

# Communicating with your Landlord

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## **What if I have problems communicating with my landlord in person and via text message?**

If you discuss important issues regarding your tenancy, keeping records of your conversations is crucial. Important matters may include: termination of your tenancy, requests for repairs, or any changes to your rental agreement. Ideally, it is helpful if these records have a verifiable date stamp and a way to prove that the landlord received them. Maintaining a record of any return communications from your landlord is also important. The problem with verbal communication and text messages is that they can be challenging to verify and serve as evidence in court.

## **What can happen if I don't have records of communications with my landlord?**

Not maintaining records of important communications with your landlord could negatively impact your ability to assert your rights as a tenant in a court proceeding. For example, without a written record, a judge might not believe that you informed your landlord about the necessary repairs.

## **What method of communication should I use when contacting my landlord?**

Email is an excellent tool for communicating with your landlord. It provides essential verification and records of entire conversations. It can also be easily turned into a paper record that may be offered as evidence in court.

If you are not comfortable using email or cannot do so, a traditional letter will also work to record important communications. Be sure to keep a copy of the letter for your records and proof that you sent it, such as a receipt from the post office or a delivery confirmation with a signature. Local office supply stores and libraries usually offer free or low-cost copy services.

Since you may need to use your written messages to the landlord as evidence should a dispute with your landlord arise in the future, ensure they are direct but courteous.

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