

What can a Renter do, if there is already a Problem?

Keep documentation

- When do you smell the smoke: all the time, only in morning, or evening? Where do you think the smoke is coming from? Where is the smoke entering your unit? The more information you can provide will help in resolving the problem. Keep a [tracking log](#) of when and where you smell the smoke.
- Make a list of solutions you have already tried. What steps have you taken? See [temporary fixes](#) for possible solutions.
- Talk to your neighbors. Drifting smoke may also be a concern for them. Those with health problems or children with upper respiratory problems are likely to be concerned about the health risks associated with secondhand smoke as well.
- If you feel comfortable, discuss the problem with the neighbor you believe to be smoking. Politely let them know that smoke is coming into your unit. Offer solutions, such as asking them to smoke outside away from the building.
- Keep track of all symptoms and illnesses that you are experiencing as a result of the secondhand smoke in your apartment. These may include, ear infections, sore throats, asthma attacks and bronchitis. A doctor's letter documenting the illness will be helpful when talking with management.

Inform Your Building Manager/Leasing Agent

- Write a letter to your manager detailing the problem and offer solutions. Let them know what steps you may have already taken. See the [sample landlord letter](#).
- If you or a family member has a health problem(s) caused by SHS exposure, include a copy of a letter from your doctor documenting the illness.
- Keep copies off any correspondence sent to your manager and document any conversations that may have taken place.
- Follow-up with your manager to discuss the situation. Be positive, polite and stick to the issue. Work together to resolve the problem instead of getting angry.
- Work with management by offering solutions such as conducting a tenant survey, or holding a tenants' meeting. Management may be willing to relocate to a different building or allow you to end your lease to find a smoke-free community.
- Provide educational materials to your manager about the [dangers](#) of being exposed to secondhand smoke and the [benefits](#) of a smoke-free community.
- Management may not be aware that smoke-free policies are legal. Under Utah law, managers can prohibit smoking in units, on the premises, or both.