

# REPAIRS

When a tenant needs repairs done in the premises, the first step is to **notify the landlord** of the problem. If the landlord does not complete the repairs, the tenant should **write** to the landlord, stating the problem and requesting the repair be completed within 7 days for normal repairs or immediately for essential services, such as utilities or appliances.

**Service** to the landlord may be by handing it directly to the landlord or by sending it by regular mail. When serving the notice by mail, add 3 days to the time.

<b>Problem</b>	<b>Tenant</b>	<b>Landlord</b>	<b>Rentalsman</b>
<b>Repair required</b>	Notifies landlord	Completes repair	No action
<b>Landlord does not complete the repair</b>	Writes to landlord stating problem and requesting action either in 7 days (normal repairs) or immediately (essential services)	Completes repair	No action
<b>Landlord still does not complete the repair within the time required</b>	Provides the Rentalsman with a copy of the letter written to the landlord, and applies to the Rentalsman for assistance		Contacts landlord. If landlord undertakes to do work, gives a completion date. If no undertaking from landlord, may <b>inspect</b> premises and may issue a <b>Compliance Order</b> with completion date
<b>Landlord fails to comply with Rentalsman Order</b>			May order the tenant to pay the rent to the Rentalsman to cover cost of having the work done
<b>In situations where required repairs (such as a new roof) are so extensive that they go far beyond the value of monthly rent, you may have to contact the Rentalsman</b>			
<b>CAUTION: If tenants chooses to leave before this process has been followed, it does not relieve them of their contractual obligations .</b>			

**A letter that a tenant writes to a landlord should contain the following:**

**Date**

**Landlord and tenant's full name and address**

**Specific details of the repair requested**

**Time when the repair requested is to be completed**

**Signature of the tenant**

KEEP A PHOTOCOPY OR CARBON COPY FOR YOUR RECORDS AND FOR ANY FUTURE ACTION REQUESTED OF THE RENTALSMAN