



CLEO

Community Legal Education Ontario
Éducation juridique communautaire Ontario

MAINTENANCE AND REPAIRS

CANADIAN LANGUAGE BENCHMARK 4/5

This activity kit, designed to teach newcomers to Ontario in Adult ESL and LINC classes about their legal rights and responsibilities, includes:

<u>Introductory notes for instructors</u>	<u>1</u>
<u>Activities for learners</u>	<u>2-9</u>
<u>Teaching notes with answer keys and suggestions for using the kit</u>	<u>10-12</u>

Visit www.cleo.on.ca to download these pages and to find other legal information.

JUNE 2009



CLEO thanks
THE LAW FOUNDATION OF ONTARIO
for funding this project.

MAINTENANCE AND REPAIRS

INTRODUCTORY NOTES

Context outcomes Understand what landlord maintenance and repair responsibilities are.
Understand steps to get problems addressed.

CLB outcomes

-  Get the gist, key information and important details from the booklet.
-  Convey a simple message about a problem as a written note.

Activities Vocabulary strategies

Orientation to the booklet

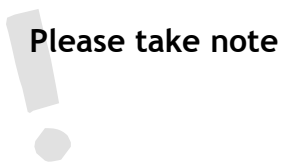
Maintenance and repairs

It needs to be fixed

Luiza's notes

Free companion resource
Maintenance and repairs

The information in this activity kit is based on the CLEO publication called *Maintenance and repairs*. Read the publication before using the activity kit, and keep it on hand for reference as you guide learners through the activities. You can find it on CLEO's web site at www.cleo.on.ca. To order free copies for your class, you can use the online order form or call **416-408-4420, extension 33**.



Please take note

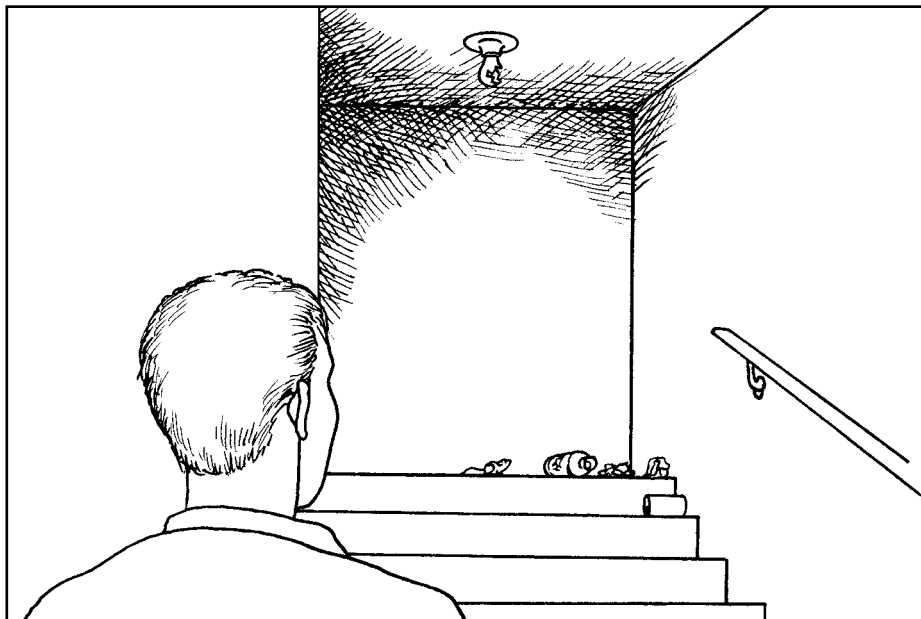
The information in these activities applies to most but not all tenants. The *Residential Tenancies Act (RTA)* applies to most rental housing in Ontario. Some rental housing is not covered. For example, a tenant who shares a kitchen or bathroom with the owner or a close family member of the owner might not be covered. Learners should get legal advice if they have concerns.

The information in these activities is not a substitute for legal advice. Every situation is different so learners with concerns should get legal help. Tenants can contact their local community legal clinic. To find the nearest community legal clinic, check Legal Aid Ontario's web site at www.legalaid.on.ca or phone **1-800-668-8258** (toll-free). In Toronto, phone **416-979-1446**.

Vocabulary strategies

A. Use information in the text. Compare two sentences from the CLEO booklet *Maintenance and repairs*.

1. It includes **common areas**, such as parking lots, elevators, and hallways.
2. Your landlord must also clean and maintain the **common areas**. These are areas both inside and outside the building that are not part of tenants' apartments.
 - a. Which sentence gives the definition of **common areas**? _____
Underline the definition.
 - b. What phrase introduces the definition? _____
 - c. Which sentence gives examples of **common areas**? _____
 - d. What phrase introduces the examples? _____



B. Examine another sentence from the booklet.

3. If you have a problem with cockroaches, mice or other **pests**, your landlord must take steps to get rid of them and to stop them from getting in.
 - a. What are examples of **pests** in the sentence?

b. What phrase introduces **pests** as a category?

c. Fill in the blanks in the sentence with two other examples of **pests**.

If you have a problem with _____, _____ or other **pests**, your landlord must take steps to get rid of them and to stop them from getting in.

C. Vocabulary: Answer the questions about the words in *italics*.

1. Stoves, refrigerators and _____ are examples of **appliances**.

2. Alina lit a candle but she forgot to blow it out before she went to bed. It burned all night. Alina made a **careless** mistake. She was lucky that it didn't start a fire.

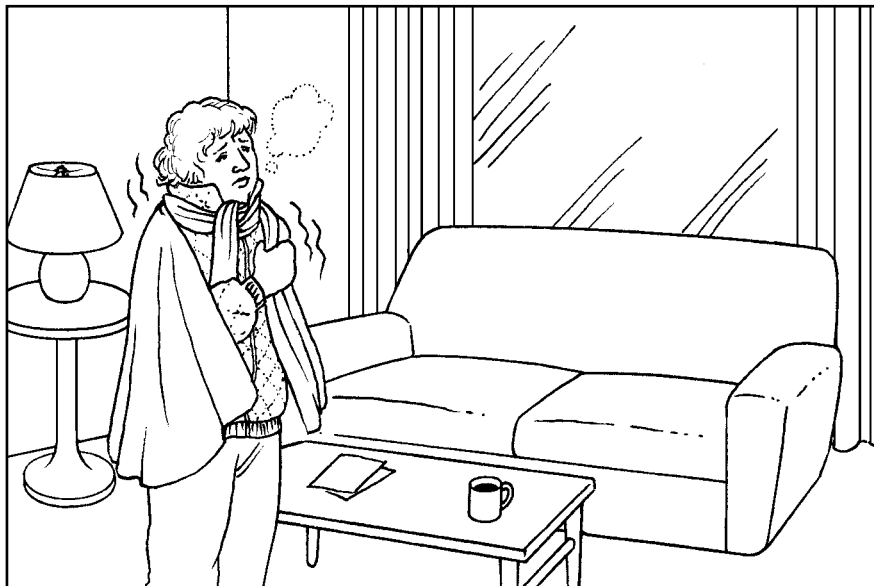
What does **careless** mean? _____

3. Andrew broke the lamp. He was angry and he did it **on purpose**. It was not an accident.

Did Andrew want to break the lamp? _____

4. **Vital** services are things like your supply of water, electricity or heat. You need these things to live.

What does **vital** mean? _____



Orientation to the booklet

Answer these questions about the CLEO booklet *Maintenance and repairs*.

1. What kind of information is on the front cover of the booklet?
2. What is the acronym on the front cover? What does it stand for? (see back cover)
3. What word is used for *booklet* on the back cover?
4. Is reading the booklet a substitute for consulting a lawyer? Why or why not?
5. Where is the date of the booklet? Why is it important?
6. What is the Discard List?
7. How can people get more booklets?
8. What is on the first page of text inside the booklet?
9. What is the last section of the booklet?
10. Which of these features does your booklet use? How do they help your understanding of the information in the booklet?
 - Table of contents
 - Page numbers
 - Section headings and subheadings
 - Colour
 - Bold type
 - Bullets
 - Italics
 - Key point box
 - Exception box
 - Definition box
 - Chart / table
 - Other:

Maintenance and repairs

Follow the instructions below. Use the CLEO booklet *Maintenance and repairs* to answer the questions.

A. Scan the first section of the booklet and circle the action verbs.

B. 1. Copy the first sentence of the first section below:

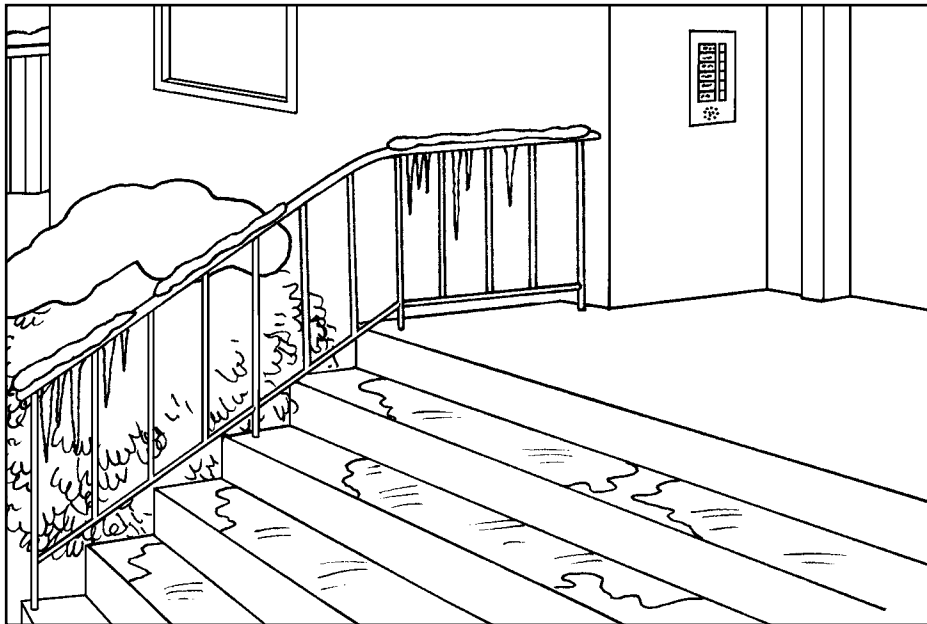
2. Underline the phrase in the sentence that shows responsibility. Write it below.

3. Underline all the words and phrases in the first four sections of the booklet that show responsibility. Write them below.

a. _____ b. _____

c. _____ d. _____

C. Look at the picture. What is the problem? Scan the first section of the booklet. Who do you think is responsible for fixing the problem? Why?



D. Write at least three examples of landlord responsibilities mentioned in the booklet.

What tenant responsibilities are mentioned in the booklet? Write them below.

E. What steps can you take to get things fixed?

1. a. _____
b. _____
2. _____
3. _____
4. _____

F. Write information in the box about where to get help if your landlord doesn't address maintenance and repairs problems.

It needs to be fixed

A. Look at the chart. Form sentences using the structure below as a guide.

The	fridge	is	not		working.	It needs to be	fixed.
	pipe				broken.		
	roof				leaking.		
	elevator			quite	dirty.		cleaned.
	stairway			very	slippery.		shovelled.
	sidewalk			too	icy.		cleared.
	parking lot				dangerous.		salted.
	hall						
	lobby						
	laundry room						
	grass				long.		cut.
	apartment				cold.		turned up.

B. Fill in the blanks.

1. The roof is _____. It needs to be _____.
2. The sidewalk is _____. It needs to be _____.
3. My apartment is too _____. The heat needs to be _____.
4. The elevator needs to be _____. It's _____.
5. The hall needs to be _____. It's _____.
6. The grass _____.
7. The tap _____.

C. Write a brief note to a landlord describing a maintenance and repair problem. What do you need to include in your note?

Luiza's notes

A. Read about Luiza's maintenance and repair problem.

Luiza and her family moved into a new apartment—in an old building. It had a lot of **character** and they were very happy with it **on the whole**, but there were a few problems. The biggest one was a **leak** under the kitchen sink. When they moved in, they knew about the leak, but understood the superintendent would fix it. Here are the notes Luiza took to **document** the situation.

July 2, 2009

*Moved into our new place yesterday. It's great! Kitchen sink pipe still leaking but superintendent promised to fix it **ASAP**.*

July 5, 2009

Left a message on superintendent's answering machine, reminding him about pipe.

July 8, 2009

Left another message for super about pipe. Leak is getting worse. Took a picture. Wrote a note to landlord. Made a photocopy of note.

July 9, 2009

Still no response. Put note for landlord in superintendent's mailbox.

July 15, 2009

Still no response. Brought next-door neighbour in to see. She suggested we call Legal Aid to get some help. Gave me phone #.

July 16, 2009

*Got message from landlord saying we knew about pipe when we moved in and took the apartment "**as is**" so can't complain. Is that true?!*

B. Vocabulary: Discuss the meaning of these words and phrases. Use a dictionary if necessary.

character _____

document _____

on the whole _____

ASAP _____

leak _____

"as is" _____

TEACHING NOTES

Curriculum connections

LINC / Adult ESL:

Theme: At Home in Our Community & World

Topic: Housing Problems

Theme: Canadian Law

Topic: Landlords & Tenants

Theme: Community & Government Services

Topic: Counselling & Advocacy

Preliminary work (no handout)

Learners can work in groups to brainstorm descriptions of a “good” landlord and a “good” tenant. They can share and post the two lists.

Learners can then make a list of possible maintenance and repairs problems in an apartment building or house. In small groups, they can tell stories about maintenance and repairs problems they or someone they know have experienced. They can ask the following questions about each other’s stories:

What was the problem?

What did you do?

Who did you tell?

What other action did you take?

Did it solve the problem?

You may wish to discuss one or two examples as a whole class.

Vocabulary strategies (pages 2-3)

This activity previews vocabulary in the booklet, and encourages learners to use clues in the text before looking words up in the dictionary. The drawings can be used for discussion.

Answers:

A.

a. 2, These are areas both inside and outside the building that are not part of tenants’ apartments.

b. These are c. 1 d. such as

B.

a. cockroaches, mice b. or other

c. (possible answers) ants, bedbugs

C.

1. (possible answers) microwaves, washing machines

2. not careful 3. yes 4. necessary for life

4. *The elevator needs to be fixed. It's not working.*
5. *The hall needs to be cleaned. It's dirty.*
6. *The grass is too / quite / very long. It needs to be cut.*
Or:
The grass needs to be cut. It's too long.
7. *The tap is dripping. It needs to be fixed / repaired.*

Luiza's notes
(pages 8-9)

This activity reinforces the importance of documenting maintenance and repairs problems as well as steps taken. The activities that follow the notes provide an opportunity for development of vocabulary and writing skills. Learners can choose one of the options in Section C to practise and apply what they've learned.

Extension: Learners can use Luiza's notes as a model and write notes about another maintenance and repairs situation.