

## PRONUNCIATION Deleted h

Listen. Then say it.

Tell him I said "Hello."

I'll be glad to help him.

He can get dressed by himself.

The mechanic charged him a lot of money.

Say it. Then listen.

Tell her I said "Hello."

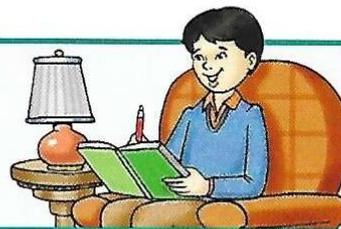
I'll be glad to help her.

She can make lunch by herself.

The mechanic charged her a lot of money.



Think about a very good friend. Write about this person in your journal.



## GRAMMAR FOCUS

### PRONOUN REVIEW

Subject Pronouns	Object Pronouns	Possessive Adjectives	Possessive Pronouns	Reflexive Pronouns
I	me	my	mine	myself
you	you	your	yours	yourself
he	him	his	his	himself
she	her	her	hers	herself
it	it	its	—	itself
we	us	our	ours	ourselves
you	you	your	yours	yourselves
they	them	their	theirs	themselves

### SOME/ANY

There's **something** wrong with my washing machine. I'm sure you'll find **somebody/someone** who can fix it.  
I don't know **anything** about washing machines.  
Do you know **anybody/anyone** who can help me?

### POSSESSIVE OF SINGULAR & PLURAL NOUNS

neighbor – neighbor's dog  
neighbors – neighbors' son

### Complete the sentences.

- A. Does your son need any help? I'll be glad to help him.

B. No. That's okay. he can fix his bicycle by himself.
- A. Is this newspaper yours or Mr. and Mrs. Lee's?

B. It isn't mine. I think it's theirs.
- A. Does your daughter need any help? I'll be glad to help her.

B. No. That's okay. she can do her homework by herself.
- A. How did you hurt yourself?

B. I hurt myself while I was moving my piano.
- A. How often do you speak to your grandparents?

B. I call them every Sunday, and they call me every Wednesday.
- A. Did your parents enjoy themselves at the concert last night?

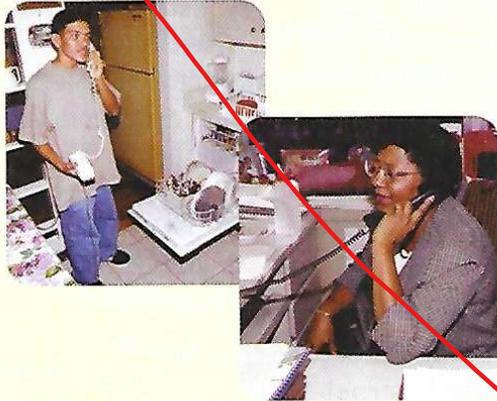
B. Yes, they did. You should get a ticket for tonight's concert. I'm sure you and your wife will enjoy yourselves.
- A. Whose cell phone is this? Is it yours, your son's, or your wife's?

B. It isn't mine. My cell phone is larger. It isn't my son's. His is smaller. It isn't my wife's. Hers is newer.
- A. You look upset. What's the matter?

B. We're having a problem. There's something wrong with our front door. It doesn't open. Do you know anybody who can help us? We can't fix our front door by ourselves.

## 1 CONVERSATION FOLLOWING UP ON A REQUEST FOR MAINTENANCE

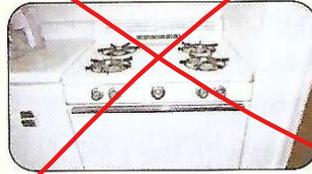
You called a few days ago to request a repair in your apartment, but nobody fixed it. Call again! Practice conversations with your classmates.



- A. Hello. This is \_\_\_\_\_ in apartment \_\_\_\_\_.
- B. Yes. How can I help you?
- A. I called a few days ago. My \_\_\_\_\_ is broken.
- B. I'm sorry. Please tell me the problem again.
- A. \_\_\_\_\_
- B. Okay. I'll make sure someone checks your \_\_\_\_\_ today.
- A. Thank you very much.



1. **dishwasher**  
It's leaking.



2. **stove**  
Two burners don't light.



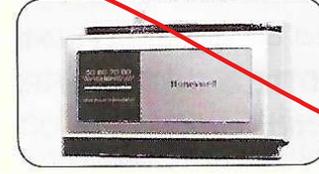
3. **lock**  
The key gets stuck.



4. **toilet**  
The water keeps running, and the toilet doesn't flush properly.



5. **kitchen sink**  
The water drips, and the drain is clogged.



6. **heat**  
The apartment doesn't get warm.

**THINK, SHARE, & SOLVE** What are other common maintenance and repair problems in a rental unit? What should a tenant do if the building manager doesn't fix a problem? Discuss as a class.

## 2 WRITING A REPAIR REQUEST FORM

You have a problem in your apartment! Fill out the form to request a repair.

### APARTMENT MAINTENANCE/REPAIR REQUEST FORM

NAME: Elvis C Soto Serrano  
 ADDRESS: 1008 Edwards Street Apt 5A  
 PROBLEM/WORK REQUIRED: The toilet needs fixing. The water keeps running.

Is there a pet in the residence?  Yes  No  
 (If Yes, the pet must be secured or the maintenance person will not enter the residence.)

Do you give permission to the maintenance person to enter the residence if you are not at home?  Yes  No  
Elvis C Soto Serrano Date 12/04/2025 Time 1:00  PM (circle)  
 Tenant's Signature Date Time

Read the rental agreement and answer the questions.

### Rental Agreement

This agreement is between: Lenora Garcia as LANDLORD and  
Frank P. Warner as TENANT.

The LANDLORD leases to the TENANT apartment number 7 at 15 Russell Street  
Bryan, Texas 77802 for the term of twelve months beginning April 1, 2011 and ending on  
March 31, 2012.

#### TERMS AND CONDITIONS OF THIS AGREEMENT:

- RENT:** The total rent for the apartment is \$ 10,500.00. The monthly rent is \$ 875.00 due on or before the first day of each month. If the TENANT does not pay the rent before the fifteenth of the month, the LANDLORD will charge a late fee of 4% of the monthly rent.
- UTILITIES AND SERVICES:** The TENANT will pay the following utility and service charges:  
Gas, Electricity, Cable TV, Telephone, and Internet.
- APPLIANCES:** The apartment is rented with the following appliances: Refrigerator and Stove. The LANDLORD will repair appliances that the LANDLORD owns that need repair due to normal use. The TENANT is responsible for repairing any other appliances.
- SECURITY DEPOSIT:** The TENANT will deposit with the LANDLORD a security deposit of \$ 875.00. If the apartment is in good condition when the TENANT moves out, and all rent is paid, the LANDLORD will return the full amount of the security deposit within 30 days.
- ENTRY TO APARTMENT:** The LANDLORD has the right to enter the apartment at reasonable times to inspect the apartment or to make repairs if the LANDLORD gives 24-hour notice.
- CONDITION OF APARTMENT:** The TENANT agrees to take good care of the apartment. When the agreement ends, the TENANT will return the apartment in good clean condition.
- NOISE:** The LANDLORD can end this agreement if other tenants in the building complain about any loud noises ( i.e. parties, music, etc.).

- \_\_\_\_\_ \$875 every month.
  - The security deposit is
  - The late fee is
  - The rent is
  - The utilities are
- The rental agreement is for \_\_\_\_\_.
  - one month
  - two months
  - the month of April
  - one year
- Frank Warner can move into the apartment on \_\_\_\_\_.
  - April 1, 2011
  - March 31, 2011
  - March 31, 2012
  - April 1, 2012
- The tenant does NOT have to pay the \_\_\_\_\_.
  - gas bill
  - telephone bill
  - water bill
  - electric bill
- The tenant has to \_\_\_\_\_.
  - enter the apartment at reasonable times
  - repair the stove if it doesn't work
  - complain about loud noises
  - pay a 4% late fee if the rent is 15 days late
- According to the agreement, the landlord CANNOT enter the tenant's apartment \_\_\_\_\_.
  - to fix things
  - if he doesn't tell the tenant the day before
  - when the tenant isn't there
  - to check the condition of the apartment

Read this tenants' rights notice and answer the questions.

### ***KNOW YOUR RIGHTS!*** Advice for tenants from the Franklin County Fair Housing Council

As a tenant, it's important to know your rights. According to state law, tenants have the right to an apartment that is safe and healthy to live in. The heating, plumbing, and electricity must work. The windows, doors, walls, roof, floors, and stairways must be in good condition. The building and the land around it must be clean. The apartment must have a bathroom with a toilet, sink, and bathtub or shower, and a kitchen with a sink. All of these must be in working condition. The apartment must also have windows that open in each room, safe fire or emergency exits, smoke detectors that work, and locks on outside doors and windows.

With these tenant rights, there are also responsibilities—things that you, as a tenant, have to do. You must take good care of your apartment, follow all the rules in your rental agreement or lease, and tell the landlord promptly when there are problems that need repairs. If you do all these things, your landlord has to fix problems that make the apartment unsafe and unhealthy to live in.

If your landlord won't make important repairs, call your city's code enforcement office or health department. You also have the right to pay for the repair and deduct the cost

from your rent. For example, if it costs \$300 to repair the sink and your rent is \$800, you pay the landlord only \$500.

Tenants often have questions about security deposits. How much can a landlord charge, and how long can he or she keep the money? According to state law, the security deposit for most apartments can't be more than twice the monthly rent. When the tenant moves out, the landlord must return the security deposit within 21 days if the apartment is in good condition. The landlord can use some or all of the security deposit to clean or repair the apartment, but only if the tenant caused the problem. The landlord has to return any money that he or she doesn't use for cleaning or repairs. If your landlord doesn't return your security deposit or keeps more than you think is right, you can talk to a lawyer and take your landlord to court.

A landlord cannot evict you from your apartment because you complained to your city's code enforcement office, made a repair and deducted it from your rent, or went to court about a housing problem. A landlord can never turn off your heat or electricity or put your things on the street. If a landlord changes the locks on your door, the landlord must give you the new key.

- A tenant does NOT have to \_\_\_\_\_.
  - take good care of the apartment
  - fix problems that make the apartment unsafe
  - follow the rules in the lease
  - tell the landlord when the smoke detectors don't work
- Call your city's health department if your landlord \_\_\_\_\_.
  - won't return your security deposit
  - changes the locks on your door
  - complains
  - won't fix a broken toilet
- An apartment in Franklin County does NOT have to have \_\_\_\_\_.
  - a kitchen with a sink
  - windows that open
  - a bathtub and a shower
  - locks on outside doors
- If you pay \$900 a month rent in Franklin County, your security deposit can't be more than \_\_\_\_\_.
  - \$900
  - \$1,000
  - \$1,600
  - \$1,800
- A landlord CANNOT \_\_\_\_\_.
  - turn off a tenant's heat and electricity
  - use a security deposit for repairs
  - use a security deposit for cleaning
  - return a security deposit twenty days after a tenant moves out
- When a family deducts \$100 from their \$700 rent because they paid for a repair, they pay the landlord \_\_\_\_\_.
  - \$100
  - \$600
  - \$700
  - \$800

~~**SHARE & COMPARE** Do you have a lease or rental agreement? Bring it to class and compare with other students. What tenants' rights and responsibilities are in the agreements? Discuss as a class.~~

Choose the correct answer.

- My upstairs neighbors were rearranging \_\_\_\_\_ until late at night.
  - their faucet
  - loud music
  - their furniture
  - the downstairs neighbors
- If you look in the \_\_\_\_\_, you'll find somebody who can fix your sink.
  - phone
  - phone book
  - plumber
  - plumbing company
- We were upset. The electrician \_\_\_\_\_ us a lot of money to fix our light.
  - charged
  - changed
  - gave
  - showed
- When I move to my new apartment, I'm going to \_\_\_\_\_ a moving company.
  - buy
  - retire
  - fire
  - hire
- We'll be busy all morning. We'll be raking \_\_\_\_\_.
  - cookies
  - lunch
  - leaves
  - the dog
- I'm having a problem with my \_\_\_\_\_. Sometimes it doesn't start.
  - apartment
  - car
  - key
  - living room window
- We have to pay our \_\_\_\_\_ on or before the first day of each month.
  - rental agreement
  - lease
  - security deposit
  - rent
- The landlord has to fix any \_\_\_\_\_ that needs repair.
  - tenant
  - gas
  - appliance
  - agreement
- I'm going to \_\_\_\_\_ the cost of the repair from my rent.
  - evict
  - deduct
  - return
  - change
- According to the law, every tenant has the \_\_\_\_\_ to a safe apartment.
  - right
  - rule
  - responsibility
  - condition

## SKILLS CHECK

### Words:

- |   |   |
|---|---|
| <input type="checkbox"/> dentist          | <input type="checkbox"/> lock                   |
| <input type="checkbox"/> electrician      | <input type="checkbox"/> smoke detector         |
| <input type="checkbox"/> locksmith        | <input type="checkbox"/> stove                  |
| <input type="checkbox"/> mechanic         | <input type="checkbox"/> toilet                 |
| <input type="checkbox"/> plumber          | <input type="checkbox"/> address book           |
| <input type="checkbox"/> repairperson     | <input type="checkbox"/> brakes                 |
| <input type="checkbox"/> appliance        | <input type="checkbox"/> headphones             |
| <input type="checkbox"/> dishwasher       | <input type="checkbox"/> phone book             |
| <input type="checkbox"/> faucet           | <input type="checkbox"/> steering wheel         |
| <input type="checkbox"/> garbage disposal | <input type="checkbox"/> video camera/camcorder |
| <input type="checkbox"/> heat             |   |

### I can ask & answer:

- Do *you* need any help? I'll be glad to help *you*.
- Is it mine/his/hers/ours/yours/theirs?
- Do you know anybody who can help me?
- Can you send a *plumber* to fix it as soon as possible?
- What's the name?
- Where do you live?
- What's the address?
- And the phone number?
- What time?
- How about *tomorrow afternoon*?

### I can give advice:

- You should/You ought to/I think you should/I think you ought to *call a plumber*.

### I can write about:

- a very good friend

### I can:

- request maintenance and repairs in a rental unit
- fill out a repair request form
- interpret a rental agreement
- describe tenants' rights