



Tips To talk to the landlord

Something needs to be fixed?

Let's define an emergency!

According to Utah Fit Premises Act. The landlord must begin corrective action on these issues within 3 days of your written request:

- 1- Unsafe or Unsanitary Conditions.
- 2- Deficient Electrical Systems.
- 3- Deficient Heating.
- 4- Deficient Plumbing Conditions.
- 5- Deficiency in Hot & Cold Water.
- 6- Unmaintained or Malfunctioning Air Conditioning Systems.
- 7- Unsafe or Unsanitary Common Areas.



First Read your lease/ contract!



1. Contact your landlord

Is best if you communicate with your landlord via text or email to keep record

Be concise, remember to add your name and apartment number in case there is apartment complex:



Hello Landlord,
 I am Joan Lewis from 2D building 5 . My fridge is not cooling, and the food is going bad. Can someone from maintenance come and fix it?
 When can I expect them in my unit?

Thank you for your time.
 Looking forward to your response.



2. Follow up

Depending on what your contract said, and the emergency presented in your unit, you can wait 24-48 business hours before your email or text them again. If you do not have heater during winter, 24 hour can be enough to take action!

3. After your housing is repaired, is recommended to follow up thanking them for the service provided.

Do you need more  ?
 check our [renters toolkit!](#)



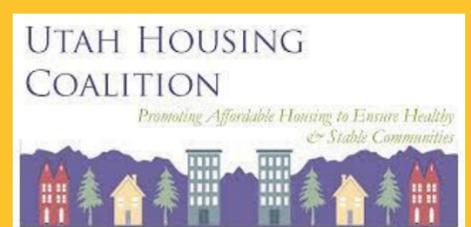
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Tips To talk to the landlord

Your rights as Tenant

1. Tenants have the right to read their contract before signing it
2. If you don't have a copy, ask your landlord for one, is your right!
3. Tenants have the right to live in a safe and sanitary housing unit
- 4 Tenants have the right to have their dangers and issues responded to in a safe and timely manner.



5. Tenant has the right to quiet contentment and they should be given a reasonable notice before the landlord enters their house or premises
6. Tenant has the right to equal and fair treatment to use building services and facilities with no fear of been discriminated because of race, color, religion, gender, sexual orientation, gender identity, disability, familial status (children under 18), national origin (ethnicity or language), or in some circumstances, age.



7. Tenants have the right to utilize common space in the rental units either for a small fee or for free, depending on the service.



8. Tenants are given the open right to meet with their landlord if they see the need or have something important to discuss. This can be via phone or in person.

9. Tenant has the right to receive a notification in writing from the landlord if landlord needs to vacate them or evict them



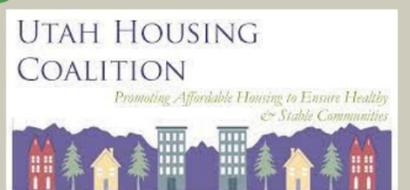
10. Tenant has the right to receive notifications if landlords is changing something in the unit

11. When you rent, you are entitled to at least fifteen days' notice of any change in your rental agreement



12. Tenant has the right to recover their deposit after they move if they did not damage the property.

**if your landlord does not voluntarily return your deposit to you or provide you with the itemized list of deductions within 30 days, you may file a claim for the deposit plus a \$100.00 penalty in Small Claims Court.*



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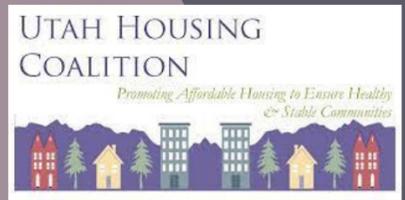
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Tips To talk to the landlord



Tips to read your lease/contract!

If you don't have a copy, ask your landlord for one, is your right!

After you have your contract in your hands:



1. Review your lease/ contract to know how to communicate best with Landlord. Text, email, webpage, phone call
2. Keep your records in a safe place, email, cloud, safe folder
3. What are the policies for health and safety in the unit.

3. Review when do you have to make the payment; some landlords have a grace period.

Generally rent is due the 1st of the month- some landlords give you until the 5th to pay the rent without chargers



4. What utilities are included in the rent (cooking gas, electricity, heat, water, cable TV and internet, garbage, sewer, parking, garbage valet)? Is there a flat fee or it will varies per month?

5. If the apartment comes with appliances, is part of the contract to request fix? is there a page or form I need to fill out?

6. Do you have a pet? Do you know the difference between pets, ESA, and service animals? Not every landlord will accept pets or ESA

- ESA (Emotional Support Animals) are not considered service dogs under the ADA.
- Service Animal-Under Title II and Title III of the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Emotional support animals are not limited to dogs.
- Pet- a domestic or tamed animal kept for companionship or pleasure



7. Something needs to be fixed? It will always be important to have a record of every communication with your landlord; date, time, name, agreement you created with your landlord.

8. How to get back my security deposit? generally the lease/ contract tells you how to get back your security deposit. If the contract does not establish how, ask landlord via email, or text to keep recortd.



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