Rent Smart
Communications
Module E
**Would you please** (what do you want to happen?)
**What have you already done to fix it?)**
**Because (how is it affecting you/your family?**
**Sad...**
**Disappointed, frustrated, confused, happy,**
**I feel (must state a feeling here—angry,**
**changed? Avoid using the word YOU here)**
**When (state the facts—what needs reported or**

### The Practicing "I" message

**Remember:**

- Living with roommates.
- "I" messages.
- Active listening skills.
- Relationships.
- The difference between business and personal

**Questions to Consider:**

- What information do you need to gather before
- What is the difference between an I statement and
- a You statement?
Would you please: What do you wish to happen? What do you want to happen? What will happen?

Because (state the consequences of the behavior and/or tactics. How is it affecting you/family?)

I feel (one must state a feeling here: Angry, disappointed, frustrated, confused, happy, sad...)

When (just state the facts. What needs repaired or changed? Avoid using the word you here.)

Messages
Start a conversation in a calm situation only when you are calm, and can remain calm.

- Person on the defense and meet your negative expectation.
- Don't call the other person names or tell him what he/she has done. This will put the other person on the defensive.

4. What is happening will happen?

3. How is it affecting you and your family/household?

2. What have you already done to fix it?

1. What needs to be repaired or changed?

Describe the facts:

- Discuss one issue at a time. Do not use the "Lambdy" or approach.
- Own the message. Use the word "I", not "you", "they", or "we".

Positive Messages:

- Respond to what the person said.
- Ask the person if she or he thinks you heard what he or she said correctly.
- When the person finishes, restate in your own words what you heard him or her say.
- Let the person finish speaking before asking questions or responding.
- Focus your attention on what she/he is saying.
- Face the person who is speaking.

Active Listening:

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Address The Issue... 

food in separate rooms. your roommate has recently threatened to move out. you don't see this to...

scenario 5

say this to address the issue... 

the weather is warming up and you'd like to open your windows. you do.

scenario 4

electrical company and say...

...now you're just going to pay $400-$500 each month. 

scenario 3

10:00 am to 10:00 pm. you knock on chris's door and say...

scenario 2

that he doesn't fix things. you call him and say... 

scenario 1

"i messages" scenarios

module: communications
If the landlord has not made the repair after several requests...

1. Letter: Hand out 5 to 10 sample letters you may work from. Be polite but firm in your letter and other contacts. Keep a copy of the letter. Requesting a phone conversation would indicate the name of the person with whom you talked. Be polite but firm in your letter. If the phone conversation is not completed, keep a copy of the message and setting when you were told in the phone conversation. When the phone conversation is completed, repeat the information in your phone call.

2. Wait two days, and then write a letter to the landlord. Repeating the information in your phone call.

If the repair is not made when promised...

Ask the person who answers your call for his or her name. Ask when you can expect the repair to be made.

- Times when it would be convenient for the repairs to be made.
- Your name and address.
- What type of a problem is causing for you.
- What needs repair as speedily as possible.

Give the landlord the following information:

- What do you want done?
- What have you already done about it?
- When did you notice it?
- What happened?

Before you call the landlord, gather the information.

Call the landlord or your agent. The name and phone number should be on your rental agreement.

If it is clearly something that the landlord should fix:

- agreement or call the landlord.

Most landlords require residents to handle their leases if you aren't sure, check your rental agreement or call the landlord.

If something goes wrong in your rental unit, first figure out if it is something you should fix yourself.

When Repairs Are Needed Fact Sheet

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Sincerely,

Jane Smith

January 7, 2016 (today's date)
Selecting a Roommate

BEING A ROOMMATE

Life Skills: Living With Roommates

Module E: Communications
Phone bill charges will be paid by ____________________________
The local phone bill will be divided (strike one) equally (strike two) according to who made the calls.
The long distance bill will be divided (strike one) equally (strike two) follows:
The phone bill will be in ____________________________’s name.

The utility bill will be paid by ____________________________

A personal reference (for example, because one roommate has an air conditioner or other fees and damages charged):

All other fees and damages charged:

Cleaning costs will be divided equally in the cost of cleaning costs. Each roommate will pay full fees and damages. The Roommates agree to share equally in the cost of cleaning costs. Each roommate is jointly responsible for fees and damages to the premises including late fees, repairs and cleaning. Each roommate is jointly and severally liable for all damages and repairs to the premises. When a security deposit has been paid by each roommate in the amount listed above, the Roommates will divide the payments. If any roommate(s) do not pay any amount due, or if there is any complaint about the premises, the security deposit is forfeited. Any complaint that is not resolved between the Roommates must be resolved by the landlord or court.

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<th>Bedroom to be Occupied</th>
<th>Rent Per Month</th>
<th>Security Deposit</th>
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Name ____________________________
To ____________________________

Term of Lease ____________________________
Address of Rental Unit ____________________________

Exculsion of this roommate agreement does not affect the joint and several liability of the tenancy under the rental contract. Each room makes the roommates jointly and severally liable for all terms of the contract. This agreement is made by and among the roommates named herein who have signed a lease for a shared dwelling unit.
Other Terms

Household Duties: Household duties (take out trash, clean bathroom, etc.) will be divided as follows:

Smoking: Smoking in the apartment will be (strike one) allowed/allowed with additional rules.

The person responsible for the pets will be:

The following pets are permitted:

(If none, write "none.")

All roommates agree to observe quiet hours for sleep, study, and other purposes on the days and times listed here:

Quiet Hours:

Roommates and the Landlord:

Each roommate is responsible for the behavior of his or her guests. Guests shall not unreasonably disturb other roommates.

Guests (strike any part not applicable):

Subleasing is (strike one) not allowed/allowed only if permission of all roommates.

Internet cable charges will be paid by:

If there will be high speed Internet, the bill will be divided (strike one) evenly/ follows:

The apartment (strike one) will/will not have high speed Internet.

Cable access:

If there will be cable, the bill will be divided (strike one) evenly/ follows:

The apartment (strike one) will/will not have cable.

Module E: Communications

Email: communications@uni.edu