

MODEL LETTERS

Inform Residents of Problems with Unit Condition

You can adapt and use the following Model Letters to inform residents about a problem condition in the unit, how they must correct the problem, and what will happen if they don't correct the problem. The first letter

addresses an unsafe or unsanitary condition found during a unit inspection; the second letter addresses an unreported maintenance problem discovered during a unit inspection.

UNSAFE AND/OR UNSANITARY CONDITION

[Insert date]

Dear [insert resident's name]:

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 the condition of your unit:

[Insert description of the condition(s).]

Section [insert par. #] of your lease requires you to keep your unit in a reasonably safe condition at all times. Section [insert par. #] 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 tel. #] or stop by during normal business hours.

Yours truly,
Jane Smith
Site Manager

UNREPORTED MAINTENANCE PROBLEM

[Insert date]

Dear [insert resident's name]:

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 the specific unreported maintenance problem(s).]

[If applicable, insert]: Furthermore, we found that the condition has caused [insert additional information about any damage the unreported problem has caused].

Section [insert par. #] of your lease requires you to report all maintenance problems immediately. Section [insert par. #] 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. 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 and 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 tel. #] or stop by during normal business hours.

Yours truly,
Jane Smith
Site Manager