***Important note:***

*Please note that this letter should be personalised depending on your situation, namely the fields highlighted in yellow. Don’t forget to delete our comments in* ***grey*** *and this note.*

Mr/Ms

Your name

Your address

Mr/Ms

Your name

Your address

**Registered letter**

Name of the landlord

Address of the landlord

Place, date

**Reporting a defect, apartment** *(insert address)*

Dear Mr/Mrs

As I noted in our telephone call on DD Month YYYY, the following defects exist:

1. … *(description of the issue, e.g. problem with the heater)*
2. … *(description of the issue, e.g. mould)*
3. …

Unfortunately, the defects have still not been resolved. Under the circumstances, I hereby ask you again, for the last time, to resolve the defects by DD Month YYYY. If the defects have not been resolved in the aforementioned time period, I request that you propose an appropriate rent reduction pursuant to [Article 259a (1b) of the Code Obligations (CO)](https://www.fedlex.admin.ch/eli/cc/27/317_321_377/en#art_259_a).

Otherwise I reserve the right to pursue legal steps, and in particular to deposit my rent with the responsible cantonal authority and to pursue my claims through the appropriate legal avenues.

*(Important note: If you have legal protection insurance policy, report the case* ***before depositing your rent*** *as the deposit involves a 30-day period).*

I hope that these steps will not be necessary and thank you in advance for a prompt reply.

Yours sincerely

Name and signature