

Maintenance Request - For the Rental Unit

In accordance with Kansas Residential Landlord and Tenant Act, KSA 58-2553

To: (Landlord)

Street Address:

City/State Zip:

From: (Tenants)

Rental Property Address:

City/State Zip:

Phone, Email, Text, etc.:

Additional Phone #'s:

The following maintenance and/or repair is needed at the rental unit.

Describe the problem in detail. Note when the problem started (for example, "The wall got wet when it rained"; give dates & be descriptive. The problem should be described good enough for the landlord to understand it. Attach pictures & other supporting materials only if the information will help the landlord better understand the problem. You might explain how the rental property might be further damaged if the requested maintenance is not done & how it is affecting you.

I prefer (circle one) - to be / not to be - at home when the maintenance repair(s) is/are done.

Signature of tenant

Date

Keep a copy for your records

[illegible]

The Maintenance Request

... making a good request & using these forms

The maintenance request.

A maintenance request is when a tenant notifies the landlord of a problem with the rental that needs to be addressed. It is the tenant's opportunity to communicate. The maintenance request should be made in writing. It is possible to make a request via text, via phone call, an in person meeting, or in written form, etc.; the best practice is to make all maintenance requests in writing. Presenting a written document creates a record for the tenant and serves as a good reminder to the landlord of things not done.

Keep in mind that presenting a maintenance request is the tenant's opportunity to help the landlord maintain the rental unit in its best condition; this helps the tenant insure that they will continue to reside in a safe, habitable place.

The maintenance requests should be made immediately.

Tenants should notify the landlord as soon as possible after any problem is identified. A leaking pipe under a sink might eventually turn into a rotten cabinet and subfloor under the countertop; the only way to prevent that type of thing from getting to the point where it impairs the safety and the value of the rental property is for the tenant and the landlord to communicate and work together. Maintaining the rental unit keeps little problems from turning into big problems. If a tenant fails to notify a landlord of a problem and the problem gets worse because of the tenant's failure to communicate then the tenant could be held liable for the damage done to the rental. Many landlords put in their lease agreements a section requiring tenants to report problems.

It is important to note that not every problem has to be fixed immediately, but there are some problems that should be.

Be factual.

A maintenance request should not be used as a harassment tool by the tenant or to pick a fight with the landlord. This is a business transaction and the information conveyed should be factual and accurate. Emotional statements should be avoided when a maintenance request is being made or followed up on.

When describing and documenting a problem for a landlord, the tenant should avoid judgmental terms or a condescending tone. It is appropriate to describe problems and use adjectives. Be direct but avoid statements and terms that could create conflict or impair communication between you and the landlord.

Do not make a laundry list.

A maintenance request should be about one issue or problem. You should document entirely and completely each and every maintenance request singularly. This means one request for each issue needing addressed. If you are making a laundry list then there probably was a failure by someone at the beginning of the lease agreement or a failure to file a request earlier.

The maintenance request should be in writing.

Many landlords and tenants communicate well enough that they do not feel a need to have all maintenance requests put in writing; this is especially true with landlords who have only one or only a few rentals. It is okay to communicate via email, text, facetime, or any way that works for the landlord and tenant. Unfortunately, way too many tenants and landlords eventually experience a breakdown in communication and potential resentment when there isn't a clear delineated means of communicating maintenance requests. If maintenance requests are not routinely put in writing it is inevitable that problems will occur. It is always best practice to put maintenance requests in writing.

Document the maintenance request.

The writing should include appropriate documentation. The writing does not have to include all documentation the tenant gathers, but only enough information and/or documentation to illustrate the issue/problem that needs to be addressed by the landlord.

Keep a copy.

You should keep a copy of the actual maintenance request and all documentation submitted to the landlord. You should also keep a copy of any additional documentation that supports the maintenance request.