

# **ASKING A LANDLORD TO FIX SOMETHING**

Before signing a court document or getting involved with a court case, it's important to see an attorney to make sure you understand your legal rights and responsibilities. The Self-Help Center has information on finding an attorney.

Are you a resident who has past due rent?  
Are you a landlord who is owed past due rent?



## **There is Help Available!!**

**The Emergency Rental Assistance Program (ERAP) provides direct financial assistance to residents and landlords who have been financially impacted by COVID-19. Eligible residents can receive rent and utility assistance of up to \$3,500 per month, for multiple months.**

For details and more information, please contact:

Sydney Axt  
Housing Stability Court Navigator  
(928) 606-4586  
[saxt@courts.az.gov](mailto:saxt@courts.az.gov)

Not Affiliated  
with the Court



FREE TO  
ATTEND

Eviction hearing scheduled or expected?  
Come to the Coconino County Courthouse for DNA-People's Legal Services'

## TENANTS' RIGHTS EVICTION CLINIC

**WHAT:** Meet with a legal aid attorney who can give you information about tenants' rights in a pending or anticipated eviction

**WHERE:** Conference Room 1-1 in the Coconino County Courthouse:  
200 N. San Francisco St., Flagstaff, AZ 86001

Follow the signs or ask court staff for directions to the Eviction Clinic

**WHEN:** Starting March 31, 2022, every Thursday morning from  
8:00 a.m. until 10:00 a.m.

Call the Flagstaff DNA office at (928) 774-0653 if you wish to confirm.

**What does this cost?** This clinic is free to attend and free for all. There is no income or asset limit.

**What if I can't make it?** If you are unable to attend this clinic or have a legal need unrelated to an eviction, contact the DNA Central Intake Unit at 1-833-362-1102 to apply for advice and/or services.

**NOTICE:** This clinic provides information on common situations encountered by tenants facing eviction. Attending this clinic does not make you a client of DNA nor does it provide legal representation at your eviction hearing. To apply for representation and/or case-specific advice, please contact DNA-People's Legal Services directly at 1-833-362-1102.

Sponsored by: DNA-People's Legal Services

## DEMAND FOR LANDLORD TO FIX PREMISES AND LAWSUIT FOR DAMAGES

**Introduction:** The Arizona Residential Landlord and Tenant Act, or ARTLA (A.R.S. 33-1301), is the law covering most landlord-tenant disputes. The law requires tenants to notify landlords of problems and allow them an opportunity to fix the problem before the tenant takes certain actions. First, you must make the landlord aware of the problem. If the tenant or the tenant's guest was responsible for the damage, then they cannot complain that the landlord has not fixed the problem. Damages then are the responsibility of the tenant. If your landlord fails to make repairs, **DO NOT WITHHOLD YOUR RENT**. If you do this, the landlord will simply file to evict you for non-payment of rent. You must follow the law and provide the right types of notices **IN WRITING** while still paying your full rent on time.

**Landlords' Duties:** As a tenant, you have a right to safe and habitable housing. At a minimum, the landlord must provide a dwelling that meets the requirements of all local building and health codes. In Flagstaff and Coconino County (off reservation), this means complying with the Uniform Housing and Building Codes. Dwellings that are safety and health hazards may include those with faulty electrical systems, dangerous gas hook ups and lines, fire hazards, structural defects, or rodent and insect infestation, among others. If these problems are present and the landlord has failed to make repairs, then the landlord has most likely violated the "warranty of habitability" that is in each lease.

Even if there is not an immediate health and safety concern, landlords are obligated to make all necessary repairs in order to keep the dwelling in a livable condition. They must keep all common areas (shared with other tenants) clean and safe. They must keep all electrical, plumbing, sanitary, heating, ventilating, and other facilities in safe and working order. They must provide trash containers and provide for trash removal. Running water must be supplied along with reasonable amounts of hot water.

**What Are My Basic Options as a Tenant?** You have some basic choices. Read the specific instructions for each one before you act.

**1. Ask the landlord to fix the problem.** Most landlords will work with you to fix legitimate problems. If they do not, you may need to use one or more of the following options.

**2. Notify the landlord that you will terminate the rental agreement and move out if he or she does not repair the problem within a certain time period.** (Forms attached) For problems that seriously impact your health and safety, you may ask that the repairs be completed within five days. All other requests for repair require a minimum of ten days to fix the problems. (See the attached five and ten day Demand For Repairs letters.)

**3. Self-Help:** (Forms attached) For minor problems, you can notify the landlord that if he or she does not fix the problem within ten days, you will have the problem fixed by a licensed contractor and deduct the costs from your next rent payment. This option is only for minor repairs that cost no more to fix than \$300 or half your monthly rent, whichever

is greater. To take this option, your contractor (plumber, construction person, etc.) must be licensed and must sign a Contractor's Lien Waiver (attached). This waiver is a simple, one-sentence paper that says the contractor will not claim a lien on the rental property if he or she is not paid. Send the attached Self-Help Notice that states your intent to make repairs. Specifically list what type of repairs are needed to make the dwelling livable. Hopefully, your landlord will make the repairs. If no repairs are made, on the eleventh day you may hire a licensed contractor (don't forget the lien waiver) and authorize them to make the repairs up to the maximum limit. All costs must be reasonable. After the repairs have been made, send the landlord the Self Help Notice of Completion of Repairs notifying the landlord of the repairs made, and attach a copy of the bill, marked paid. Attach the lien waiver signed by the contractor. You may then deduct the amounts expended by you, up to \$300 or half your monthly rent (whichever is greater), from your next month's rent.

**4. Call the Building Inspector.** The City or County Building Inspectors will inspect private dwellings for compliance with the local housing codes upon request, in particular when there are health and safety issues. Be aware that if the building is an extreme and serious health or safety risk, the dwelling could be condemned, and you could be forced to vacate immediately. In most cases, however, the landlord will be required to repair housing code violations within a certain period of time or face certain civil or criminal penalties. If the building is condemned and you are forced to relocate, you may have an action for significant damages against the landlord. The Flagstaff Building Inspector can be reached at 779-7610 and the Coconino County Building Inspectors at 226-2700. You may also contact the Coconino County Environmental Services regarding sanitary or other health risks at 226-2710.

**5. Sue the landlord for your damages.** (Forms attached) If the landlord refuses to repair your dwelling, forcing you to live in unfit conditions, you may sue the landlord for your damages. A Justice Court Complaint and Summons are included in this packet for that purpose. Damages cannot be greater than \$10,000 for suit in the Justice Court. If they exceed that amount, the complaint must be filed in the Superior Court. Be specific as to when the landlord received notice of the problem and how he or she has failed to fix the problem. Specifically list the types of problems and how they have interfered with your rights to fit and habitable housing.

List the specific damages you have suffered as a result of living in these conditions. Damages can include the difference between the rental price (assuming the dwelling had been fit and habitable) and the actual monthly value of the place with all of the problems since the date you notified the landlord. It can also include lost wages, moving expenses, property damages, medical expenses, costs related to condemnation, and in some cases emotional distress. In certain extreme cases, tenants may have a cause of action for negligence or consumer fraud.

**6. Obtain a court order ordering landlord to fix the premises.** If none of the above works, you may be forced to obtain an injunction ordering the landlord to fix the problem.

This is a fairly complicated procedure that must be pursued in Superior Court. You should see a lawyer if you need to take this option. To obtain an injunction and temporary restraining order, you are required to show the court that the landlord has violated her or his duties under the law by failing to make repairs necessary to provide fit and habitable housing. You must show that less drastic legal options (those listed above) are really inadequate. In the case of a tenant who wants to have the dwelling repaired and the costs of repairs exceed the self-help limit, the other remedies really are inadequate. A hearing in Superior Court will be held, and if you win the judge will order the landlord to make necessary changes or face contempt charges.

**7. Obtain a court-ordered receivership.** This is perhaps the most drastic remedy of all, used only in cases where no other remedy, including injunctions, can work. This is where a court appoints a professional property manager to take over the rental business, make necessary repairs, and collect rents and pay bills. It is essentially the Court taking over operation of the business. This may be appropriate in cases where management or owners have run off, the property has been abandoned, or everything else has been attempted to no avail.

**What about Landlord Retaliation?** Tenants are often concerned that, if they take any of the above options, the landlord will find ways to evict them. The law prohibits evictions that are really retaliations against the tenants' exercise of their rights to fit and habitable housing. For this reason, the eviction court WILL PRESUME (assume) that the eviction is retaliatory if, within the last six months, you have:

- complained about conditions of your unit to a governmental agency (for example, building inspector, health officials), OR
- joined a tenant organization.

You cannot use this retaliation defense if you are not current in your rent or if you caused the problems. If a court finds that the landlord is attempting to punish you because of your complaints or because you joined a tenant group, then you can request damages in the amount of two months' rent.

**DEMAND FOR REPAIRS:  
10 DAY NOTICE**

Date: \_\_\_\_\_

Dear *(landlord or manager)* \_\_\_\_\_:

Since Arizona law requires you to maintain my dwelling in a fit and habitable condition and in reasonable repair, I am writing to inform you of the need for repairs, as follows:

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The unrepaired conditions are a material non-compliance with the rental agreement, and so I am notifying you that I intend to terminate my tenancy on \_\_\_\_\_  
*(at least ten days after the landlord receives this notice)* unless you complete the necessary repairs within ten days, as provided in Arizona Revised Statute 33-1361.

I hope it will not be necessary to terminate the rental agreement.

Sincerely,

\_\_\_\_\_  
*(your signature)*

\_\_\_\_\_  
*(your typed or printed name)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(your address)*

## DEMAND FOR REPAIRS: 5 DAY NOTICE

Date: \_\_\_\_\_

Dear *(landlord or manager)* \_\_\_\_\_:

Due to a lack of maintenance, my dwelling has certain hazards that materially affect health and safety. Since Arizona law requires you to maintain my dwelling in a fit and livable condition and in reasonable repair, I am writing to inform you of the need for repairs, as follows:

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The unrepaired conditions are a material non-compliance with the rental agreement, and so I am notifying you that I intend to terminate my tenancy on \_\_\_\_\_  
*(at least five days after the landlord receives this notice)* unless you have completed the necessary repairs within five days, as provided in Arizona Revised Statute 33-1361.

I hope it will not be necessary to terminate the rental agreement.

Sincerely,

\_\_\_\_\_  
*(your signature)*

\_\_\_\_\_  
*(your typed or printed name)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(your address)*



**SELF-HELP NOTICE:  
TENANT'S INTENT TO MAKE REPAIRS  
IF LANDLORD DOES NOT**

Date: \_\_\_\_\_

Dear *(landlord or manager)* \_\_\_\_\_

Since Arizona law requires you to maintain my dwelling in a fit and livable condition and in reasonable repair, I am writing to inform you of the need for repairs, as follows:

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I hope that you will make these repairs as soon as possible. If the repairs are not completed by you within ten days (or as quickly as conditions require in case of emergency), I will be forced to have the repair work done by a licensed contractor, pursuant to Arizona Revised Statute 33-1363. I will then deduct from my rent the actual and reasonable cost of the work (not to exceed \$300 or half the monthly rent, whichever is greater).

Sincerely,

\_\_\_\_\_  
*(your signature)*

\_\_\_\_\_  
*(your typed or printed name)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(your address)*

**SELF HELP NOTICE  
OF COMPLETION OF REPAIRS**

Date: \_\_\_\_\_

Dear *(landlord or manager)* \_\_\_\_\_

On \_\_\_\_\_, I notified you of my intent to make certain repairs in my dwelling, pursuant to Arizona Revised Statute 33-1363, if those repairs were not undertaken by you. Since you failed to make the repairs within the required time period, I hired a licensed contractor who has completed the repairs. I have paid the contractor. I have attached a copy of the bill, marked paid, which itemizes the work done. I have also attached a copy of the contractor's lien waiver filled out by the contractor.

I will be deducting from my next rental payment the amount paid to the licensed contractor for the actual and reasonable cost of the work (not to exceed \$300 or half the monthly rent, whichever is greater).

Sincerely,

\_\_\_\_\_  
*(your signature)*

\_\_\_\_\_  
*(your typed or printed name)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*(your address)*

## CONTRACTOR'S LIEN WAIVER

I am a licensed contractor. I waive any lien I may have for work performed as follows:

My Name: \_\_\_\_\_

Dates of Work: \_\_\_\_\_

Dwelling Located at: \_\_\_\_\_

Date: \_\_\_\_\_

Contractor's Signature: \_\_\_\_\_

Contractor's Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Person Filing: \_\_\_\_\_  
\_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Representing Self \_\_\_\_\_

**IN THE JUSTICE COURT**

**PRECINCT, COCONINO COUNTY, ARIZONA**

Plaintiff(s): \_\_\_\_\_ Case No. \_\_\_\_\_  
\_\_\_\_\_

Defendant: \_\_\_\_\_ **COMPLAINT**  
**(Breach of Warranty of Habitability)**

For my/our complaint we make the following claims:

1. My/our name(s) and current address(es) is/are:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_

2. Defendant/Landlord's name and address is:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

3. I/we rent or rented the dwelling located at \_\_\_\_\_  
from Defendant/Landlord beginning \_\_\_\_\_  
[ ] to the present OR [ ] until I/we moved out on \_\_\_\_\_  
Rent is/was in the amount of \$\_\_\_\_\_ per month.

4. On numerous occasions, I/we requested that Defendant repair the following conditions on the premises (list conditions and date of first notification to landlord):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. A.R.S. 33-1324 requires Defendant/Landlord to:

A. Comply with the requirements of applicable building codes materially affecting health and safety.

- B. Make all repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition.
  - C. Maintain in good, safe working order and condition all electrical, plumbing, sanitary, heating, ventilating, and other facilities and appliances supplied or required to be supplied by Defendant/Landlord.
6. Defendant/Landlord failed to repair the problems listed above as required by A.R.S. 33-1324 in spite of requests to repair.
7. I have suffered damages because of Defendant/Landlord's inactions.

**THEREFORE**, I/we request that this Court find the Defendant/Landlord in violation of A.R.S. 33-1324 and assess money damages pursuant to A.R.S. 33-1362(B) as follows:

A. Damages (cannot exceed \$10,000) in the total amount of \$\_\_\_\_\_ including:

☐ Reduced value of the dwelling:

\$_____	monthly rent paid MINUS
- \$_____	value of dwelling with the problems EQUALS
= \$_____	monthly damages TIMES
X _____	number of months since first notice to landlord*
\$_____	TOTAL damages for reduced value

\*(for example, 1.5 months, but no more than 12 months back from filing date)

☐ Property damage in the amount of \$\_\_\_\_\_.

☐ Alternate housing expenses (for example, motel) \$\_\_\_\_\_.

☐ Moving expenses (if problems forced tenant to move) \$\_\_\_\_\_.

☐ Other \$\_\_\_\_\_.

In appropriate cases, this may include lost wages, emotional distress (see Thomas v. Goudreault, 163 Ariz. 159, 164-65, 786 P.2d 1010, 1015, 1016 (1989)), and other damages that would not have occurred except for landlord's failure to repair.

B. Court costs and attorney's fees, if applicable.

C. Other relief considered just by the Court.

**VERIFICATION**

I have read this Complaint. It is true and complete to the best of my knowledge.

Plaintiff's Signature: \_\_\_\_\_

State of Arizona )

)

County of \_\_\_\_\_ )

Subscribed and sworn or affirmed before me this date: \_\_\_\_\_

by: \_\_\_\_\_.

Seal:

Notary Public: \_\_\_\_\_

Notary Expiration Date: \_\_\_\_\_

I have read this Complaint. It is true and complete to the best of my knowledge.

Plaintiff's Signature: \_\_\_\_\_

State of Arizona )

)

County of \_\_\_\_\_ )

Subscribed and sworn or affirmed before me this date: \_\_\_\_\_

by: \_\_\_\_\_.

Seal:

Notary Public: \_\_\_\_\_

Notary Expiration Date: \_\_\_\_\_

Person Filing: \_\_\_\_\_  
\_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Representing Self \_\_\_\_\_

**IN THE JUSTICE COURT  
PRECINCT, COCONINO COUNTY, ARIZONA**

Plaintiff(s): \_\_\_\_\_ Case No. \_\_\_\_\_  
\_\_\_\_\_

**SUMMONS**

Defendant: \_\_\_\_\_

***WARNING: This is an official document from the court that affects your rights. Read this carefully.  
If you do not understand it, contact a lawyer for help.***

FROM THE STATE OF ARIZONA TO (landlord's name) \_\_\_\_\_

1. A lawsuit has been filed against you. A copy of the lawsuit and other court papers are served on you with this Summons.
2. If you do not want a judgment or order taken against you without your input, you must file an Answer in writing with the Court and pay the filing fee. If you do not file an Answer, the other party may be given the relief requested in his or her Petition or Complaint. To file your Answer, take or send the Answer to the CLERK OF THE JUSTICE COURT in the precinct named above. Mail a copy of your Answer to the other party at the address listed on the top of this Summons.
3. If this Summons and the other court papers were served on you by a registered process server or the Sheriff or by Acceptance of Service within the State of Arizona, your Answer must be filed within TWENTY (20) CALENDAR DAYS from the date you were served or accepted service, not counting the day you were served. If this Summons and the other papers were served on you by a registered process server or the Sheriff outside the State of Arizona, your Response must be filed within THIRTY (30) CALENDAR DAYS from the date you were served, not counting the day you were served. Service by a registered process server or the Sheriff is complete when made. Service by Publication is complete 30 days after the date of the first publication.
4. You can get a copy of the court papers filed in this case from the Plaintiff at the address at the top of this paper or from the Clerk of the Justice Court in the precinct named above.
5. Requests for reasonable accommodation for persons with disabilities must be made to the Court at least five days before your scheduled court date.

SIGNED AND SEALED this date: \_\_\_\_\_.

Justice of the Peace: \_\_\_\_\_