

## **The Austin Tenants' Council**

1640-B E. 2nd Street, Suite 150

Austin, TX 78702

[www.housing-rights.org](http://www.housing-rights.org)

### **SELF-HELP REPAIR PACKET**

The Austin Tenants' Council provides this Self-Help Repair Packet for informational purposes so tenants can enforce their rights for repairs. However, the information contained in this packet is not a substitute for legal advice. Anyone needing legal advice should contact an attorney.

Enclosed in this packet is a Repairs: The Tenant's Rights and the Landlord's Duty brochure, sample repair request letters, and two fill-in-the-blank repair requests. The brochure should be read first so that the process of requesting repairs is understood. If there are any questions at that point, the Austin Tenants' Council or an attorney should be contacted for advice.

The next step is to study the sample requests for repair and then fill out the appropriate form. Feel free to add any additional information to these letters, if necessary. These forms are provided for your convenience. However, any letter that contains similar information is acceptable. The letters should be sent Certified or Registered Mail, Return Receipt Requested or hand-delivered with a witness. Sending a letter Certified Mail currently costs \$5.21. Any documentation from the certified mailing should be kept. Regardless of how the letter is delivered, a copy of the letter must also be kept.

Before exercising any of the remedies described in the enclosed brochure, it is advisable to contact either the Austin Tenants' Council and/or an attorney. These laws must be strictly adhered to, so if the process has already been started, reviewing this information with ATC or an attorney may be very helpful.

Hopefully, this Self-Help Repair Packet will provide enough information to remedy whatever the repair problem may be. If you have further questions or need further assistance, feel free to contact the Austin Tenants' Council's telephone counseling line at 474-1961.

**SAMPLE LETTER**  
**REQUEST FOR REPAIRS**

July 1, 2007

Date

ATTENTION: Manager at Blue Ridge Mountain Apartments  
102 South Congress  
Austin, Texas 78701

I, Melanie Tenant, am a tenant living at Blue Ridge Mountain Apartments,  
102 South Congress, #300 Austin, Texas 78701.

Please make the following repair(s):

The heating system is malfunctioning. There is no hot air coming out of the vents.

The living room electrical outlet near the front door sparks and smokes when I try to use it.

The living room ceiling is stained and leaking from the pipes in the apartment above mine.

There are cockroaches throughout my apartment; it needs complete extermination.

I believe these condition(s) constitute a threat to my health and/or safety and I would like them repaired or remedied within a reasonable amount of time.

**Should you be unable to resolve the repair problem(s) within a reasonable amount of time, I request a written explanation of the reasons for the delay within five (5) days after you receive this notice.**

Sincerely,

Ms. Melanie Tenant

Certified Letter #: A 145 678 145

or

Hand Delivered on: \_\_\_\_\_ Witness: \_\_\_\_\_

REQUEST FOR REPAIRS

\_\_\_\_\_  
Date

ATTENTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_, am a tenant living at \_\_\_\_\_.

Please make the following repair(s):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I believe these condition(s) constitute a threat to my health and/or safety and I would like them repaired or remedied within a reasonable amount of time.

**Should you be unable to resolve the repair problem(s) within a reasonable amount of time, I request a written explanation of the reasons for the delay within five (5) days after you receive this notice.**

Sincerely,  
\_\_\_\_\_

Certified Letter #: \_\_\_\_\_  
or  
Hand Delivered on: \_\_\_\_\_

Witness: \_\_\_\_\_

SECOND REQUEST FOR REPAIRS

\_\_\_\_\_  
Date

ATTENTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_, am a tenant living at \_\_\_\_\_.

Please make the following repair(s):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I believe these condition(s) constitute a threat to my health and/or safety and I would like them repaired or remedied within a reasonable amount of time.

**Should you fail to comply with this request, I will exercise my rights under Chapter 92, Subchapter B of the Texas Property Code. I will terminate my lease and move, pursue judicial remedies, and/or exercise the right to repair and deduct.**

Sincerely,  
\_\_\_\_\_

Certified Letter #: \_\_\_\_\_  
or  
Hand Delivered on: \_\_\_\_\_

Witness: \_\_\_\_\_