

# HOW TO REPORT RENTAL PROPERTY MAINTENANCE REQUESTS

8/22



## STEP 1 Contact the landlord or property manager

- Notify the landlord or property manager of the problem in writing
- Include a list of all problems
- Keep one copy of the written notice for yourself
- Allow the landlord or property manager a reasonable amount of time to make the repairs
  - » Emergencies (e.g., no heat in winter, no air conditioning in summer, no water): Within 1-2 days
  - » Other repairs (rodents, property damage, noise, etc.): Within 10 -15 days; no more than 30 days



## STEP 2 Contact the City of Alexandria if repairs are not made by the landlord or property manager

**CONTACT ALEX311 TO REPORT PROPERTY MAINTENANCE VIOLATIONS SUCH AS:**

- Sewage backup
- Non-working fire, smoke, or carbon monoxide detectors
- Non-working bathroom fixtures
- No heat in winter
- No air conditioning in summer
- No water
- Rodents
- Leaks
- Non-working locks
- Peeling paint
- Holes in walls, ceilings, screens, windows



**CALL 703.746.4990 OR TEXT 703.405.7100 FOR OTHER TENANT COMPLAINTS SUCH AS:**

- Suspected harassment or discrimination
- Landlord or Property Manager not providing services or amenities included in the lease
- Landlord or Property Manager entering tenant's home without proper notice
- Security deposits not being returned
- Mold and mildew
- Bed Bugs and other insect infestation
- Noise outside of tenant's home



ALEX  
311

311 or 703.746.4311 • [alexandriava.gov/Alex311](http://alexandriava.gov/Alex311)