

## RENTAL HOUSING COMPLAINTS PROCESS

\*Call comes in from complainant and I email complaint form.

\*This also can happen if they send an email or voicemail from a different department.

Once complaint is returned, I look over and decide if it's something I can take care of with a phone call or if a formal complaint is best.

1) I immediately contact the owner/agent of the property to let them know that there's a complaint and ask if they want to work to make repairs or whatever is needed. Hopefully the landlord will work with me to resolve the problem expeditiously and I'll note the complaint. The complaint is noted in the file with results. This process starts as soon as I get the call. If the landlord doesn't complete repairs in a timely manner, I will then process a formal complaint.

2) Formal complaint. For Trakit the complaint is immediately entered into the system and assigned a rental housing inspector. For Stream, it is assigned to Chris MacFarland to schedule with a rental housing inspector. Once the inspector is on site, he/she will enter the violations and notify the landlord/agent a give a time limit to have repairs completed. The inspector will add follow up inspections as needed until compliance is achieved. Once in compliance the landlord is invoiced for inspections.

I stay in touch with the complainant throughout the process when I'm contacting the landlord and the complainant is free to contact me at any time to check on the status of formal complaints.

Most complaints are valid and some like no return of deposit are legal matters and not something the building department/community services handles.

Both processes are very successful, but I find that calling a landlord can be more expeditious especially when they're willing to do the work. I have good working relationships with most landlords which helps the process move along.

I'd like to see a process where the tenant/complainant can complete the needed information online but because it's not public information the process is all back office so the complaint must come in through the office.