenant that she would feel comfortable renting to in order to avoid a repeat of what happened. Angela wanted the expertise of a partner/management company that could help screen and manage future tenants so she wouldn't miss rent payments.

### Solution

Angela Dong signed with Guiker's full management service. That entailed screening quality tenants (background and credit checks), coordinating the visits, ensuring rent payment is on time, and managing any issues that crop up in the apartment. Angela Dong now had her confidence back knowing that her apartment would be leased to someone dependable. She trusts Guiker to inspect and maintain the unit to ensure no damages are done. The full management service relieved the anxiety Angela had about owning and managing her property on her own.