

Role Cards

(for printing and laminating)

Tenant A

You like the apartment but:

- Heating doesn't work properly
- You've reported it twice already
- winter is coming and you need it repaired soon

Tenant B

Your main concern is money:

- Rent has increased unexpectedly
- You think the increase is unfair
- You want to negotiate

Landlord

Your main concern is maintenance:

- Tenants often break household appliances.
- They have pets, although they are not allowed.
- Insurance costs have increased.