October 9, 2010

\*\*\*\* S. Adams Street

Moscow, ID 83843

(208) \*\*\*-\*\*\*\*

Palouse Properties
127 S. Washington, Suite #7
PO Box 9780
Moscow, Idaho 83843

Subject: Warming Up

Dear Palouse Properties:

I write you on behalf of the residents at 703 S. Adams Street. We would like to thank you for the timely repair of our toilet’s flushing issues—it really is a luxury being with such a responsible and caring housing provider. As the weather has been cooling down, however, a few more issues have come up around the house that may require further investigation. These issues include:

* A heater that doesn’t turn on
* A bedroom window that cannot fully close
* A bedroom window that does not lock into place.

Please note that all of the issues existed before moving into the house.

We realized that as temperatures continue to fall, two of our listed issues potentiate the risk of our pipes freezing over. The aforementioned window that cannot shut allows the house’s interior to fall to abnormally low temperatures during the night; the heater fails to counteract any and all drops in temperature, while also failing to safeguard the pipes from icing over on colder nights.

At a previous house requests for our heater’s repair were frequently ignored until the pipes froze one night. Without running water, my roommates and I missed classes. It ended up costing us our time and our realty more money than fixing the furnace alone.

I understand that because fall and winter are approaching there may have been other requests for some kind of maintenance and there may or may not be a waitlist in place. Prioritization in a real estate market can be difficult and I apologize if this request adds to an already stressful list. However, seeing as our combined issues put our house at greater risk for freezing pipes and lower temperatures than most, we request that our repair be expedited and the cost covered as soon as possible. If you could recommend one to me, I would be happy to contact a maintenance provider if it’s more convenient for you.

The most sensible thing seemed writing you for help, not only because of our landlord-tenant relationship, but also because you’ve shown us that we can trust you with our needs. Your service would both prevent a more costly repair in the future, and be met with genuine gratitude. Upon reading please respond in writing detailing how and when we can develop a solution.

Sincerely,

Christopher Ross