



Repair Request Letters

IMPORTANT

Under Chapter 92 of the Texas Property Code, Tenants have the right to have repaired by the landlord any condition that threatens their health or safety.

Two Types of Repairs

Type 1

Conditions that materially affect a tenant's health and safety, including lack of hot water, electrical shorts, leaking roofs or ceilings, sewage backup, and rodent or bedbug infestations

Type 2

General repairs that do NOT affect a tenant's health and safety for example, a broken garbage disposal



USE THIS PROCEDURE FOR TYPE 1 REPAIRS ONLY



Meet the State Requirements for Requesting Repairs

Up-to-Date on Rent

A tenant who is behind in rent or withholds rent because repairs have not been made may be evicted and forfeits all rights to have repairs made until the rent is paid.

Repair Request by Trackable Mail

Send your landlord a repair request letter by certified mail, return receipt requested, or by registered mail.

This resource is brought to you by Council Member Letitia Plummer, At-Large 4

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Council Member Letitia Plummer



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Sample Repair Request Letter



IMPORTANT: include the following information in your repair request letter

Addressed to the landlord or leasing manager

ATTENTION:
Manager at South Beach Apartments
100 Main Street
Houston, Texas, 77002

Date

8/15/2022

A list and description of the problem

My name is Jane Doe and I live in Unit 29A, at South Beach Apartments on 100 Main St, 77002.

I am requesting repairs for the following conditions in my unit:

- The air conditioner is not working. There is no cool air coming from the vents.
- My bedroom ceiling leaks every time the tenant upstairs takes a shower.
- I have several rats in my apartment.

Details of how the problem is a threat to health or safety

I believe these conditions are a threat to my health and safety. I would like them remedied within 7 days or a reasonable amount of time.

If you are unable to resolve the repair problems within a reasonable amount of time, I request a written explanation of the reasons for the delay within five days of you receiving this letter.

Sincerely,

Mrs. Jane Doe

Tenant's signature

A request for a written response if the work cannot be completed within

Name and address of tenant

A request that the repairs begin in a reasonable amount of time (seven days is presumed to be a reasonable amount of time for most repairs. If there is an emergency, then as little as 24 hours' notice can be given);

NOTE: Send this letter by Certified Mail, Return Receipt Requested

Sample Second Letter for Repairs



NOTE : If your landlord does not comply with the first request, you can send a second request by first class mail.

Remember to include the following information.

ATTENTION:

Manager at South Beach Apartments

100 Main Street

Houston, Texas, 77002

8/28/2022

My name is Jane Doe and I live in Unit 29A, at South Beach Apartments on 100 Main St, 77002. I sent a letter outlining the issues in my apartment unit on 8/15/2022 by certified mail, which you received on 8/18/2022. You have not made the requested repairs.

I am again requesting repairs for the following issues:

- The air conditioner is not working. There is no cool air coming from the vents.
- My bedroom ceiling leaks every time the tenant upstairs takes a shower.
- I have several rats in my apartment.

I believe these conditions are a threat to my health and safety. I would like them remedied within 7 days of you receiving this letter.

If you are unable to resolve the repair problems within a reasonable amount of time, I request a written explanation of the reasons for the delay within five days of you receiving this letter. If you fail to comply with this second request, I will exercise my rights under Chapter 92, Subchapter B of the Texas Property Code. I may terminate my lease and move, or pursue legal remedies.

Sincerely,

Mrs. Jane Doe

Mention clearly that this is the 2nd request. Include the date of when the 1st letter was sent and the date the landlord received it.

Include the action that will be taken if the landlord fails to comply.

Frequently Asked Questions



Can I write the letter in my language instead of English?

It is strongly advised that you write your repair request in English as the landlord could state that the delay in repairs was caused due to a language barrier.

English is not my first language and I'm not sure how to write the repair request letter. Is there anyone who can help me?

Don't worry, Houston has many tenant advocacy groups that are willing to help. You can reach out to these groups below or find your own.

Texas Organizing Project

Contact: Mitzi Ordonez

Email: mordonez@organizetexas.org

Website: <https://organizetexas.org/>

Phone: 832-331-8694

Woori Juntos

Contact: Hyunja Norman

Email: hyunjanorman@woorijuntos.org

Website: woorijuntos.org

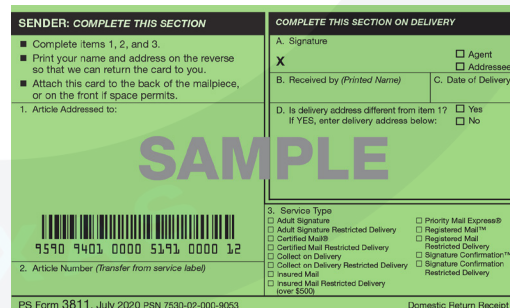
Phone: 832-831-2354

What is Certified Mail?

Certified Mail provides the sender with a mailing receipt, and a record of delivery is maintained at the recipient's post office for two years.

What if my Return Receipt shows that the landlord/manager refused to accept delivery of my letter?

Keep that evidence safe. It will be useful, if you decide to call 311 or decide to sue your landlord. Send a second letter by first class mail to your landlord.



When I send the first letter by Certified Mail, should I also send the same letter by first class mail?

It is a good idea to send letters simultaneously by Certified Mail, Return Receipt Requested, and through First Class mail to ensure your landlord receives a copy of the repair request.

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More tenant resources at:
bit.ly/passAIRnow

Or

Scan

