

WHERE'S THE RENTER'S HANDBOOK ?

Utah Legal Services (ULS) has stopped updating the *Renter's Handbook*. Instead, we have posted many issue-specific flyers, forms and notices that can help both tenants and landlords meet their responsibilities and maintain a good working relationship. What follows is a quick reference to our flyers and contact information for other organizations. Scroll through the pages or just click on the issue below to view that topic if you are using Chrome or Internet Explorer; Firefox may not work with these links.

211	Eviction notice	Notice of Deficient Conditions
24-hour notice before entry	Eviction or lock-out threats	Notice to Landlord
Abandonment	Foreclosure	Nuisance
Answering an eviction complaint	Good Landlord programs	Online Court Assistance Program
Avoiding eviction	Habitability problems	Order of Restitution
Bad Housing	Health department	Paying the rent
Before You Rent – Watch Out!	Hotel bills & moving costs	Personal Property
Breaking the lease	Information & Referral	Rent Increase / Decrease
Bugs	Innkeeper / Guest	Section 8 problems
Building inspector	Lock out / locks changed	Small Claims Court
Collection / garnishment	Mediation	Subsidized housing
Companion animals	Mobile Home Parks	Summons & Complaint
Damage to rental unit	Mold	Termination notice
Default judgment	Money judgment / garnishment	Treble damages
Deposit refunds	Mutual termination	Unsafe/Unsanitary housing
Discrimination	Natural disasters	Utility shutoff – gas/electric
Domestic violence	No cause evictions	Utility shutoff – water
Employer-provided housing	No Trespassing	Watch Out!
Eviction for non-payment	Nonpayment eviction	Work in Lieu of Paying Rent

Your question	Our explanation and links
211	Dial 211 on your phone for "Information and Referral". This service can help you locate agencies and organizations in your area to help you with temporary help paying the rent, moving your possessions, emergency housing, food banks, etc.
24-hour notice before entry	State law requires that a landlord give at least 24 hours advance notice before entering a rental unit. Here's our flyer: http://www.utahlegalservices.org/public/self-help-uploads/NoTrespass.pdf
Abandonment	Under very limited circumstances a landlord can change the locks on a rental unit without a court order. See http://www.utahlegalservices.org/public/self-help-uploads/abandonment-getting-your-personal-property-back.pdf . But if abandonment does not apply in your case, the fastest way to regain possession of your rental unit may be to call law enforcement. See the second page of our flyer: http://www.utahlegalservices.org/public/self-help-uploads/Lockout.pdf In addition, if you can reenter your rental unit without causing any damage or a breach of the peace – such as by entering through an already-open window – you can lawfully do so for as long as you continue to be entitled to possession.

Answering an eviction complaint	If you are served with a summons and complaint for eviction, call Utah Legal Services as soon as possible at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday. If you are eligible for help, you'll be able to speak with a housing advocate about your circumstances. Evictions are swift in Utah; you will probably have only 3 or 5 business days to respond. You can also respond to the complaint yourself. We have a flyer on this at http://www.utahlegalservices.org/public/self-help-uploads/BasicEvictionAnswer.pdf . Or you can use the State's Online Court Assistance Program at http://www.utcourts.gov/ocap/ to create your Answer.
Avoiding eviction	Once an eviction lawsuit is filed against you, it may affect your ability to rent from some landlords in the future. Being evicted may terminate your rental subsidy. And it could affect your credit rating. Here's our flyer: http://www.utahlegalservices.org/public/self-help-uploads/avoiding-an-eviction-lawsuit We cannot help a tenant who has not yet received a written notice or a summons and complaint. If the landlord verbally threatens to evict you, try discussing the matter. But if you get a written eviction notice or a summons and complaint, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Bad Housing	Our flyer by this name explains how to deal with habitability problems. Don't stop paying the rent until you read it! It also contains on a separate page a fill-in form called "Notice of Deficient Conditions" that you can use to notify your landlord about significant problems in your rental unit. http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf
Before You Rent	Review our Watch Out! flyer. Some landlords set traps for unwary tenants. Be prepared! Read this flyer before it's too late!
Breaking the lease	Sometimes a tenant wants to end a lease before (or shortly after) moving in. One way to avoid possible future liability is for the tenant and landlord to agree to mutually terminating the lease. http://www.utahlegalservices.org/public/self-help-uploads/MutualTermination.pdf is a fill-in agreement you can use for this purpose. When significant habitability problems are discovered after a rental agreement has been signed, it is usually necessary to inform the landlord in writing about the needed repairs and give a short opportunity to fix the problems before the tenant can move out. Our "Bad Housing" flyer explains. http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf
Bugs	Landlords sometimes claim that a particular tenant has caused a bedbug or cockroach infestation. Or the landlord charges the cost of spraying to the tenant. Look at our flyer about this: http://www.utahlegalservices.org/public/self-help-uploads/bed-bugs-cockroaches If you get a written eviction notice or a summons and complaint based on this allegation, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday. If you want to complain to the landlord about bugs, please review our flyers: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf and http://www.utahlegalservices.org/public/self-help-uploads/bed-bugs-cockroaches For more general information about two common bugs, you can look at http://www.slvhealth.org/programs/sanitationSafety/faqs/bedBugs.html and http://www.slvhealth.org/programs/sanitationSafety/faqs/cockroaches.html
Building inspector	Your local (municipal or county) building inspector may find code violations in your rental unit. Call that office to ask for help. Read our "Bad Housing" flyer for more info: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf You cannot be evicted for calling a government agency. But see the information below called " No cause eviction. "

Companion animals	A disabled tenant can usually keep a pet at no additional charge (for rent or deposit) if the tenant's health care provider gives a written statement and the landlord is covered by the law. Read our flyer: http://www.utahlegalservices.org/public/self-help-uploads/companion-animals
Damage to rental unit	After a tenant moves, some landlords claim that the tenant damaged the premises. Among the best ways to avoid such claims is by having the landlord and tenant walk through the apartment upon moving in and then again upon moving out. You can use our checklist: http://www.utahlegalservices.org/public/self-help-uploads/AptChecklist.pdf If you don't have evidence about conditions of the unit "before" and "after", it may help to track down other sources of evidence like prior tenants. Landlords sometimes sue former tenants for the damage or attempt to jeopardize a tenant's housing subsidy. If that happens, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Default judgment	If you are served with an Order of Restitution and did not know an eviction case had been filed against you or thought everything had been taken care of, you almost certainly have had a judgment by default entered against you. You can try to set aside ("cancel") the judgment and stop the eviction. http://www.utahlegalservices.org/public/self-help-uploads/setaside_eng.pdf is our lengthy packet of information and forms. But beware! Getting a default set aside is not easy. If you have been served with an Order of Restitution or have just been locked out of your rental unit, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Deposit refunds	There is no law in Utah that requires a landlord to return a tenant's refundable deposit on the day the tenant vacates the rental unit. However, the ex-tenant can demand return of the deposit and then sue in Small Claims Court if the landlord refuses. http://www.utahlegalservices.org/public/self-help-uploads/request-for-deposit-refund explains how to request the refund. If you need to use Small Claims Court, here's info: http://www.utahlegalservices.org/public/self-help-uploads/smallclaimscourt
Discrimination	If you believe a landlord refuses to rent to you or treats you differently than others because of your race, color, creed, national origin, gender, sexual orientation, religion, family status or source of income, you have the right to file a complaint with the Utah Antidiscrimination & Labor Division. Visit their website at http://laborcommission.utah.gov/divisions/AntidiscriminationAndLabor/index.html . Or call 801-530-6801. Some tenants believe that a landlord is treating the tenant differently than other tenants. By itself, such behavior may not violate the discrimination laws. A landlord may give one tenant a notice for loud music when other tenants also make too much noise but that by itself doesn't violate antidiscrimination rules.
Domestic violence	You cannot be evicted from Federally subsidized property due to an incident of domestic violence if you are the victim. Utah law allows a victim to demand that the locks be changed but the victim must pay the cost. Utah law also allows a victim to buy her way out of the lease. http://www.utahlegalservices.org/public/self-help-uploads/domestic-violence-lease-termination is our flyer on this topic.
Employer-provided housing	If an employer provides a house or apartment or other lodging as part of the employer-employee relationship, it is sometimes possible for the employee to be ejected from the premises at the same time as the employment is terminated. This is most often the case for on-site/live-in managers such as at storage facilities and salvage yards, especially if a written employment contract contains such a provision. In other circumstances, the landlord-tenant relationship may be more important than the employer-employee relationship. In each case the facts will determine the outcome.

Eviction for non-payment	We have two flyers on this topic. The first one http://www.utahlegalservices.org/public/self-help-uploads/Nonpayment%20eviction%20flyer.pdf concerns the process involved when a tenant doesn't/can't pay the rent. The second flyer http://www.utahlegalservices.org/public/self-help-uploads/eviction-whats-the-worst-that-can-happen-to-me describes how some landlords and their lawyers collect past due rent and attorney fees long after the tenant has left the rental unit. If you own your own mobile home and rent space in a park, see the entry below called " Mobile Home Parks ."
Eviction notice	If you get a <u>written</u> eviction notice, call Utah Legal Services at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday. If you are eligible for help, you'll be able to speak with a housing advocate about your circumstances. ULS cannot help if you've only had an oral threat.
Eviction or "lock out" threats	A landlord must give a written notice to start the eviction process. Oral threats are not enough. If a landlord threatens to change the locks or cut off utilities before getting a court order, here is a notice you might print out and give to the landlord or post on your door: http://www.utahlegalservices.org/public/self-help-uploads/Lockout.pdf You can also give our "No Trespassing" notice: http://www.utahlegalservices.org/public/self-help-uploads/NoTrespass.pdf If a landlord tries to change your locks without a court order, call the police.
Foreclosure	If you rent premises that have been foreclosed, you may have the right to remain for at least 90 days following the foreclosure or the length of a pre-existing lease, whichever is longer. http://www.utahlegalservices.org/public/self-help-uploads/TENANT%20IN%20FORECLOSED%20PROPERTY.pdf is our flyer on this topic. We also have general information about foreclosure at http://www.utahlegalservices.org/public/legal_problem-en-us/consumer/foreclosure/begin-questions-answers-foreclosure If you are the defaulting mortgagor whose property has been foreclosed, you can be forced to leave with a written 5-day "Tenant at Will" notice following the foreclosure sale.
Good Landlord programs	Many cities have "Good Landlord" programs that allow landlords to pay reduced licensing fees in exchange for following certain rules. One such rule often requires a landlord to evict a "troublemaking" tenant. If you receive an eviction notice claiming that you are a nuisance (or for any other reason), please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Habitability problems	Don't stop paying the rent until you read our flyer: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf
Health department	You can call your local health department to report unsafe and unsanitary housing. Read our "Bad Housing" flyer for more info: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf Many local health departments do not have the resources to make home visits. You cannot be evicted for calling a government agency. But see the information below called " No cause evictions ".
Hotel bills & moving costs	No Utah law requires a landlord pay motel bills or moving expenses when the rental unit becomes uninhabitable through no fault of the tenant. If an apartment complex is uninhabitable due to fire or a natural disaster and the tenants must leave, no more rent is due. See our "Bad Housing" flyer: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf If the landlord's behavior caused the problem, the tenants have a claim for return of unearned rent and deposit and may have a claim for additional damages. But unless a landlord voluntarily pays, the tenant(s) must sue in Small Claims Court. See our flyer: http://www.utahlegalservices.org/public/self-help-uploads/smallclaimsCourt

Innkeeper / Guest	Utah law allows motels, hotels, boarding houses and the like to “eject” a guest immediately for nonpayment, “visible intoxication,” or “disorderly conduct.” This law applies to any “lodging establishment” that provides “temporary sleeping accommodations.” The difference between an innkeeper/guest and landlord/tenant relationship is often unclear. Rent cycle, length of stay, housekeeping services, cooking facilities and other factors will play a role in determining which law applies.
Lock out / locks changed	Under very limited circumstances a landlord can change the locks on a rental unit without a court order. See http://www.utahlegalservices.org/public/self-help-uploads/abandonment-getting-your-personal-property-back . But if abandonment does not apply in your case, the fastest way to regain possession of your rental unit may be to call law enforcement. See the second page of our flyer: http://www.utahlegalservices.org/public/self-help-uploads/Lockout.pdf In addition, if you can reenter your rental unit without causing any damage or a breach of the peace – such as by entering through an already-open window – you can lawfully do so for as long as you continue to be entitled to possession. A tenant cannot change or rekey the locks without the landlord’s permission.
Mediation	It is sometimes possible to resolve disputes between a tenant and landlord by mediation. A mediator helps both parties reach a mutually-acceptable agreement. In Salt Lake County call the Community Action Program at 801-359-2444 or visit their website: http://www.slcap.org/index.php . Utah Dispute Resolution has a toll-free statewide number 877-697-7175. Visit UDR’s website: http://www.utahdisputeresolution.org/ . These services are free.
Mobile Home Parks	When you own your mobile/manufactured home, the rules are somewhat different from the usual landlord-tenant rules. We have a flyer about eviction for nonpayment: http://www.utahlegalservices.org/public/self-help-uploads/mobile-home-park-nonpayment-eviction We also have a flyer about Residents’ Associations: http://www.utahlegalservices.org/public/self-help-uploads/mhp-residents-associations Many residents in parks are long-term and want to become knowledgeable about their rights and responsibilities. Utah’s Mobile Home Park Residency Act can be found at Utah Code §§57-16-1 <i>et seq.</i> (http://le.utah.gov/UtahCode/section.jsp?code=57-16) The Utah Manufactured Homeowners Action Group is an advocacy organization for residents of mobile home parks. You can find their website at http://www.umhag.org/ . If you rent space in a park for your home and get an eviction notice, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Mold	http://www.slvhealth.org/programs/sanitationSafety/faqs/mold.html is a link to the Salt Lake Valley Health Department’s Frequently Asked Questions about “black mold” and other types. For possible legal remedies, read our “Bad Housing” flyer at http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf ULS does not represent tenants against landlords in mold cases.
Money judgment / collection / garnishment	Many landlords will drop an eviction action once the tenant is gone. But some will pursue a monetary judgment for past due rent, late fees, treble damages, court costs and attorney fees. This flyer explains the process and why it may be months or years before wages are garnished or property seized: http://www.utahlegalservices.org/public/self-help-uploads/eviction-whats-the-worst-that-can-happen-to-me
Mutual termination	If friction develops between tenant and landlord, one possible resolution is a mutual termination of the lease. In a month-to-month tenancy, either party can give a written notice to terminate the tenancy. But multi-month leases can’t often be ended unless both parties agree. Here’s a fill-in-the-blank termination agreement: http://www.utahlegalservices.org/public/self-help-uploads/MutualTermination.pdf The flyer explains that if you have a “section 8” voucher, you must involve your housing authority caseworker in this process.

Natural disasters	No Utah law requires a landlord pay motel bills or moving expenses when the rental unit becomes uninhabitable through no fault of the tenant. If an apartment complex is uninhabitable due to fire or a natural disaster and the tenants must leave, no more rent is due. See our "Bad Housing" flyer: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf If the landlord's behavior caused the problem, the tenants have a claim for return of unearned rent and deposit and may have a claim for additional damages. But unless a landlord voluntarily pays, the tenant(s) must sue in Small Claims Court. See our flyer: http://www.utahlegalservices.org/public/self-help-uploads/smallclaimsCourt.pdf
No cause evictions	A month-to-month tenant can be evicted for no reason as long as a written notice is given in advance. Look at: http://www.utahlegalservices.org/public/self-help-uploads/NoCauseFlyer.pdf While it is possible that the real motive for eviction is a tenant's otherwise protected behavior (like calling a health department), unlawful motive is often impossible to prove.
No Trespassing	State law requires that a landlord give at least 24 hours advance notice before entering a rental unit. Here's our flyer: http://www.utahlegalservices.org/public/self-help-uploads/NoTrespass.pdf
Nonpayment eviction	We have two flyers on this topic. The first one http://www.utahlegalservices.org/public/self-help-uploads/Nonpayment%20eviction%20flyer.pdf concerns the process involved when a tenant doesn't/can't pay the rent. And see " Work in Lieu of Rent ". The second flyer http://www.utahlegalservices.org/public/self-help-uploads/eviction-whats-the-worst-that-can-happen-to-me.pdf describes how some landlords and their lawyers collect past due rent and attorney fees long after the tenant has left the rental unit.
Notice of Deficient Conditions	If you have substantial plumbing, heating/cooling, electrical or structural problems in your rental unit, click here: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf But please continue to pay your rent.
Notice to Landlord	Here's a notice you can give to your landlord or post on your door. It tells the landlord that the locks can't be changed or the utilities shut off without a court order. http://www.utahlegalservices.org/public/self-help-uploads/Lockout.pdf There's also a reverse side that might help you if you do get locked out.
Nuisance	If you receive an eviction notice claiming that you are a nuisance, please call us at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Online Court Assistance Program	"OCAP" is run by Utah's Administrative Office of the Courts. It allows anyone to create many kinds of court documents including an Answer to an eviction complaint. You can find it at http://www.utccourts.gov/ocap/ . There is no charge to use OCAP and no charge to file an Answer created with OCAP. However, you cannot file any document electronically. You must print out your form, sign it and take it to the District Court where the complaint was filed.
Order of Restitution	If you are served with an Order of Restitution (the actual eviction order), call Utah Legal Services as soon as possible at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday. If you are eligible for help, you'll be able to speak with a housing advocate about your circumstances. It is possible that something can be done to stop the eviction. However, time is short. You will likely only have 3 calendar days after the Order is served (or posted on your door) until the landlord can lock you out.
Paying the rent	Call 211 from any phone to get information about and referral to agencies that may be able to help with short-term financial assistance to avoid eviction. If you can't pay the rent, see our flyer http://www.utahlegalservices.org/public/self-help-uploads/Nonpayment%20eviction%20flyer.pdf

Personal property	If your landlord has taken your personal property, here are two flyers that might help you get it back: http://www.utahlegalservices.org/public/self-help-uploads/abandonment-getting-your-personal-property-back and http://www.utahlegalservices.org/public/self-help-uploads/request-for-return-of-personal-property
Rent Increase / Decrease	Can the landlord raise my rent? What if I don't agree with the increase? Read our flyer: http://www.utahlegalservices.org/public/self-help-uploads/rent-increase-decrease
Section 8 problems	"Section 8" usually refers to a type of housing subsidy that allows the tenant to rent from a private landlord. The tenant pays about 30% of household income and a public housing authority pays the rest. Visit any public housing authority in Utah for assistance: http://www.hud.gov/offices/pih/pha/contacts/states/ut.cfm But sometimes a housing authority won't allow a beneficiary to move when the current landlord refuses to sign a release. In that case, please look at our flyer http://www.utahlegalservices.org/public/self-help-uploads/STATEMENT%20TO%20HA%20BY%20SEC%208%20BENEFICIARY.pdf If you get a notice of termination from the housing authority or an eviction notice from your landlord, please call Utah Legal Services as soon as possible at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Small Claims Court	We have a flyer that's primarily geared to tenants: http://www.utahlegalservices.org/public/self-help-uploads/smallclaimscourt You can also find more extensive information on the State Court's website: http://www.utcourts.gov/howto/smallclaims/
Subsidized housing	Many housing subsidies are available to low- and fixed-income Utahns and native Americans. Visit any public housing authority in Utah for assistance: http://www.hud.gov/offices/pih/pha/contacts/states/ut.cfm Veterans can get information at http://www.va.gov/homeless/housing.asp Many private landlords receive tax credits in exchange for renting apartments at below-market rates. http://lihtc.findthedata.org/d/d/Utah is a link to a list of these along with contact information. In addition, the U.S. Dept. of Agriculture operates subsidized housing in many rural areas throughout Utah. Visit their website at http://www.rurdev.usda.gov/UT_Home.html If you get a termination notice for your rental subsidy (usually from a public housing authority but could also be from the landlord directly), you should immediately request a hearing in writing and then call Utah Legal Services as soon as possible at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.
Summons & Complaint	If you are served with a summons and complaint for eviction, call Utah Legal Services immediately at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday. If you are eligible for help, you'll be able to speak with a housing advocate about your circumstances. Evictions are swift in Utah; you will probably have only 3 or 5 business days to respond. You can also respond to the complaint yourself. We have a flyer on this at http://www.utahlegalservices.org/public/self-help-uploads/BasicEvictionAnswer.pdf . You can also use the State's Online Court Assistance Program at http://www.utcourts.gov/ocap/ to create your Answer.
Termination notice	If your rent is subsidized and you get a written termination notice (usually from a public housing authority but could also be from the landlord directly), you should immediately request a hearing in writing. Whether your rent is subsidized or not, call Utah Legal Services immediately at 801-328-8891 in the Salt Lake valley or 800-662-4245 from elsewhere in Utah between 9:00 a.m. and 2:00 p.m., Monday through Friday.

Treble damages	If the landlord succeeds in evicting a tenant, the landlord can also seek a money judgment for past-due rent, late fees, court costs, attorney fees, and <i>treble damages</i> . This is 3 times the normal daily rent for every day that the tenant stayed in the rental unit after the expiration of the first eviction notice. (The first eviction notice can be a 3-day pay or quit, 3-day nuisance notice, 15-day “no cause” notice, or any of the other notices allowed under Utah law.) If a landlord seeks a money judgment and asks for treble damages, the judge must award it. Read this flyer for more information: http://www.utahlegalservices.org/public/self-help-uploads/eviction-whats-the-worst-that-can-happen-to-me
Unsafe/Unsanitary Housing	Don’t stop paying the rent before you read our “Bad Housing” flyer: http://www.utahlegalservices.org/public/self-help-uploads/Bad_Housing.pdf
Utility shutoff – gas/electric	If your gas or electric service is shut off for nonpayment and the service is billed to you directly, there isn’t much you can do to restore service except pay the bill. In most other cases, if the service is provided by Questar Gas (800-323-5517) or Rocky Mountain Power (888-221-7070), a tenant may be able to get extended service. Contact the utility directly. Questar Gas and Rocky Mountain Power are publicly-regulated utilities that must provide some protections for renters – such as advance notice of a pending shutoff for nonpayment and an opportunity to pay a limited amount of money in exchange for extended service. You may also call the Utah Public Service Commission (801-530-7622 or 800-874-0904) to file a complaint especially if you believe the utility company is not responding to your concerns appropriately. You might also call 211 .
Utility shutoff – water	Water is most often provided by municipal governments. Cities make their own rules and often require that water can only be billed to the owner of the property. As well, water departments may respond to a shutoff order from an owner even when the property is currently occupied by a tenant. About 90 different entities (most governmental, some private) provide water in Utah. http://www.watereducation.utah.gov/teacherresources/ImprovementDistricts.asp is a list of these providers along with addresses and phone numbers. It is best to contact a water provider <u>before</u> service is shut off because many providers charge an additional fee to restore service even when a tenant has the ability to keep the water running.
Watch Out!	Read this flyer before you rent: http://www.utahlegalservices.org/public/self-help-uploads/watchout Some landlords set traps for unwary tenants. Be prepared! Read this flyer before it’s too late!
Work Instead of Paying Rent	A tenant may believe she has an agreement with the landlord to “work out” the rent or the cleaning deposit. Get that agreement <i>in writing</i> otherwise it may be unenforceable. Read our flyer: http://www.utahlegalservices.org/public/self-help-uploads/workinlieuofrent

UTAH LEGAL SERVICES, INC.

New clients call Monday – Friday 9:00 a.m. until 2:00 p.m.

801-328-8891 in the Salt Lake valley; 800-662-4245 from elsewhere in Utah

Offices in Ogden, Salt Lake City, Provo and St. George

www.UtahLegalServices.org