

OBJECTIVE 4: DESCRIBE METHODS AND PROCEDURES TO OBTAIN HOUSING AND RELATED SERVICES INCLUDING LOW COST COMMUNITY HOUSING

HOUSING LESSON 5

LEVEL: INTERMEDIATE - ADVANCED





Objective 6: Report and/or discuss issues of concern with landlord



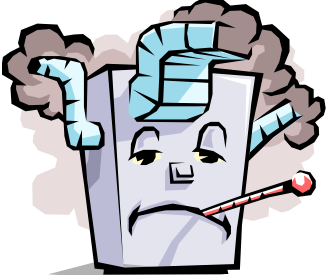
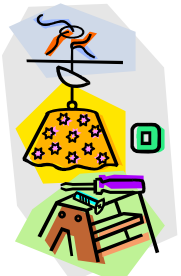
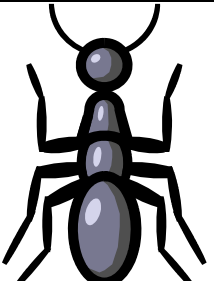
ESLRS: Effective Communicator
Self Directed Learner






SCAN SKILLS: Communicates ideas to justify position,
persuades and convinces others
Interprets and communicates information
Works toward agreements
Resolves divergent interests
Participates in conversation and discussion
Participates as member of a team
Interprets and communicates information

REPORTING COMMON HOUSEHOLD PROBLEMS

Look at the pictures and practice reporting common household problems:




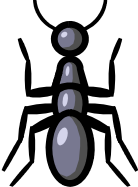


1. 	The stove is not working .
2. 	The faucet is dripping .
3. 	The sink is clogged .
4. 	The paint outside the house is peeling .

<p>5.</p> 	<p>The window in our living room is broken.</p>
<p>6.</p> 	<p>There is a crack in the wall.</p>
<p>7.</p> 	<p>The furnace is not working.</p>
<p>8.</p> 	<p>The lights in the living room aren't working.</p>
<p>9.</p> 	<p>We have ants in our apartment.</p>

<p>10.</p>  A cartoon illustration of a man wearing a winter hat, scarf, and coat. He is holding a large thermometer in his right hand and looking at it with a surprised expression. The thermometer shows a low temperature.	<p>We have no heat.</p>
<p>11.</p>  A cartoon illustration of a man in a white shirt and pants, holding a wrench and working on a pipe. Water is spraying out of the pipe, and a bucket is on the floor to catch the water. The artist's signature 'TARNOUSKI' is visible at the bottom.	<p>The pipes are leaking.</p>
<p>12.</p>  A photograph showing a person's hand in a white sleeve attempting to turn a metal door handle. The handle is stuck and does not move, indicating a broken lock mechanism.	<p>The lock on the front door is broken.</p>
<p>13.</p>  A photograph of a white water heater tank. The tank is cylindrical with various pipes and valves attached to it. It is located in a utility area.	<p>The water heater is broken.</p>
<p>14.</p>  A photograph of a white electrical outlet on a wall. The outlet is broken, with the top and bottom covers missing, and the internal wiring is exposed.	<p>The outlet in the dining room is broken.</p>

LESSON 5 PRACTICE 1

Write the correct description under the problem:

1. 	2. 
3. 	4. 
5. 	6. 
7. 	8. 
9. 	10. 
11. 	12. 

Directions: Practice the following conversations with a partner

CONVERSATION 3



Manager: Hello. This is the manager.

Tenant: Hello. I am _____
First name Last name

I live in apartment _____.

Manager: Yes. How can I help you?

Tenant: The pipes in our apartment are leaking.
When can you fix them?

Manager: We are very busy right now. Maybe next week.

Tenant: I'm sorry, but I can't wait that long.

Manager: OK. I'll take care of it soon.

Tenant: Can you give me a date?

Manager: I can have someone there next Tuesday, the 8th.

Tenant: Thank you.

Tenant writes down the date the manager will send someone to fix the problem.

LESSON 5 PRACTICE 2

DIRECTIONS: Walk around your apartment or house and make a list of all the problems that need to be fixed. Write each item on the list below:

1. _____
2. _____
3. _____
4. _____
5. _____

DIRECTIONS: Work in pairs to role play the part of tenant and landlord/manager and practice asking the landlord to fix these problems. Write your conversation below:

Manager	
Tenant	
Manager	
Tenant	
Manager	
Tenant	
Manager	
Tenant	
Manager	
Tenant	

Housing Lesson 5