

Rental Housing Code Complaint Process

What is the complaint procedure and how will I know if a complaint has been filed?

The primary goal of the complaint procedure is to bring about resolution without the need for City enforcement. A complaint may be filed with the City only **after** the tenant has sent written notice to the owner or the property manager, and tenants must allow 10-days for the owner to respond to the alleged violation.

A complaint to the City must be in writing and may be filed in person or by mail or by fax, and must include the following information:

- Name of person filing the complaint, and if different, the name of the affected tenant. Complaints may not be submitted anonymously.
- Name of the owner or the owner's agent.
- Address of the dwelling unit with the alleged violation.
- A complete description of the alleged violation.
- A copy of the written notice of the alleged code violation that has been sent by the tenant to the owner or the owner's agent.

A person who files a complaint must be a party to the current rental agreement or an agent of this party. Complaint investigations will be processed by City Code Enforcement staff only after the above process has been followed.

How long do I have to correct a violation after a complaint has been filed?

Before initiating an investigation, City staff will confirm that the complainant has standing to file a complaint; confirm that the subject of the complaint could be a violation of the code; confirm that the responsible party has had ten days to respond to the complaint; and provide notice to the responsible party of the complaint.

If City staff determines that there is a valid complaint, the responsible party will receive a notice to correct with a description of the violation and 10 days to correct. If staff determines that the required repairs may take longer than ten days, the owner will be asked to submit an acceptable compliance schedule.