

**EL Civics Objective 4.9 – Housing Rentals
Level: Intermediate High IH****Task 1: Complete a Rental Application Form****Task 3: Write an Email About a Housing Problem**

Teacher Guide & Answer Key

Tasks 1 & 3 – Intermediate High

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EL Civics Objective 4.9 – Housing Rentals Level: Intermediate High IH



SANTA ANA
COLLEGE



Santiago
Canyon
College

What happens here matters.

Task 1: Complete a Rental Application Form

CIVIC OBJECTIVE

Describe methods and procedures to obtain housing and related services including low-cost community housing.

LANGUAGE & LITERACY OBJECTIVE

In this lesson, students will learn to:

8. Complete an application to rent housing or apply for a mortgage

ASSESSMENT TASK – 14 points possible

Given an agency-created personal and housing history, student (IL-ADV) will fill out an authentic rental application form.

COR CONTENT REPRESENTED

- conversations & discussions
- key details in reading
- fill out a paper or online form

HANDOUTS PROVIDED

Handout 1: Discussion/Conversation Questions: Housing & Renting
Handout 2: Introduction: Housing
Handout 3: Vocabulary: Rental Applications
Handout 4: Reading: A Sample Application
Handout 5: Activity/Practice 1: Pair Practice
Handout 6: Activity/Practice 2: Independent Practice
Handout 7: Practice Assessment: A Rental Application

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Task 1 – Handout 1

DISCUSSION/CONVERSATION QUESTIONS: Housing & Renting

Directions: discuss the questions with a partner or group.

NOTE: a **landlord** or **landlady** is the person who owns the apartment or house (you pay rent to them). A **tenant** is the person who rents the apartment or house (the renter).

1. Do you live in a house, apartment, or some other kind of housing?
2. Do you like your home? Why or why not? Give examples.
3. How many bedrooms and bathrooms do you have?
4. Do you rent or own your home?
5. Do you get along with your landlord or landlady?
6. What are some problems in your home?
7. Compare renting housing in your country and the U.S. Which is easier? Why?
8. Did you fill out an application when you rented your home? What information did your landlord or landlady want?
9. Do you know what rights you have as a tenant? How can you learn about your rights?
10. Do you know what responsibilities you have as a tenant? What rules do you need to follow?

Task 1 – Handout 2

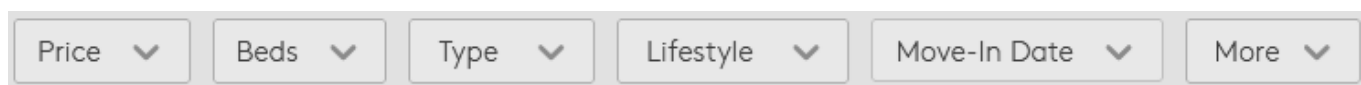
INTRODUCTION: Finding Housing

When looking for housing, the best place to go is the internet. There are many websites that can help you find a house or apartment.

Many websites allow you to choose what you are looking for in a home, such as:

- number of bedrooms
- number of bathrooms
- maximum rent
- city or area
- and much more!

One very popular website is called [Apartments dot com](https://www.apartments.com) (it's pronounced like the website). First, you type in your city. Next, you will see these options:



Other websites you can use are:


- [Zillow](https://www.zillow.com)
- "[Realtor dot com](https://www.realtor.com)"
- "[Rent dot com](https://www.rent.com)"
- [Zumper](https://www.zumper.com)
- [Apartment Finder](https://www.apartmentfinder.com)


The websites will give a lot of information about each apartment and photos. There is also contact information so you can call, email, or visit the place that you choose. Many have videos and virtual tours!

Here is what an ad on apartments dot com looks like: you click on the ad for all the information!

Pacific Woods Apartment Homes
16350 S Harbor Blvd, Santa Ana, CA 92704

Jamboree
MANAGEMENT







Videos | Virtual Tour

\$2,185 - 2,775

1-2 Beds

 Specials

Cat Friendly, Fitness Center, Pool,
Dishwasher, Walk-In Closets, Clubhouse,
Balcony, Range

 (949) 386-1383

Email

Task 1 – Handout 3

VOCABULARY: Rental Applications

When you find an apartment or a house you want to rent, you need to fill out an application. You need to include information about yourself, any other occupants, and your history. Landlords and landladies want to be sure that you can pay your rent, that you are a good tenant, and often they want someone who will stay—not someone who moves every month!

1. **Applicant:** person applying for the apartment.
2. **Co-Applicant:** the person who applies for a loan with the applicant (wife, husband, brother, etc.). They are agreeing to be responsible for the rent and the rules along with the applicant.
3. **Dependents:** any children or others who live with you that you are responsible for.
4. **Pets:** any animals (if the apartment is okay for pets). It's important to check if the apartment allows pets, and what kinds. Sometimes there are limits on how many, what kind of animals, and what size.
5. **Residential History:** where you live now and in the past. Usually they want to know about the last 3-5 years.
6. **Employment Information:** your job and your salary, any other income, such as your spouse's or co-applicant's.
7. **Salary or Income:** how much money you make. Salary is from work, income can be from work, investments, or any way that you receive money.
8. **Source:** where something comes from (The source of my income is my job at Target.)
9. **Bank Information:** your bank name and account. Some landlords/landladies will ask for this information to verify your income. Others will only ask for copies of paystubs to be sure that you can pay the rent.
10. **Credit History:** the record that shows if you are good with money. Do you pay your bills? Do you pay them on time?
11. **Personal References:** people that can be a reference for you (past landlord or your manager at work are good choices).
12. **Security Deposit:** money that you pay with your first month's rent. It pays for any damage to the apartment that you did not fix.

Task 1 – Handout 4 (2 pages)

READING: A Sample Application

Directions: Read the applicant information for Jose Gomez on this page and the next. There are 4 sections in the application. Read the information carefully and discuss it with your teacher.

Instructors: This page and the next show examples of what students will have to fill out (based on scenarios given) on the assessment.

First is the personal information about Jose and his family.

PLEASE TELL US ABOUT YOURSELF	
Full Name: <u>Jose Luis Gomez</u>	Home Phone: <u>(714) 555-1675</u>
Date of Birth: <u>02/15/89</u>	Social Security #: <u>042-67-7562</u>
Email Address: <u>jgomez79@gmail.com</u>	Other Phone: <u>(714) 555-7900</u>
Co-Applicant Name: <u>Marta Gomez</u>	
Co-Applicant Date of Birth: <u>06/06/91</u>	Social Security #: <u>017-03-3684</u>
Names and Ages of Dependents: <u>Rosa Gomez, 11, Luis Gomez, 8.</u>	
List All Pets: <u>1 cat</u>	

Next is the information about his residential history.

PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)		
Current Address: <u>5621 Main St.</u>	Apt. #: <u>14</u>	
City: <u>Orange</u>	State: <u>CA</u>	Zip: <u>92863</u>
Month/Year Moved In: <u>11/2017</u>	Reasons for Leaving: <u>Bigger Apt.</u>	Rent: <u>\$2600</u>

Task 1 – Handout 4, cont.

His employment information is next.

PLEASE PROVIDE YOUR EMPLOYMENT INFORMATION – Mark with an “X”	
Your Status: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Student <input type="checkbox"/> Unemployed	
Employer <u>Acme Construction</u>	
Dates employed <u>6/2014 - Present</u>	Employed as <u>Construction Worker</u>
Supervisor Name <u>Sam Jones</u>	Phone (<u>714</u>) <u>555-0312</u>
Salary \$ <u>3700.00</u> per month. (If employed by above less than 12 months, give name & phone of previous employer or school: _____.)	
If you have other sources of income that you would like us to consider, please list income, source, and person (banker, employer, etc.) who we may contact for confirmation. You do not have to reveal alimony, child support, or spouse's annual income unless you want us to consider it in this application.	
Amount \$ <u>1600/month</u>	Source/Contact Name <u>Marta Gomez (spouse)</u>

Finally, his banking information.

PLEASE LIST YOUR REFERENCES	
Banking Accounts:	
Name: <u>Jose Luis Gomez</u>	Bank: <u>Wells Fargo</u>
Type of Account: <u>checking</u>	Account Number: <u>1458-99402</u>

Now discuss with a partner or group:

1. What are the four sections?
2. What is the reason for each section? Why are they important?
3. What specific information is included in each section?
4. Do you think that anything else should be included? What?


Task 1 – Handout 5 (2 pages)

ACTIVITY/PRACTICE 1: Pair Practice


Directions: Work with a partner. Read the information below about the people who want to rent an apartment. Write the numbers 1- 19 in your notebook and fill in the correct information.

Scenario:

Binh Tran (applicant) and his wife Anh would like to rent an apartment in Garden Grove. They have 2 children: Lam, age 10, and Minh, age 8. They have lived at their current address since April of 2020, which is at 2774 N. Main St. #18, Orange, CA 92865. Their current rent is \$2400 a month. They want to move to be closer to their jobs. They have one poodle (dog).



Binh Tran
SSN: 924-19-5622
DOB: 10-09-78
tran_binh78@gmail.com
Home (949) 555-7566
Cell (714) 555-0143



Anh Tran
SSN: 901-42-7058
DOB: 02-14-77
anhtran007@gmail.com
Home (949) 555-7566
Cell (714) 555-0147

PLEASE TELL US ABOUT YOURSELF

Full Name: Binh Tran Date of Birth: 10-09-78

Social Security #: 924-19-5622

Home Phone: (949) 555-7566 Other Phone: (714) 555-0143

Email Address: tran_binh78@gmail.com

Co-Applicant Name: Anh Tran

Co-Applicant Date of Birth: 02-14-77

Social Security #: 901-42-7058

Names & Ages of Dependents: Lam, 10, Minh, 8

List All Pets: one dog

PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

Current Address: 2774 N. Main St. Apt. #: 18

City: Orange State: CA Zip: 92865

Month/Year Moved In: 04/2020 Reasons for Leaving: far from work/closer to work

Rent: \$2400

Task 1 – Handout 5, cont.

Directions. Now read the information about Binh’s and Anh’s employment and bank information. Write the numbers 20-33 in your notebook and fill in the information.

Scenario:

Binh has worked as a full-time chef at the Ha Noi Corner Restaurant in Garden Grove since 2019. His salary is \$2900 a month. His supervisor is Hoa Nguyen, who can be contacted at (714) 555-8776. Anh works in retail. Her salary is \$1920 a month. Binh has a checking account (#3089-4478) at Chase.

PLEASE PROVIDE YOUR EMPLOYMENT INFORMATION – Mark with an “X”	
Your Status:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Student <input type="checkbox"/> Unemployed
Employer	Ha Noi Corner Restaurant
Dates employed	2019-Present Employed as Chef
Supervisor Name	Hoa Nguyen Phone (714) 555-8776
Salary \$	2900 per month. (If employed by above less than 12 months, give name & phone of previous employer or school: _____.)
If you have other sources of income that you would like us to consider, please list income, source, and person (banker, employer, etc.) who we may contact for confirmation. You do not have to reveal alimony, child support, or spouse's annual income unless you want us to consider it in this application.	
Amount \$	1920 Source/Contact Name Anh Tran

PLEASE LIST YOUR REFERENCES	
Banking Accounts:	
Name:	Binh Tran Bank: Chase
Type of Account:	checking Account Number: 3089-4478

Check your answers again. Did you:

- spell correctly and use capitals when needed?
- put the information in the correct places?
- answer ALL the questions?


Task 1 – Handout 6 (2 pages)

ACTIVITY/PRACTICE 2: Independent Practice


Directions: Read the information on this page and the next about the people who want to rent an apartment. Write the numbers 1- 29 in your notebook and fill in the correct information on this page and the next. You can look at the previous pages to help you.

Scenario:

Fatima Khan and her husband Amir would like to rent an apartment in Anaheim (Fatima is the primary applicant). They have 1 child living with them: Ahmed, age 17. They have lived at their current address since June of 2018, which is 3102 Pine Ave. #2B, Santa Ana, CA 92704. Their current rent is \$3500 a month. They want to move to a smaller apartment. They have no pets.



Fatima Khan
SSN: 923-12-3223
DOB: 12-07-67
fatimakh67@gmail.com
Home (714) 555-1159
Cell (714) 555-2580



Amir Khan
SSN: 990-15-0448
DOB: 03-02-65
khan65amir@gmail.com
Home (714) 555-1159
Cell (714) 555-7502

PLEASE TELL US ABOUT YOURSELF

Full Name: Fatima Khan Date of Birth: 12-07-67
Social Security #: 923-12-3223
Home Phone: (714) 555-1159 Other Phone: (714) 555-2580
Email Address: fatimakh67@gmail.com
Co-Applicant Name: Amir Khan
Co-Applicant Date of Birth: 03-02-65
Social Security #: 990-15-0448
Names & Ages of Dependents: Ahmed, age 17
List All Pets: no pets

PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

Current Address: 3102 Pine Ave. Apt. #: 2B
City: Santa Ana State: CA Zip: 92704
Month/Year Moved In: 06/2018 Reasons for Leaving: too big Rent: \$3500

Task 1 – Handout 6, cont.

ACTIVITY/PRACTICE 2: Independent Practice

Directions. Now read the information about Fatima’s and Amir’s employment and banking. Write the answers for 20-33 in your notebook.

Scenario:

Fatima has worked as a full-time math teacher at Wilson High School since 2011. Her salary is \$5500 a month. Her principal is Nicole Lee, who can be contacted at (949) 555-2449. Amir works in banking. His salary is \$3700 a month. Fatima banks at U.S. Bank. Her checking account number is 2008-4564.

PLEASE PROVIDE YOUR EMPLOYMENT INFORMATION – Mark with an “X”	
Your Status:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Student <input type="checkbox"/> Unemployed
Employer	Wilson High School
Dates employed	2011-Present
Employed as	Math Teacher
Supervisor Name	Nicole Lee
Phone	(949) 555-2449
Salary \$	5500 per month. (If employed by above less than 12 months, give name & phone of previous employer or school: _____.)
If you have other sources of income that you would like us to consider, please list income, source, and person (banker, employer, etc.) who we may contact for confirmation. You do not have to reveal alimony, child support, or spouse's annual income unless you want us to consider it in this application.	
Amount \$	3700
Source/Contact Name	Amir Khan


PLEASE LIST YOUR REFERENCES	
Banking Accounts:	
Name:	Fatima Khan
Bank:	U.S. Bank
Type of Account:	checking
Account Number:	2008-4564

Be sure to check your answers when you finish!


Task 1 – Handout 7 (2 pages)

PRACTICE ASSESSMENT: A Rental Application

Directions: Read the information on this page and the next about the people who want to rent an apartment. Write the numbers 1- 33 in your notebook and fill in the correct information. Do not look at the previous pages.



Joseph Walker
 SSN: 970-12-9885
 DOB: 09-13-75
 jwalker@gmail.com
 Home (949) 555-7544
 Cell (949) 555-7251



Kenya Walker
 SSN: 988-09-0786
 DOB: 05-23-77
 walker_k@gmail.com
 Home (949) 555-7544
 Cell (949) 555-7044

Scenario:

Joseph Walker and his wife Kenya would like to rent an apartment in Orange (Joseph is the applicant). They have 2 children: Sara, age 13, and Tom, age 6. They have lived at their current address since May of 2020, which is at 7022 Raitt Ave. #18, Santa Ana, CA 92701. Their current rent is \$2900 a month. They want to move to a bigger apartment. They have 1 dog.

PLEASE TELL US ABOUT YOURSELF

Full Name: Joseph Walker Date of Birth: 09-13-75

Social Security #: 970-12-9885

Home Phone: (949) 555-7544 Other Phone: (949) 555-7251

Email Address: jwalker@gmail.com

Co-Applicant Name: Kenya Walker

Co-Applicant Date of Birth: 05-23-77

Social Security #: 988-09-0786

Names & Ages of Dependents: Sara, age 13, and Tom, age 6

List All Pets: 1 dog

PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

Current Address: 7022 Raitt Ave Apt. #: 18

City: Santa Ana State: CA Zip: 92701

Month/Year Moved In: 05/2020 Reasons for Leaving: too small Rent: \$2900

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Task 3: Write an Email about a Housing Problem

CIVIC OBJECTIVE

Describe methods and procedures to obtain housing and related services including low-cost community housing.

LANGUAGE & LITERACY OBJECTIVE

In this lesson, students will learn to:

1. Identify or name various types of housing, areas of the home, common household items and/or problems.
6. Report and/or discuss issues of concern with landlord, property manager or real estate agent.
11. Write a note, email, or letter about a housing problem.

ASSESSMENT TASK – 20 points possible

Given a scenario or prompt, students will write a note or email to the landlord about a problem, describing the problem and how long it's been going on, and asking for repairs.

COR CONTENT REPRESENTED

- conversations
- increasing number of content-specific vocabulary
- specific information, definitions, or details
- purpose & audience in a one-page authentic text
- words & phrases related to real-life situations
- emails for personal & professional needs
- present perfect tense

HANDOUTS PROVIDED

- Handout 1: Resource Guide: Help with Housing
- Handout 2: Vocabulary: Housing Problems
- Handout 3: Activity/Practice 1: What's the Problem?
- Handout 4: Activity/Practice 2: Reporting Problems
- Handout 5: Mini Lesson: How Long?
- Handout 6: Activity/Practice 3: Pair Practice
- Handout 7: Activity/Practice 4: Independent Practice
- Handout 8: Practice Assessment: Email to the Landlord or Landlady

Task 3 – Handout 1

RESOURCE GUIDE: Help with Housing

A resource guide for help with housing problems and knowing your rights and responsibilities.

Agency & Contact Information	Services
Housing is Key (State of CA) Tenant Resources	<ul style="list-style-type: none"> • Housing Rights fact sheets in English, Spanish, Chinese, Korean, Vietnamese, and Tagalog • Guides to CA Tenant and Landlord rights & responsibilities in English and Spanish • List of HUD approved counseling agencies • List of Legal Aid & Advocacy groups
Epicenter Foundation 206 W. 4 th Street, Suite 245 Santa Ana, CA 92701 714-361-4139 info@epicenterfoundation.org	<ul style="list-style-type: none"> • First-time home buyer help • Money management • Credit restoration • Down payment assistance • Pre-purchase counseling • Monthly free virtual workshops
Home Ownership OC 801 Civic Center Drive West, #200 Santa Ana, CA 92703 714-204-2314 Deaf/hard of hearing TTY 800-855-7100	<ul style="list-style-type: none"> • Credit & budget coaching • Home buyer coaching & education • Foreclosure prevention • Rental and fair housing coaching & education • Referrals to fair housing partners on discrimination and rental rights
Fair Housing Council of OC 1516 Brookhollow Drive, Suite A Santa Ana, CA 92705 714-569-0823 info@fairhousingoc.org	<ul style="list-style-type: none"> • Free to low-to moderate income clients • Services in English, Spanish, and Vietnamese • Fair housing enforcement, training & education • HUD counseling • Landlord/tenant FAQs • Workshops, clinics, & educational materials
OC Housing Authority 1501 E. St. Andrew Place Santa Ana, CA 92705 714-480-2700 OCHAContact@occr.ocgov.com	<ul style="list-style-type: none"> • Housing choice voucher programs (HUD) • Affordable connectivity program • Special purpose vouchers for veterans, family unification, non-elderly disabled, emergency housing, and more • Services in English, Spanish, Vietnamese, Chinese
2-1-1 Orange County Call 2-1-1 or (949) 646-4257 Toll-Free (888) 600-4357 available 24/7 in 180 languages	<ul style="list-style-type: none"> • Confidential (anonymous if desired) • Help with housing & utility expenses • Caregiver resources • Help with healthcare expenses • Food programs

Task 3 – Handout 2

VOCABULARY: Housing Problems

Directions: Read the vocabulary below and study the definitions. There are images and examples to help you.

1. **leaking**: water or other liquid comes out when it shouldn't.
2. **broken**: damaged and separated into pieces.
3. **cracked**: there are lines on the surface because it is damaged but not completely broken.



4. **not working**: not functioning correctly, such as an oven not giving heat.
5. **pests**: insects or animals that damage things and are sometimes harmful to humans. These can include **ants**, **roaches**, **mice**, etc.



6. **clogged**: blocked, such as a toilet in which the water will not empty.
7. **repairperson**: a person who repairs or fixes things. They are often specific, such as TV repairperson, AC repairperson, etc. Many people still say “repairman”, even though it can be a man or a woman!
8. **electrician**: a person who connects or repairs electrical equipment.
9. **locksmith**: someone who makes and repairs locks.
10. **exterminator**: a person who kills pests, often with sprays or traps.
11. **carpenter**: a person who makes and repairs wooden items.

Task 3 – Handout 3

ACTIVITY/PRACTICE 1: What's the problem?

Directions: Work with a partner or group. Using the vocabulary on the previous page and the items below, write sentences describing possible problems in the home. An example is below to get you started.



Answers will vary

1. My sink is leaking.

- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____
- 12. _____

Now practice with a partner using your sentences (example):

- A. What's the problem?
- B. My sink is leaking.

Task 3 – Handout 4

ACTIVITY/PRACTICE 2: Reporting Problems

When you rent a house or apartment, the landlord or landlady is responsible for fixing many things. If you have the problems you practiced in the previous activity, you can report them to him or her to be fixed.

Example:

Tan Nguyen’s kitchen sink has been leaking for a week. Here is what Mr. Nguyen writes to the landlady (Ms. Sandoval).

EMAIL
TO: mssandoval09@gmail.com
FROM: tnguyen@yahoo.com
SUBJECT: kitchen sink
<p>Dear Ms. Sandoval,</p> <p>My name is Tan Nguyen in apartment #13. My kitchen sink has been leaking for a week. Could you please send someone to fix it by the end of next week?</p> <p>I appreciate your attention to this matter.</p> <p>Thank you.</p> <p>Sincerely, Tan Nguyen (714) 555-9088</p>

Discuss with your teacher and classmates.
What information is included in the email?

Answer:

1. What is the problem? **kitchen sink is leaking**
2. How long has the problem continued? **a week**
3. What does Mr. Nguyen ask for? **someone to fix it**
4. Does Mr. Nguyen give a time limit for the solution? **Yes, the end of next week**
5. What is the contact information for Mr. Nguyen? **phone (or 714-555-9088)**
6. What is the greeting? **Dear (or Dear Ms. Sandoval)**
7. What is the closing? **Sincerely**

Task 3 – Handout 5

MINI LESSON: How long?

One of the things you need to report to the landlord or landlady is how long the problem has been going on. Remember the example in Practice 2 on the previous page? You can do this by changing the grammar in the sentence.

Let's look at an example from Practice 1:

My sink is leaking. This says that your sink is leaking right now. But **how long** has it been leaking?

If you change the verb "**is**" to "**has been**", then you can say how long. This says when the problem started, and that it is still a problem now.

For a negative verb, change "**isn't**" to "**hasn't been**".

EXAMPLES:

My sink **is** leaking. Change it to: My sink **has been** leaking for 2 days.

My refrigerator **isn't** working. Change it to: My refrigerator **hasn't been** working for 4 days.

PRACTICE:

Now you try it. Change **is** to **has been** or **isn't** to **hasn't been**. Use the time in (parentheses) for how long. Write the sentences describing the duration of the problem (how long).

1. My toilet is clogged (3 days).
My toilet has been clogged for 3 days.
2. The shower is leaking (one week).
The shower has been leaking for one week.
3. The window is broken (5 days).
The window has been broken for 5 days.
4. The wall is cracked (2 weeks).
The wall has been cracked for 2 weeks.
5. The stove isn't working (4 days).
The stove hasn't been working for 4 days.

EXTENSION:

Try writing 3 problems on your own. You can use examples from Practice 1, and put in the time (3 days, 1 week, etc.).

BONUS: for the verb "**have**", change to "**have had**". I **have had** ants in my kitchen for 1 week.

Task 3 – Handout 6

ACTIVITY/PRACTICE 3: Pair Practice

Directions: Work with a partner and write an email using the information from the scenario below (you are Binh Li). You can look at the example in Practice 2 to help you.

Scenario: Binh Li's toilet is clogged (2 days). He would like it fixed by Monday. He lives in apartment 24, and his phone number is (949) 555-1153. The landlady is Ms. Galvez.

Instructors: a sample email is here. Students need to include the items noted in the follow-up questions (and a subject).

EMAIL
TO: galvez3355@gmail.com
FROM: bin_li_76@gmail.com
SUBJECT: toilet is clogged (or any appropriate subject)
<p>Dear Ms. Galvez,</p> <p>My name is Binh Li in apartment 24. My toilet has been clogged for 2 days. Could you please send someone to fix it by Monday?</p> <p>I appreciate your attention to this matter (or similar)</p> <p>Thank you.</p> <p>Sincerely, Binh Li (949) 555-1153</p>

Now answer (if you can't answer, you need to check & correct your email!):

1. What is the problem?
2. How long has the problem continued?
3. What does Mr. Li ask for?
4. Does Mr. Li give a time limit for the solution?
5. What is the contact information for Mr. Li?
6. Does Mr. Li gives appreciation or thanks?
7. What is the greeting?
8. What is the closing?

Task 3 – Handout 7

ACTIVITY/PRACTICE 4: Independent Practice

Directions: Use the information below and write an email to the landlord (Mr. Chavez). You are Alma Gonzalez. You can look at the example in Practice 2 to help you.

Scenario:

Alma Gonzalez's window is broken (4 days). She would like it fixed by Saturday. She lives in apartment 4C, and her phone number is (949) 555-0254.

Sample email:

EMAIL
TO: jchavez@gmail.com
FROM: alma_gonzalez@gmail.com
SUBJECT: window is broken (or any appropriate subject)
<p>Dear Mr. Chavez,</p> <p>My name is Alma Gonzalez in apartment 4C. My window has been broken for 4 days. Could you please send someone to fix it by Saturday?</p> <p>I appreciate your attention to this matter (or similar)</p> <p>Thank you.</p> <p>Sincerely, Alma Gonzalez (949) 555-0254</p>

Remember to include:

- a subject
- a greeting
- name and apartment number
- the problem (and how long)
- when it needs to be fixed
- appreciation and thanks
- a closing
- name and contact information

Task 3 – Handout 8

PRACTICE ASSESSMENT: Email to the Landlord

Directions: Write an email to the landlord (Mr. Gomez). You are Omar Mohammed. Do not look at the previous pages!

Scenario:

Omar Mohammed's toilet is clogged (2 days). He needs it fixed by Friday. He lives in apartment 15, and his phone is (714) 555-3378.

Be sure to include:

- a subject and a greeting
- full name and apartment number
- the problem and ask for help
- thanks, a closing, signature, contact information

Instructors: a sample email is here. Students need to include the items noted above.

EMAIL
TO: mrgomez99@gmail.com
FROM: omohammed@gmail.com
SUBJECT: toilet is clogged (or any appropriate subject)
<p>Dear Mr. Gomez,</p> <p>My name is Omar Mohammed in apartment 15. My toilet has been clogged for 2 days. Could you please send someone to fix it by Friday?</p> <p>I appreciate your attention to this matter (or similar)</p> <p>Thank you.</p> <p>Sincerely, Omar Mohammed (714) 555-3378</p>