Welcome Package for New Tenants

Many landlords or housing providers offer their tenants a welcome package to orient people to their new home and establish a positive dynamic. It's also a great way to communicate a lot of info they need in a way that's easy to understand.

Drawing from some of the great welcome package ideas out there, here are some potential items you could include.

Welcome letter: A friendly note to say "Welcome!" and share a little about the space.

Clear communication process: Simple instructions for how to request help or report issues.

Personal preferences and communication card: A simple card for tenants to share preferences on how the landlord can best communicate with them.

Inclusivity: They can improve comfort and establish boundaries while reducing anxiety or stress about landlord-tenant interactions.

Emergency contacts and procedures: List important contact info such as for fire, police, or repairs, and when to reach out.

How-to sheets: Easy guides with clear, visual instructions for things like using appliances safely or setting up alarm and garage door codes.

Inclusivity: They provide clear action and information, which supports safety and confidence.

Sensory guide: Provide tips for managing lighting, noise, temperature, and ventilation in the home.

Inclusivity: It offers flexibility and options to support people's comfort and preferences.

Map of the community: Highlight key spots like grocery stores, parks, and public transport.

Gift card: A small gift card to a local restaurant or coffee shop to invite them to explore the area.

Inclusivity: These resources promote community engagement and connection.

Weekly calendar or planner: Mark key dates like rent due dates, garbage pick-up, and community events.

Inclusivity: This information helps people build schedules and routines.

Copy of the rental agreement: Highlight details like rent amount, payment dates, lease terms and conditions for ending or renewing the lease.

House rules and guest policies: Provide a clear list of house rules and guest guidelines to establish clear expectations.

Inclusivity: This can be a starting point for conversations around unspoken rules and expectations and avoid potential conflicts.

Small kit of essentials: Toilet paper, paper towels, cleaning supplies, and a couple of drinks and snacks to get started.

Inclusivity: This makes the move-in process go a little smoother by ensuring people have some essentials on hand.