



Focus: Describing property features, explaining tenancy terms, responding to client queries professionally

Real Estate & Property Management English



The English Hub

Welcome & Objectives

In today's lesson, you will:

- Use professional vocabulary to describe properties and leases
- Learn how to express obligations and rules using modal verbs
- Practise handling questions and giving polite responses
- Improve accuracy with prepositions for space and layout

Discussion:

What kind of properties do you work with or manage?

Do you ever explain rules or features to clients in English?

Key Vocabulary: Property Types & Features

Review the following vocabulary with your tutor.

Term	Meaning	Example
studio flat	single room with kitchen + bathroom	"It's a modern studio flat."
semi-detached	house joined to one other	"It's a 3-bedroom semi-detached house."
furnished	includes furniture	"The unit is fully furnished."
lease	rental agreement	"The lease is for 12 months."
utilities	water, gas, electricity etc.	"Utilities are not included."

Task: Your tutor will read out an explanation. Use the term for that explanation and create your own sentence using it.

Grammar: Modal Verbs for Rules & Contracts

Explanation:

Modal verbs like **must**, **have to**, **can't**, **may** express obligation and permission in rental agreements.

Modal	Use	Example
must	strong obligation	“Tenants must pay rent by the 5th.”
have to	requirement	“You have to give 1 month’s notice.”
can’t	prohibition	“You can’t sublet the room.”
may	polite permission	“You may request repairs online.”

Tip: ‘Must’ sounds stronger than ‘Have to’



Grammar Practice: Modals for Tenancy

Task: Read each rule and decide if it's a **must** / **have to** / **can't** / **may** rule.

Then, rephrase the sentence correctly in a polite tone:

- **(Mandatory rent):** Pay rent before the 3rd
- **(Prohibited):** Smoke in the hallway
- **(Optional):** Ask to repaint
- **(Obligation):** Inform if you move out



Vocabulary: Rooms & Layout Terms

Review the vocabulary below with your tutor:

Term	Meaning	Example
en-suite	private bathroom in bedroom	"The main bedroom has an en-suite."
open-plan	no walls between kitchen/living	"It's an open-plan living space."
storage room	space for keeping items	"There's a small storage room near the hallway."
balcony	outdoor platform	"The flat has a south-facing balcony."
hallway	entrance corridor	"The hallway leads to all rooms."

Task: Using the terms from above, describe the layout of a room your house.



Listening & Speaking: Property Description

Your tutor will read out the following text of a property description:

“This is a fully furnished two-bedroom flat. It includes a spacious living room, an en-suite bathroom, and a private balcony. Utilities are not included in the rent.”

Task:

- Name 3 features you heard
- Describe a flat you've worked with or seen, using 3 features



Grammar: Prepositions of Place

Explanation: Use prepositions to describe where items or rooms are.

Preposition	Meaning	Example
next to	beside	“The kitchen is next to the lounge.”
across from	opposite	“The bedroom is across from the bathroom.”
behind	at the back of	“The garden is behind the house.”
in front of	before something	“The office is in front of the flat.”
between	in the middle of two	“The toilet is between two bedrooms.”

Task: Describe a full home layout (you can imagine one or describe one you have worked with before) using prepositions.

Activity: Fix the Description

Imagine a client receives the following description of a house:

“The bedroom have balcony, the bathroom is behind hallway and kitchen is in front.”

The description contains incorrect grammar.

Task: Discuss which grammar is incorrect and have a go at rephrasing the sentence to rectify it.

Polite Questions: Client Enquiries

It is important to use polite structures when clients ask for information, to ensure the conversation remains approachable and professional. Adding 'would', 'may', and 'could' to the start of a sentence can help you build polite structures:

Direct	Polite
"What's the rent?"	" Could you tell me the rent, please?"
"When can the tenants move in?"	" May I ask when the move-in date is?"
"Is there parking?"	" Would you happen to know if there's parking?"

Task: Imagine you are meeting a client, who wants to move into a property you are handling. Correct the sentences below using a polite tone:

1. "When do you want to move in?"
2. "Do you agree with the rent?"
3. "When are you sending the deposit?"



Client Dialogue Gap Fill

Fill in blanks with suitable polite phrases:

Client: “Hi, I’d like to enquire about the property.”

Agent: “Of course. _____?”

Client: “ if pets are allowed?”

Agent: “Yes, small pets are allowed.”

Client: “And _____ the contract length?”

Then, practise reading the dialogue with your tutor.



Function Matching: Rental Scenarios

Review the following vocabulary with your tutor:

Function	Example
Asking about rules	“Am I allowed to redecorate the flat?”
Offering info	“The rent includes water and electricity.”
Giving notice	“I’d like to give notice for moving out.”

Task: Create your own responses in a polite tone, to the example questions from above.



Grammar Review Game

Quick-fire: Which modal verb fits into each sentence?

- “You _____ give 30 days’ notice.”
- “Tenants _____ sublet rooms.”
- “You _____ request repairs online.”



Listening Practice: Maintenance Issue

Your tutor will read out the maintenance issue from below:

“There’s a leak in the kitchen ceiling. We need to send a plumber. It may take 2 days for the repair.”

Questions:

- What’s the issue?
- What’s the solution?
- How long will it take?

Task: Repeat the scenario from above using your own words.

Speaking: Describe a Property

Scenario:

Imagine you are an estate agent showing a potential buyer around a property listing. The client can't visit in person, so you need to give them a **1 minute spoken description** over the phone or in a video call.

In your discussion, include:

- **Type of property** (apartment, townhouse, studio, villa)
- **Key features** (number of rooms, special amenities, recent renovations, location highlights)
- **Purchasing terms** (purchasing price, closing date, deposit)

Example starter:

“This is a fully furnished, two-bedroom apartment in the city centre. It has...”



Client FAQs: Answer Practice

Imagine your tutor is a potential buyer for a property you, a real estate agent are selling. The potential buyer asks you the following questions:

- “Is there internet included?”
- “How much is the deposit?”
- “Can I move in next week?”

Task: Answer the questions in a polite and professional tone, using some phrases from today’s lesson.



Final Roleplay: Client Interaction (Renting)

Scenario

Imagine you are a property agent meeting with a potential client who is interested in renting a property. The tutor will play the client, and you (student) will play the agent.

Your roleplay must cover these 4 parts:

- **Greeting:** Welcome the client and introduce yourself.
- **Questions about the property:** Answer the client's questions about size, location, features, and price.
- **Lease rules:** Explain the key rules (lease length, pets, deposit, notice period).
- **Final summary:** Recap the main points and close politely.