

# EL Civics

## COAAP #4.9 – Housing Rentals

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

## Student Activity Packet Level: Advanced Low/High



Name: \_\_\_\_\_

To the Student:

EL Civics is a program that helps people who are new to the United States. You are going to study some EL Civics lessons. These lessons will help you connect learning English with your life, and the lessons will reflect your experiences as a community member, parent, and participant in the workforce. This student activity packet contains two tasks that you will learn about and practice:

- Task 1: Complete a Rental Application Form
- Task 3: Write an Email about a Housing Problem

After you complete these lessons, you will take a test that will assess your understanding and application of the material.

The test date is: \_\_\_\_\_.

## **Task 1: Complete a Rental Application Form**

Assessment Task: Given an agency-created personal and housing history, student will fill out an authentic rental form.

### **Task 1 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. Describe your home. How many bedrooms and bathrooms? What is your kitchen like? Do you have a yard or other outdoor space?
4. Do you rent or own your home?
5. Do you get along with your landlord or landlady? Why or why not?
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. What are some responsibilities that you have as a tenant? What are the landlord's responsibilities?

Task 1 – Handout 2

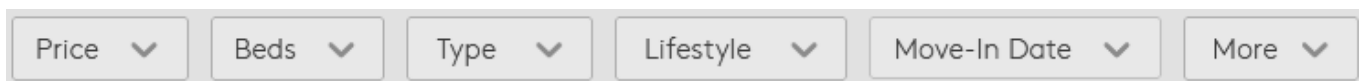
**INTRODUCTION: Housing**

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.com. First, you type in your city. Next, you will see these options:



Other websites you can use are:

- Zillow
- Realtor.com
- Rent.com
- Zumper
- Apartment Finder

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

**\$2,185 - 2,775**

**1-2 Beds**

Specials

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

(949) 386-1383

Videos | Virtual Tour

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.

First is the personal information about Jose and his family.

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

Next is the information about his residential history.

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

Task 1 – Handout 4, cont.

His employment information is next.

PLEASE PROVIDE YOUR EMPLOYMENT INFORMATION – Mark with an “X”	
<b>Your Status:</b> <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Student <input type="checkbox"/> Unemployed	
<b>Employer</b> <u>Acme Construction</u>	
<b>Dates employed</b> <u>6/2014 - Present</u>	<b>Employed as</b> <u>Construction Worker</u>
<b>Supervisor Name</b> <u>Sam Jones</u>	<b>Phone ( 714 )</b> <u>555-0312</u>
<b>Salary</b> \$ <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.	
<b>Amount</b> \$ <u>1600/month</u>	<b>Source/Contact Name</b> <u>Marta Gomez (spouse)</u>

Finally, his banking information.

PLEASE LIST YOUR REFERENCES	
<b>Banking Accounts:</b>	
<b>Name:</b> <u>Jose Luis Gomez</u>	<b>Bank:</b> <u>Wells Fargo</u>
<b>Type of Account:</b> <u>checking</u>	<b>Account Number:</b> <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. Fill in the correct information on the application below.

### 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:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Social Security #:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Co-Applicant Name:** \_\_\_\_\_

**Co-Applicant Date of Birth:** \_\_\_\_\_

**Social Security #:** \_\_\_\_\_

**Names & Ages of Dependents:** \_\_\_\_\_

**List All Pets:** \_\_\_\_\_

### PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

**Current Address:** \_\_\_\_\_ **Apt. #:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Month/Year Moved In:** \_\_\_\_\_ **Reasons for Leaving:** \_\_\_\_\_

**Rent:** \_\_\_\_\_

## Task 1 – Handout 5, cont.

Directions. Now read the information about Binh’s and Anh’s employment and bank information. Fill in the correct information on the application below.

### 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:**  Full Time  Part Time  Student  Unemployed

**Employer** \_\_\_\_\_

**Dates employed** \_\_\_\_\_ **Employed as** \_\_\_\_\_

**Supervisor Name** \_\_\_\_\_ **Phone ( \_\_\_ )** \_\_\_\_\_

**Salary \$** \_\_\_\_\_ **per** \_\_\_\_\_. (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 \$** \_\_\_\_\_ **Source/Contact Name** \_\_\_\_\_

### PLEASE LIST YOUR REFERENCES

#### Banking Accounts:

**Name:** \_\_\_\_\_ **Bank:** \_\_\_\_\_

**Type of Account:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

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. Fill in the correct information on the application. 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.

	<p>Fatima Khan                  SSN: 923-12-3223                  DOB: 12-07-67                  fatimakh67@gmail.com                  Home (714) 555-1159                  Cell (714) 555-2580</p>
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	<p>Amir Khan                  SSN: 990-15-0448                  DOB: 03-02-65                  khan65amir@gmail.com                  Home (714) 555-1159                  Cell (714) 555-7502</p>
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### PLEASE TELL US ABOUT YOURSELF

**Full Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_  
**Social Security #:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Co-Applicant Name:** \_\_\_\_\_  
**Co-Applicant Date of Birth:** \_\_\_\_\_  
**Social Security #:** \_\_\_\_\_  
**Names & Ages of Dependents:** \_\_\_\_\_  
**List All Pets:** \_\_\_\_\_

### PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

**Current Address:** \_\_\_\_\_ **Apt. #:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**Month/Year Moved In:** \_\_\_\_\_ **Reasons for Leaving:** \_\_\_\_\_  
**Rent:** \_\_\_\_\_

Task 1 – Handout 6, cont.

**ACTIVITY/PRACTICE 2: Independent Practice**

Directions. Now read the information about Fatima’s and Amir’s employment and banking. Fill in the correct information on the application.

**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:**  Full Time  Part Time  Student  Unemployed

**Employer** \_\_\_\_\_

**Dates employed** \_\_\_\_\_ **Employed as** \_\_\_\_\_

**Supervisor Name** \_\_\_\_\_ **Phone ( \_\_\_ )** \_\_\_\_\_

**Salary \$** \_\_\_\_\_ **per** \_\_\_\_\_. (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 \$** \_\_\_\_\_ **Source/Contact Name** \_\_\_\_\_

**PLEASE LIST YOUR REFERENCES**

**Banking Accounts:**

**Name:** \_\_\_\_\_ **Bank:** \_\_\_\_\_


**Type of Account:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

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. Fill in the correct information on the application. 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:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_  
**Social Security #:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Co-Applicant Name:** \_\_\_\_\_  
**Co-Applicant Date of Birth:** \_\_\_\_\_  
**Social Security #:** \_\_\_\_\_  
**Names & Ages of Dependents:** \_\_\_\_\_  
**List All Pets:** \_\_\_\_\_

#### PLEASE GIVE RESIDENTIAL HISTORY (LAST 3 YEARS)

**Current Address:** \_\_\_\_\_ **Apt. #:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**Month/Year Moved In:** \_\_\_\_\_ **Reasons for Leaving:** \_\_\_\_\_  
**Rent:** \_\_\_\_\_

Task 1 – Handout 7, cont.

**PRACTICE ASSESSMENT: A Rental Application**

**Scenario:**

Joseph has worked as a full-time computer tech at IBM since 2015. His salary is \$4800 a month. His supervisor is Debora Singh, who can be contacted at (949) 555-0489. Kenya works in education. Her salary is \$3100 a month. Joseph has his checking account at Bank of America, and the account number is 1978-3808.

**PLEASE PROVIDE YOUR EMPLOYMENT INFORMATION – Mark with an "X"**

**Your Status:**  Full Time  Part Time  Student  Unemployed

**Employer** \_\_\_\_\_

**Dates employed** \_\_\_\_\_ **Employed as** \_\_\_\_\_

**Supervisor Name** \_\_\_\_\_ **Phone ( \_\_\_ )** \_\_\_\_\_

**Salary \$** \_\_\_\_\_ **per** \_\_\_\_\_. (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 \$** \_\_\_\_\_ **Source/Contact Name** \_\_\_\_\_

**PLEASE LIST YOUR REFERENCES**

**Banking Accounts:**

**Name:** \_\_\_\_\_ **Bank:** \_\_\_\_\_

**Type of Account:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

### Task 3: Write an Email about a Housing Problem

Assessment Task: Given a scenario or prompt, you will write an email to the landlord or landlady about a problem. You will describe the problem, how long it's been going on, and ask for repairs.



"Derelict House emoji clipart" by [joypixels](#) is licensed under [CC BY 4.0](#)

### Task 3 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
<p>Housing is Key (State of CA)  <a href="#">Tenant Resources</a></p>	<ul style="list-style-type: none"> <li>• Housing Rights fact sheets in English, Spanish, Chinese, Korean, Vietnamese, and Tagalog</li> <li>• Guides to CA Tenant and Landlord rights &amp; responsibilities in English and Spanish</li> <li>• List of HUD approved counseling agencies</li> <li>• List of Legal Aid &amp; Advocacy groups</li> </ul>
<p><a href="#">Epicenter Foundation</a>            206 W. 4<sup>th</sup> Street, Suite 245            Santa Ana, CA 92701            714-361-4139  <a href="mailto:info@epicenterfoundation.org">info@epicenterfoundation.org</a></p>	<ul style="list-style-type: none"> <li>• First-time home buyer help</li> <li>• Money management</li> <li>• Credit restoration</li> <li>• Down payment assistance</li> <li>• Pre-purchase counseling</li> <li>• Monthly free virtual workshops</li> </ul>
<p><a href="#">Home Ownership OC</a>            801 Civic Center Drive West, #200            Santa Ana, CA 92703            714-204-2314            Deaf/hard of hearing TTY 800-855-7100</p>	<ul style="list-style-type: none"> <li>• Credit &amp; budget coaching</li> <li>• Home buyer coaching &amp; education</li> <li>• Foreclosure prevention</li> <li>• Rental and fair housing coaching &amp; education</li> <li>• Referrals to fair housing partners on discrimination and rental rights</li> </ul>
<p><a href="#">Fair Housing Council of OC</a>            1516 Brookhollow Drive, Suite A            Santa Ana, CA 92705            714-569-0823  <a href="mailto:info@fairhousingoc.org">info@fairhousingoc.org</a></p>	<ul style="list-style-type: none"> <li>• Free to low-to moderate income clients</li> <li>• Services in English, Spanish, and Vietnamese</li> <li>• Fair housing enforcement, training &amp; education</li> <li>• HUD counseling</li> <li>• Landlord/tenant FAQs</li> <li>• Workshops, clinics, &amp; educational materials</li> </ul>
<p><a href="#">OC Housing Authority</a>            1501 E. St. Andrew Place            Santa Ana, CA 92705            714-480-2700  <a href="mailto:OCHAContact@occr.ocgov.com">OCHAContact@occr.ocgov.com</a></p>	<ul style="list-style-type: none"> <li>• Housing choice voucher programs (HUD)</li> <li>• Affordable connectivity program</li> <li>• Special purpose vouchers for veterans, family unification, non-elderly disabled, emergency housing, and more</li> <li>• Services in English, Spanish, Vietnamese, Chinese</li> </ul>
<p><a href="#">2-1-1 Orange County</a>            Call 2-1-1 or (949) 646-4257             Toll-Free (888) 600-4357 available 24/7 in 180 languages</p>	<ul style="list-style-type: none"> <li>• Confidential (anonymous if desired)</li> <li>• Help with housing &amp; utility expenses</li> <li>• Caregiver resources</li> <li>• Help with healthcare expenses</li> <li>• Food programs</li> </ul>

## 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.



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
<b>TO:</b> mssandoval09@gmail.com
<b>FROM:</b> tnguyen@yahoo.com
<b>SUBJECT:</b> 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?
2. How long has the problem continued?
3. What does Mr. Nguyen ask for?
4. Does Mr. Nguyen give a time limit for the solution?
5. What is the contact information for Mr. Nguyen?
6. What is the greeting?
7. What is the closing?

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).

\_\_\_\_\_

2. The shower is leaking (one week).

\_\_\_\_\_

3. The window is broken (5 days).

\_\_\_\_\_

4. The wall is cracked (2 weeks).

\_\_\_\_\_

5. The stove isn’t working (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 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.

EMAIL
<b>TO:</b> jchavez@gmail.com
<b>FROM:</b> alma_gonzalez@yahoo.com
<b>SUBJECT:</b>
<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div>

Remember to include:

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

