Tenant Problem Letters

From the Chimi Rental playbook (chimirental.com/playbook). This is a starting point that we use for our own rentals, shared as-is and without warranty. It is not legal advice. Adapt it to your state, city and situation, and have a local attorney review anything that affects someone's tenancy or money.

Noise reminder (to all residents)

Subject: A friendly reminder about quiet enjoyment

> Dear Residents,
>
> We hope this finds you well! This is a friendly reminder to everyone about section [__] of the lease:
>
> *"Neither Tenant nor Tenant's guests shall be a nuisance or act in any manner that would interfere with the quiet enjoyment of neighbors. This includes, but is not limited to, loud noises, loud music, noxious or unpleasant odors, and disruptive behavior."*
>
> We don't want to restrict your enjoyment of your home, but we do need to respect everyone's right to a quiet, comfortable home. Continued violations of this section can lead to termination of the lease.
>
> Thank you for your understanding, and have a wonderful day!
>
> [Company]

Reply: "Was that about me?"

> Hi [Name], thanks for reaching out! We received a general report without a specific name or unit, so we thought it was a good time to remind everyone about the noise policy. The email went to every resident. There's nothing you need to do. Thanks!

Only send this if it's true. If the complaint was about them, have a direct, private conversation instead.

Written warning (one tenant, specific issue)

Subject: Lease concern at [address]

> Hi [Name(s)],
>
> We're writing about [the issue, factually: e.g. "loud music after 10 PM reported on March 3, 7 and 9"]. Section [__] of your lease says [quote or summarize the clause].
>
> We'd like to resolve this together. Please [the specific correction: e.g. "keep noise to a level that can't be heard outside the unit after 10 PM"]. We'll follow up on **[date]**.
>
> If you see this differently, or there's something we should know, please reply or call [phone]. If the issue continues, we may need to serve a formal notice under the lease and state law.
>
> [Company]

Pet odor tips

> Dear [Name],

As pet owners ourselves, we know how much pets add to a home. We also need to keep every home fresh for you, your neighbors and the next residents. Here are some tips that work:

1. **Clean regularly.** Wash pet bedding and toys often. Vacuum carpets, rugs and furniture to remove hair and dander.
2. **Baking soda.** Sprinkle it on carpets and furniture, wait 15–30 minutes, then vacuum.
3. **An air purifier** with a HEPA filter helps remove dander and odors.
4. **Ventilate.** Open windows and run fans to move fresh air through.
5. **Groom.** Regular baths and brushing cut down on hair and odor.
6. **Enzyme cleaners** for accidents. They break down the source of the odor rather than covering it.
7. **Odor absorbers** such as activated charcoal where your pet spends the most time.
8. **Professional carpet and upholstery cleaning** once or twice a year.

We'll check in on **[date]** to see how things are going. Please let us know if you have questions.

[Your name]

Scheduling a routine inspection

Good morning [Name],

We'd like to schedule a routine visit to your home on **[date] at around [time]**. The purpose is to check that everything is in good working order and safe (smoke detectors, plumbing, HVAC filter and so on) and in line with the lease. It should take about [20] minutes. You're welcome to be there, but you don't need to be.

If that time doesn't work, just let us know and we'll find another. Thank you!

[Company]

Give at least the notice your state and lease require (Arizona: two days).

Pet safety letter (escape or aggression incidents)

Dear [Name(s)],

We're writing about your [dog(s)] at [address]. We've received [number] reports that [describe facts: e.g. "your dogs have left the property without supervision on [dates]"], including a report on [date] that [describe incident]. We discussed this with you on [date].

The safety of every resident and neighbor has to come first. We'd like to resolve this with you, and are offering two options:

1. Relocate the [dog(s)] off the property by **[date]**; or
2. End your lease early on **[date]** without any early-termination charge, so you can find a home better suited to your pets.

Please let us know your decision by **[date]**. We understand this is hard, and we want to find an outcome that works.

Sincerely, [Company]

Have an attorney review before sending if there has been an injury, or if the tenant disputes the facts. A serious incident may justify an immediate-termination notice under state law.