



Enclosed are Self-Advocacy Packets that are provided by staff from Housing Rights, Inc. Some of the packets include form letters that you can fill in. However, we recommend that you write your letter in your own words and handwriting.

It is important that you document all contacts that you have with your Landlord and/or his/her representatives such as the Property Manager or maintenance staff. Keep a copy of any and all letters that you give to the landlord for your records. It is equally important to mail letters to the landlord by certified mail or with proof of mailing. Mailing all correspondence to the landlord by certified mail or with proof of mailing will provide proof that the landlord was notified of your written complaint. Document everything. Keep a diary of all contacts with your landlord and or/manager. Write down everything that was said, the date, and who you spoke with. For all issues with your landlord, writing a letter and keeping a record of it is almost always a legal precondition that will allow, eventually, for you to take advantage of whatever legal remedies may be available to you.

Please review the enclosed self-help materials. If you are not able to resolve the conflict on your own you may want to call us again for assistance. Or, before you call us, you may want to seek assistance from a community mediation agency (if each side is agreeable to mediation):

- ❖ East Bay Community Mediation 510-428-1811 (Berkeley)
- ❖ East Bay Community Mediation 510-763-2117 (Oakland)
- ❖ Conflict Resolution Panels, 925-798-6132 (Contra Costa County)

**Housing Rights, Inc. does not give legal advice, nor do we have attorneys as part of our staff.**

Please contact us if your situation changes or if you have any further questions.

Good Luck, Staff at Housing Rights, Inc.

P.O. BOX 12895, BERKELEY, CA. 94712  
510-548-8776/800-261-2298/fax 510-548-5805