



AN ARDENT WORKSHOP PRODUCT

Repair & Quote Request Templates

Two household messages, each shown as a template and written out in full.

Free from Ardent Workshop · 2 of 37



Two messages, already written

These are two messages nearly every household needs sooner or later: **asking a landlord for a repair in writing**, and **asking several contractors to quote the same job**. Both are lifted unchanged from the Home & Household Scripts & Letters Swipe Bank, and both come the way every template in that bank comes — **twice**.

The first version is the template, with every blank in brackets. The second is the same message written out in full for an invented household, so you can see the tone before you write a word: how firm is too firm, how much detail is enough, and where a sentence should stop. Read the finished one first — it does more in a minute than any instruction can.

To use one: paste the template into a new email and replace everything in [BRACKETS]. A bracket that starts with **IF** is a whole clause you either keep or delete — if you keep it, drop the brackets and the "IF ...:" lead-in and send only the sentence after the colon. A bracket with a slash, like [PHONE/TEXT/IN PERSON], is asking you to pick one. Delete anything that does not apply to you.

THE ONE RULE BOTH OF THESE ARE BUILT ON

Describe the thing, not the person. "The faucet has leaked since May 30 and the cabinet base is now soft" is a fact somebody has to deal with. "Nobody in your office ever does anything" is an opinion they can dismiss — and it hands them the easier argument.

Free to use. Nothing here asks for an email.

A note on what this is. These are message templates and general guidance for writing clearly and keeping a record. They are **not legal advice** and are not a substitute for it. What a landlord is obliged to repair and how quickly, and what a contractor owes you, are set by state and sometimes local law and vary sharply. Nothing here tells you what your rights are. For anything where real money or your housing is at stake, talk to a local attorney, a legal-aid clinic, or a tenants' service first. The example household is invented and its phone numbers use the 555-01xx range reserved for fiction.

TEMPLATE 1 OF 2 · SITUATION 02

Renting — repairs, entry, and getting your deposit back

Ask a landlord for a repair — the standard written request

02.1

Something in your rental needs fixing. You may have mentioned it in passing already; nothing has happened, and you want a record that starts now.

CHANNEL Email — and the portal, if your lease requires it	HOW TO SEND IT Send by whatever method your lease names for notices. If that's a portal, send it there and email a copy to yourself so you hold a dated record outside their system.	REASONABLE WAIT Ask for an acknowledgment within 3 business days and a repair date within 7. Legally required timeframes vary by state and by the seriousness of the problem.
---	---	---

WHEN TO USE IT The first written report of any repair. Written beats spoken every time — not because your landlord is untrustworthy, but because "I mentioned it in March" is not a date and a dated email is.

BEFORE YOU WRITE, HAVE THESE IN FRONT OF YOU

- When you first noticed it, and every time you have mentioned it since
- Photos or a short video, taken today
- Whether anything has gotten worse, and how
- Two or three access windows you can actually offer

Subject: Repair request — [WHAT'S WRONG] at [UNIT ADDRESS]

Hello **[NAME]**,

I'm writing to report a repair needed at **[UNIT ADDRESS]**.

What's wrong: **[PLAIN DESCRIPTION — no adjectives, just what is happening]**. I first noticed it on **[DATE]**, and since then **[WHAT HAS CHANGED OR GOTTEN WORSE]**. **[IF YOU HAVE MENTIONED IT BEFORE: I mentioned this to [NAME] on [DATE] by [PHONE/TEXT/IN PERSON].]**

I've attached **[NUMBER]** photos taken today.

Could you let me know within the next few days who will be coming and when? For access, someone can be here **[ACCESS WINDOW 1]**, **[ACCESS WINDOW 2]**, or **[ACCESS WINDOW 3]**, and I'm happy to give a contractor a key if that's easier.

Thank you,
[YOUR NAME]
[UNIT ADDRESS]
[PHONE]

A GOOD REPLY LOOKS LIKE An acknowledgment naming who will attend and roughly when. Reply to whatever you get, even if it's vague — a reply chain with dates in it is worth more later than a single perfect letter.

IF NOTHING COMES BACK Use the follow-up in this section after a week or so. Keep the original message in the thread rather than starting a new one.

MAKE IT YOURS Offer specific access windows in the first message. "Let me know and I'll make myself available" quietly puts the scheduling problem back on you, and that is how a repair drifts.

The same message, written out in full

Ask a landlord for a repair — the standard written request

WORKED
EXAMPLE

Subject: Repair request — kitchen faucet leaking at 4B, 60 Ferrers Court

Hello Priya,

I'm writing to report a repair needed at 4B, 60 Ferrers Court.

What's wrong: the kitchen faucet drips continuously from the base of the spout, and the cabinet floor underneath is staying damp. I first noticed it on May 30, and since then the damp patch has spread to roughly a foot across and the particleboard at the back of the cabinet has started to swell. I mentioned this to the maintenance line on June 4 by phone.

I've attached three photos taken today.

Could you let me know within the next few days who will be coming and when? For access, someone can be here weekdays before 10am, Wednesday afternoons, or any time Saturday, and I'm happy to give a contractor a key if that's easier.

Thank you,
Theo Merrow
4B, 60 Ferrers Court
555-0168

WHY IT READS THE WAY IT DOES Offer specific access windows in the first message. "Let me know and I'll make myself available" quietly puts the scheduling problem back on you, and that is how a repair drifts.

TEMPLATE 2 OF 2 · SITUATION 01

Hiring a contractor — and when the work goes wrong

Ask several contractors to quote — the same job, in the same words01.1

You need work done and you want two or three quotes you can actually compare. It is easy to describe the job slightly differently to each contractor and then wonder why the numbers are so far apart.

CHANNEL Email	HOW TO SEND IT Email, sent separately to each contractor — not one message with everyone on it.	REASONABLE WAIT 3–5 business days. No reply inside a week is itself an answer.
-------------------------	---	--

WHEN TO USE IT Any job big enough that you'd want more than one number. Send the identical description to everyone so the quotes are comparable, and say up front that you're getting a few — most contractors expect it and it keeps the pricing honest.

- BEFORE YOU WRITE, HAVE THESE IN FRONT OF YOU**
- The job in one sentence, plus what you have already tried
 - Photos, and a rough measurement or two
 - Your access and timing constraints
 - The list of things you want the quote to cover — so every quote covers the same ground

Subject: Quote request — [JOB IN A FEW WORDS] at [STREET ADDRESS]

Hello,

I'd like to get a quote for **[JOB IN ONE SENTENCE]** at **[STREET ADDRESS]**.

Here's the situation: **[WHAT'S HAPPENING, AND SINCE WHEN]. [WHAT YOU HAVE ALREADY TRIED, OR WHO HAS ALREADY LOOKED AT IT]**. I've attached **[NUMBER]** photos and, where it helps, rough measurements.

So I can compare like with like, could the quote please break out:

- Labor and materials, shown separately
- Anything that would be an extra, and what would trigger it
- Permits, if any are needed, and who pulls them
- Disposal and cleanup
- How long the work should take, and how much notice you'd need
- How long the quote is valid for

For timing, I'm hoping to have the work done **[YOUR WINDOW]**, and someone can be here **[YOUR AVAILABILITY]**. To be straightforward with you, I'm getting **[NUMBER]** quotes on this.

If it would help to see it in person, I'm happy to arrange a time. You can reach me at **[PHONE]** or on this email.

Thank you,
[YOUR NAME]
[STREET ADDRESS]
[PHONE]

A GOOD REPLY LOOKS LIKE A written quote with labor and materials separated, a stated validity period, and a clear line on what counts as an extra. A verbal number is not a quote.

IF NOTHING COMES BACK One short nudge after five business days, then move on. A contractor who won't answer before you're a customer will not answer once you are.

MAKE IT YOURS Say plainly that you're getting several quotes. It sounds confrontational and it isn't — it is the line that most often gets you a real number instead of a hopeful one.

The same message, written out in full

Ask several contractors to quote — the same job, in the same words

WORKED
EXAMPLE

Subject: Quote request — replace failing water heater at 18 Pallister Way

Hello,

I'd like to get a quote for replacing the water heater at 18 Pallister Way.

Here's the situation: the tank has been running lukewarm for about three weeks and there's a rust-colored damp patch on the floor under the drain valve. A plumber looked at it in April for a different job and said then that the unit was probably twelve years old. I've attached four photos and the model plate, plus the rough dimensions of the closet it sits in (24 in wide, 26 in deep, 60 in of headroom).

So I can compare like with like, could the quote please break out:

- Labor and materials, shown separately
- Anything that would be an extra, and what would trigger it
- Permits, if any are needed, and who pulls them
- Disposal of the old unit and cleanup
- How long the work should take, and how much notice you'd need
- How long the quote is valid for

For timing, I'm hoping to have the work done in the next three to four weeks, and someone can be here weekdays before 11am or any time Saturday. To be straightforward with you, I'm getting three quotes on this.

If it would help to see it in person, I'm happy to arrange a time. You can reach me at 555-0142 or on this email.

Thank you,
Dana Merrow
18 Pallister Way
555-0142

WHY IT READS THE WAY IT DOES Say plainly that you're getting several quotes. It sounds confrontational and it isn't — it is the line that most often gets you a real number instead of a hopeful one.

The other thirty-five templates

The full bank carries **37 templates across nine situations**, every one of them also written out in full — 74 written messages in all.

Situation	What it covers
01 · Hiring a contractor	Quotes, itemizing a lump sum, declining one without burning the bridge, chasing a no-show, asking for defective work to be put right
02 · Renting & deposits	Repair requests, the urgent one, the follow-up, the deposit request, disputing a deduction
03 · Bills & utilities	Disputed charges, estimated meter reads, fee waivers and plans, canceling for good
04 · Warranties & recalls	Claims, repeat repairs, a refused return, a serial-number recall check
05 · Movers & deliveries	Comparable quotes, damage and loss claims, damaged deliveries, deliveries that keep failing
06 · Insurance & medical bills	Notifying, chasing an adjuster, appealing a denial, requesting an itemized bill
07 · Neighbors & the HOA	The first noise note, a shared fence or tree, violation notices, architectural requests
08 · Handing over keys	The house-sitter brief, resetting scope with a cleaner, ending a service politely
09 · Subscriptions & escalation	Canceling with proof, the nudge, the formal complaint, a written demand for money owed

AND WHAT COMES WITH THEM

A **Start Here playbook** — the six rules, a twelve-pair rewrite gallery, what “in writing” actually means, and the escalation ladder. **Nine print-and-fill worksheets** for gathering the facts first. **Thirty-seven plain-text files** so a message pastes into your email clean. And a **searchable Excel index** — Ctrl+F and go.

[See the full swipe bank >](#)

ardentworkshop.com/products/home-and-household-scripts-and-letters-swipe-bank/

More Life Admin & Peace of Mind tools at ardentworkshop.com. Free to use — please don't resell or redistribute it.