

# **Legal Assistance of Western New York, Inc. ®**



We provide free legal aid to people with civil legal problems in western New York.

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## **Communicating with your Landlord**

### **Problems with communicating with your landlord in-person or by text message**

If you discuss important issues about your tenancy, it is important to keep records of your conversations. Important issues can include: terminating your tenancy, requests for repairs, or any amendments to your rental agreement. Ideally, it is helpful if these records have a verifiable date stamp and a way to prove that they were received by the landlord. It is also helpful to keep a record of any return communications from your landlord. The problem with verbal communication and text messages is that they can be difficult to verify and use as evidence in court.

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

If you do not keep records of important communications with your landlord, it could hurt your ability to assert your rights as a tenant in a court proceeding. For example, without a written record, a judge may not believe that you told your landlord about needed repairs.

### **Consider using email to communicate with your landlord**

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

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This article provides general information about this subject. Laws affecting this subject may have changed since this article was written. For specific legal advice about a problem you are having, get the advice of a lawyer. Receiving this information does not make you a client of our office.

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