MODEL LETTERS

Contact Each Resident About Inspection Results

Here are three letters you can adapt and use at your site to follow up with residents after annual unit inspections. Use *Model Letter #1* if you don't find any problems during the annual unit inspection. The letter thanks the resident for taking care of the unit. Use *Model Letter #2* if you find a maintenance problem that should have been reported to you. The letter reminds the resident to inform you next time there are certain maintenance problems. It assumes that there's a house rule requiring the resident to report maintenance problems. Use *Model Letter #3* when you find housekeeping problems in an annual unit inspection. The letter warns the resident to fix the problems. You'll have to adapt these letters to the circumstances of each particular inspection.

Also, show these letters to your attorney before you adapt them for use at your site.

➤ *Letter #1:* For No-Problem Inspections

Dear John Resident:

On [*insert date*], we performed a complete inspection of your unit. We are authorized to do this by your lease.

We are pleased to report that we did not find any maintenance problems in your unit. Thank you for taking care of your unit.

Yours truly,
Jane Manager

➤ *Letter #2:* For Unreported Maintenance Problems

Dear John Resident:

On [*insert date*], we performed a complete inspection of your unit. We are authorized to do this by your lease.

Overall, the unit was in good condition. However, during the inspection, we discovered that a pipe under the bathroom sink was leaking. You should have reported this water leak to us. Our house rules, specifically house rule #2, requires that you promptly report water leaks in your unit. House rule #2 requires this so that we can fix the problem before your unit is damaged and the problem gets more difficult and expensive to repair. Further, keep in mind that you're responsible for damage caused to your unit by your failure to report maintenance problems described in house rule #2.

In the future, please report water leaks and the other maintenance problems listed in house rule #2 to the site office during regular business hours. In an emergency, you may also report maintenance problems after regular business hours by calling (555) 111-2222.

We've attached a copy of house rule #2 for your reference. Thank you in advance for your cooperation.

Yours truly,
Jane Manager

➤ ➤ ➤ *Letters #3 follows* ➤ ➤ ➤

➤ *Letter #3:*

For Housekeeping Problems

Dear John Resident:

On [*insert date*], we performed a complete inspection of your unit. We are authorized to do this by your lease.

We are sorry to inform you that during the unit inspection we found the following:

- Broken window in the bedroom;
- Bags and boxes of garbage on the floor in the kitchen and living room;
- Large amount of dust on the furniture;
- Excessive amount of paper stacked on the furniture; and
- Clogged sink in the bathroom.

Clause [*insert #*] of your lease requires that you keep your unit clean and that you remove garbage and other waste from your unit in a clean and safe manner. The lease requires this because housekeeping problems can cause health hazards and damage your unit.

The problems listed above must be fixed within [*insert #, e.g., 10 days*]. We will reinspect your unit on [*insert date*] and expect that the unit will be safe and clean at that time. If during that inspection we find that the unit is not safe and clean, we will be forced to take legal action, up to and including eviction.

Don't hesitate to call our office, at (555) 111-1111, if you have any questions about this letter or what's expected of you.

Yours truly,
Jane Manager