



How to Document Landlord Harassment

When harassment happens, your documentation is your power. The goal is to create a clear record of what happened, when, who witnessed it, and what proof supports it. Below is a guide on how to document evidence effectively and make sure you are prepared to submit your claim.

1) Put everything in writing.

After calls or in-person conversations, document everything immediately by summarizing what was discussed or occurred and confirming it via text or email.

PHOTO AND VIDEO BEST PRACTICES

- Create and save everything in an evidence folder.
- Take photos in good light and from straight on.
- Capture both wide and close-up shots for context and detail.
- Photograph conditions repeatedly over time (ex: no hot water, leaks, mold).
- Include something that shows scale when helpful (ex: object/ruler for damage).
- Take pictures on a flat surface and make sure the full page + all corners are visible.
- Avoid editing or using filters.
- Keep a second copy of all evidence in a backup folder.
- Include written descriptions for all photo, video, and audio files.

2) Save and photograph everything.

Take photos of every notice, letter, or document you receive. Document repairs needed, unsafe conditions, missing services, and any changes over time.

3) Track financial impacts.

Keep receipts and notes on costs (repairs you paid for, missed work, lodging, etc.).

4) Document health impacts.

If harassment affects your physical or mental health, consider seeing a provider and keeping copies of records.

5) Note household impacts.

Write down how children, elders, or people with disabilities/medical conditions are affected.

6) Protect your digital evidence.

Screenshot texts, save voicemails, back up photos/emails, and keep copies outside your phone.

7) Keep a harassment log.

Track dates, times, what happened, who was involved, witnesses, and any proof (photos, texts, letters). Get a harassment log sample on our website.

COMMON MISTAKES THAT WEAKEN YOUR DOCUMENTATION

- **Don't** rely on memory. Write everything down while it's fresh.
- **Don't** keep evidence only on your phone. Save everything in a backup location.
- **Don't** edit screenshots or photos (filters/cropping can remove details).
- **Don't** send emotional messages you wouldn't want shown later. Keep everything factual.
- **Don't** throw away envelopes, documents, or notices, even if they feel minor.
- **Don't** record audio/video in private without understanding consent laws. If you're considering recording an area of your building or a private conversation among other tenants, ask a trusted legal service provider first.



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