

# How do I get repairs completed on my apartment?

## Evanston

### **Step 1:**

Contact the landlord and/or management company and request the repairs. On the lease there should be contact information for the person responsible for repairs. If calling make sure to document the date and time of the call. If writing a letter or filling out a repair card make sure to keep a copy.

### **Step 2:**

If the landlord ignores the request send a certified letter (return receipt) or hand deliver to the landlord and/or management company's last known address. If hand delivering the letter have it notarized. Detail the list of repairs needing to be made and cost estimates for the repairs. State intention to make the repairs and deduct the cost from the rent if repairs are not made within 14 days of the receipt of the letter.

### **Step 3:**

Have the work completed by a licensed professional not related to the tenant. Make a copy of the work receipt and provide to the landlord and/or management company, also provide contact information for the workman along with the receipt.

### **Step 4:**

Deduct the cost of the repairs from the rent. Notify neighbors if repairs affect facilities shared by more than one person. Take before and after

#### Note:

- This procedure is outlined in Evanston Ordinance (5-3-7-3)
- The cost of the repairs must not exceed the greater of \$200 or one half month rent.
- Exemptions: Medical, geriatric, educational, or religious institutions; Occupants under a contract of sale of a dwelling if the occupant is purchaser; Fraternity Houses; Hotels or Motels; Coops.