

Tenant Education Curriculum Categories

Applying for an apartment

This section intends to provide tenants with general information on applying for an apartment, such as successfully completing an application, the types of questions one should ask the property manager/landlord, and preparing a good first impression.

Move-in

This section intends to cover the assessments tenants should conduct when moving into a new apartment. This includes assessing and documenting the apartment's status, ensuring smoke/carbon monoxide detectors are installed and working, and ensuring everything agreed to in the lease is present.

Utilities

This section intends to guide tenants in determining which utilities are connected to the unit, who is responsible for paying the different utilities, and how to set up those utilities.

Rent

This section intends to provide guidance on all topics related to rent, including understanding when rent is due, prioritizing rent payments, and what to do if you cannot pay rent on time.

Trash

This section will discuss how to handle trash disposable. This will include learning how to dispose of trash bags and ensuring trash is not becoming a nuisance inside and outside the apartment.

Cleaning

This section intends to provide tenants with information on how to clean their apartments appropriately and the level of cleanliness that landlords expect.

Maintenance

This section intends to provide tenants with guidance on how to handle maintenance issues in their units, such as broken appliances, a leaky faucet, or a rodent issue. This will include working with the landlord to understand what types of repairs or problems tenants are responsible for versus the landlord, how to communicate apartment problems to the

landlords, and the expectations around the timeframe for landlords to fix different types of maintenance-related issues.

Communication

This section intends to provide tenants with guidance on how to communicate successfully with their landlords, including determining the best mode of communication and when to direct communication to their landlord versus RIHousing.

Conflict Resolution

This section intends to provide guidance on how to resolve conflicts with other tenants or neighbors, information on conflict resolution, and when to notify the landlord.

Lease

This section intends to provide information related to leases. This includes emphasizing that tenants should always read their lease before signing and get clarification where needed, discuss concerns with their landlord before signing, and understand items in a lease before signing (i.e., how long the lease runs, when rent is due, if pets are allowed, utility responsibility, early move-out process, etc.).

Guests

This section intends to provide tenants with guidance on having guests. It will explain how long guests can reasonably stay and when a landlord should be notified about guests.

Misc.

This section intends to include items that do not necessarily fit into another category. This may include information such as understanding parking options, not making excessive noise, and potential laundry access.