Mail or email your letter

1. Print enough copies of your Request for Repairs Letter to give to your landlord(s)and **keep a copy for yourself.**
2. It’s best to **email** **or text** and **deliver or mail** a copy of your Request for Repairs Letter to {% if ll\_name\_unknown %}your landlord{% else %}{{ other\_parties }}{% endif %} at {% if defined(‘ll\_address\_unknown’) and ll\_address\_unknown %}your landlord's address{% elif other\_parties | length > 1 %}their address{% else %}{{ other\_parties[0].address.on\_one\_line() }}{% endif %}.
3. {%p if defined(‘ll\_address\_unknown’) and ll\_address\_unknown %}
4. If you do not know your landlord’s address, check your lease or contact your city or town tax office.
5. {%p endif %}

Document problems

1. You should also **take photographs** or videos of the bad conditions before they are repaired. Make sure the date and time of the photographs or videos is recorded.
2. It’s a good idea to text or email copies to someone else in case you lose your phone.

Ask for notice

1. Ask {% if ll\_name\_unknown %}your landlord{% else %}{{ other\_parties }}{% endif %} to let you know when a repair person will be coming to fix the problem. You have a right to reasonable advance notice, which usually means 48 hours.
2. Your landlord does not have a right to come in when you are not there unless you give them permission, or it is an emergency.
3. Although you have a right to be told when a repair person will be coming, it’s important to **let your landlord or a repair person into your unit** so that repairs can be completed as soon as possible.

What if {% if ll\_name\_unknown %}your landlord{% else %}{{ other\_parties }}{% endif %}{% if other\_parties|length > 1 %} does{% else %} do{% endif %} not make the repairs?

1. Use UpToCode to take a next step, including:
   * Calling your city inspector
   * Sending a Consumer Protection Demand Letter under M.G.L. Chapter 93A if your landlord is “doing business” as a landlord (if your landlord lives in the building with you and there are 3 or less units, your landlord is not likely doing business unless they own other rent units)
2. UpToCode can also help you to:
   * Ask a judge to order your landlord to make repairs
   * Seek money damages for your landlord’s violations of the law.