

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 urgent repairs, 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.

| Problem   | Tenant   | Landlord         | Rentalsman   |
|---|--|------------------|--|
| <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 (urgent repairs) | 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's Order</b>                     |  |                  | May order the tenant to pay the rent to the Rentalsman to cover cost of having the work done   |

**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**

**CAUTION: If tenants choose to leave before this process has been followed, it does not relieve them of their contractual obligations.**

A letter that a tenant writes to a landlord should contain the following: Date, landlord's and tenant's full name and address, specific details of the repair requested, time when the repair requested is to be completed and signature of the tenant.

**KEEP A PHOTOCOPY OR CARBON COPY** for your records and for any future action requested of the Rentalsman.

## OFFICE OF THE RENTALSMAN

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Assomption  
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