



# PROCEDURES FOR TENANT'S COMPLAINTS AND INSPECTIONS

## SCOPE OF BUILDING AND SAFETY'S INVOLVEMENT

- Only building related issues (i.e. inoperable heating [not cooling], no water, zero hot/warm water, smoke and CO detectors, fire and structural hazards, major sanitation problems, etc.)
- Complaints not addressed: mold and mildew, minor leaky pipe, broken switch or receptacles, bugs, dirty floors, water entering building, minor building repair, etc.

## GENERAL PROCEDURES FOR STAFF TO FOLLOW

### ***Tenant/Landlord Interaction:***

- Tenant must first try and resolve issues with landlord by discussion with landlord
- Present letter or specific issues to landlord
- Allow sufficient time for landlord to make needed corrections

### ***Tenant to Building and Safety:***

- Tenant must submit copy of letter to landlord and any response from landlord
- Submit landlord name, address and phone number
- Tenant must submit letter to Building and Safety requesting assistance and specifically list items of needed repairs

### ***Building and Safety/Landlord Interaction:***

- Indicate permits needed
- Inspector contacts landlord indicating situation, confirms tenant to landlord interaction, and questions how the landlord will rectify the problems
- If landlord cannot rectify problems with tenant, then schedule inspection with landlord and develop letter what the landlord must do with time limit. Make clear what items must be corrected (only items within scope)
- Landlord must submit letter to Building and Safety indicating what repairs have been made and justification for items not corrected, based on inspector's letter specifying what must be corrected

**For further questions, please contact Building and Safety at (562) 383-4116**