

MODEL LETTERS

Get Tough with Residents Whose Units Are Unsafe, Unclean, or Need Repair

Here are two Model Letters you can adapt and use at your site. The first can be sent to a resident whose unit has an unsafe or unsanitary condition that must be fixed. You can send the second letter to a resident whose unit has an unreported maintenance problem that must be repaired.

UNSAFE OR UNSANITARY CONDITION

[Insert date]

Dear Resident:

On [insert date of inspection], we inspected your unit and found that you maintained it in an unsafe and/or unsanitary condition. Specifically, we found the following problem[s] with your unit's condition.

[Insert description of unsafe and/or unsanitary conditions.]

Section [insert appropriate paragraph #] of your lease requires you to keep your unit in a reasonably safe condition at all times. Section [insert appropriate clause #] of your lease states that lease violations affecting residents' health or safety or that interfere with proper management can be grounds for terminating the lease. Unless you immediately address the conditions described above and maintain your unit in a safe and sanitary condition, we will be forced to bring eviction proceedings against you.

A member of our maintenance staff will be coming to your unit on [insert date] for a follow-up inspection to determine whether the conditions described above have been appropriately addressed.

If you have any questions, please call the management office at [insert office tel. #] or stop by during normal business hours.

Yours truly,

[Insert name of site manager]

MAINTENANCE PROBLEM IN UNIT

[Insert date]

Dear Resident:

On [insert date of inspection], we inspected your unit and found an unreported maintenance problem. Specifically, we found the following problem(s) with your unit:

[Insert description of unsafe and/or unsanitary conditions.]

[Insert if applicable]: Furthermore, we found that that the condition has caused [insert additional information about the damage caused by the unreported maintenance problem].

Section [insert appropriate paragraph #] of your lease requires you to immediately report all maintenance problems. Section [insert appropriate paragraph #] says that lease violations that affect residents' health or safety or that interfere with proper management can be grounds for terminating the lease. If you fail to report maintenance problems in your unit in the future, we may be forced to bring eviction proceedings against you.

A member of our maintenance staff will be coming to your unit on [insert date] at [insert time] to fix the problem described above. Furthermore, a member of our staff will be conducting periodic inspections of your unit to check for additional unreported maintenance problems.

If you have any questions, please call the management office at [insert office tel. #] or stop by during normal business hours.

Yours truly,

[Insert name of site manager]