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## Top Tips for Persuading Your Landlord (and Other Tenants) to Make Changes

Most organisations are not fortunate enough to own their own building. If you are a tenant, particularly in a shared building, many services e.g. energy and water supply, waste management etc. will be provided by your landlord and charged to you via a service charge. Your lease will set out the items included in your service charge.

There are many things that will require the co-operation of your landlord, from moving to a green electricity supplier, installing better facilities for cyclists, using recycled toilet paper to rearranging a bin store to make space for a recycling bin. So do your homework. Work out how things can be done, what it will cost and what it will save.

Find some allies: speak to other tenants in the building – particularly if the changes you propose are likely to benefit them or affect their service charge. If you can approach the landlord with the support of fellow tenants, you are more likely to get a positive response.

Start negotiations early. Once you've got your first key ideas clear and can see which ones will involve the building management, then ask for a meeting. Try to anticipate the likely hassles and benefits of the change to the landlord – and be ready with facts and counter-arguments – or an offer to do some of the legwork.

Ultimately the best way forward may be an action plan for the whole building, but don't put off taking your own first steps while you're working on a bigger plan.

### Key questions to answer before you speak to your landlord

- What are the benefits (cost savings, reputation) – to the landlord, to tenants, to wider society?
- Do your research on what needs to happen to make the change
  - What will the landlord have to do?
  - What will tenants have to do?
  - Will there need to be changes within the building e.g. rearranging bin store to accommodate recycling bins
  - Will you need to communicate the change to other tenants? If so, how will this be done?

Are there any additional costs to the landlord or tenants?