

THE LIVED EXPERIENCE OF LESSORS (OWNER) IN MANAGING DIFFICULT TENANTS

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ABSTRACT

Managing difficult tenants is a common and challenging aspect of property ownership. This study delves into the lived experiences of lessors (owners) and utilized qualitative phenomenological research design to explore and understand the lived experiences of lessors in managing difficult tenants. The study describes the experiences of Filipino lessors, identifies the challenges and demands in managing difficult tenants, and finds out the coping mechanisms in relation to the challenges and demands. The participants of this study are seven (7) lessors using data collected through in-depth, semi-structured interviews. The findings revealed 28 different super ordinate themes. Difficult tenants are always present from late to non-payment of rent which resulted in having financial struggle unto the lessor. Such problems resulted in emotional and mental stress. The research revealed strategies in handling difficult tenants such as an open communication model as the research output in handling difficult tenants. Addressing problems and managing the conflicts with patience and understanding. Providing mutual respect and fair treatment by not being biased to the tenants. Understand flexibility and imposing firmness in rule enforcement to be able to foster good relationships. The significance of valuing tenants' privacy by showing minimal interaction

and setting personal boundaries is also essential to develop trust from the parties. If tenants do not show remorse, lessors may use other resources or support like seeking external help from Barangay or Community leaders. Addressing the issues directly and always implementing firm solutions may help lessors to become an effective manager. Lessors must show patience and empathy at all times by balancing and understanding issues with professionalism. And lastly, toughness and firm decision-making is needed in order to cope up with the demands and challenges of the rental business.

Keywords – *Lessor, Tenant, Lived Experience, Difficult Tenants.*