



LAUREN

Lauren has been residing in a private rental with her husband and 3 small children for 18 months; 1 year under a Rental Tenancy Agreement and for the last 6 months, a verbal periodic lease with a Real Estate Agency.

Lauren has had multiple maintenance issues that have come up in the last 6 weeks including a bedroom light that has fallen from the ceiling leaving exposed wires, the kitchen tap is leaking, and some paving has become loose after the winter storms.

Lauren emailed the Real Estate Agency several times about the maintenance issues and feels she is being overlooked and given excuses as there has been no date set to rectify these issues. Lauren decided to make an appointment with a Tenant Advocate at Midlas to discuss her concerns.

Midlas Tenant Advocate *Joanne explained Laurens rights under the Residential Tenancy Act and offered to advocate on her behalf to the Real Estate Agency. This involved Joanne to liaise and try to negotiate a outcome for Lauren with the Real Estate Agency to have the maintenance issues repaired ASAP as they were not only inconvenient for the client but a significant safety concern for the young family.

Joanne emailed the Real Estate Agency informing them of their obligations under the Residential Tenancy Act and requested a date that the maintenance issues be rectified. The following morning Lauren received a phone call from the agency advising that a repair person would be at the property to fix the maintenance issues that afternoon.

A week later Tenant Advocate Joanne followed up with Lauren to ensure the issues had been fixed. Lauren said that they had been and that they were thankful that Midlas could be of assistance to advocate on their behalf.

