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From: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>

Sent: Tuesday, November 7, 2023 4:38 PM

To: [REDACTED] Ann Arbor Renter's Commission
<RentersCommission@a2gov.org>

Subject: RE:

Hi [REDACTED]

A landlord is allowed to enter without notice in case of emergency (fire, flood or other). If not, notice must be given in accordance with the housing code. Please see the information below to file a complaint:

How to File a Complaint

If you believe there are code violations within your unit/property you may contact our office to file a complaint. We cannot advise anyone on the legal rights to stop payments of rent or termination of rent and lease contracts. We do not have the ability to test for mold, radon, etc. (see Health & Safety page for more information). The inspectors can only cite items they can see upon inspection. The process is as follows:

1. You must first contact your landlord/management company and give them adequate time to make the necessary corrections. We cannot accept a complaint if you have not contacted your landlord.
2. If the concern has is not resolved by the landlord in a timely manner the tenant may contact Janet Farrell via email or at 734.794.6000 x42680 to request a complaint form. The following information will be required: Name, phone number and address of complainant; specific issues you feel are a code violation (please be specific, as the inspector can only inspect what is on the complaint); and the time frame in which you notified you landlord.
3. Our office will notify the landlord of the complaint. The landlord will be required to submit a plan of action to be completed by the deadline (typically within 24 hours for life-safety issues or 72 hours for non-emergency issues). The landlord will be required to notify our office, within the timeframe provided, to report the status of the issue(s).
4. We will then contact the complainant to verify the issue(s) are resolved.
5. If there is still a problem and/or the violation persist, an inspector will contact the complainant to conduct an inspection.
 - a. There is a fee assessed to the landlord for each inspection conducted where valid code violations are found.
6. If the violation is still not corrected within the time frame provided by the inspector, the property will be posted as not habitable (see section on not habitable postings for more information) until the violation(s) are remedied.
7. If you believe there is a leasing ordinance violation complete them Leasing Ordinance Complaint form and send via email to Janet Farrell (jfarrell@a2gov.org).

Take care,

Kristen

Kristen Vander Lugt, Office Manager (she/her/hers) Ann Arbor City Clerk's Office | Guy C. Larcom City Hall | 301 E. Huron, 2nd Floor · Ann Arbor · MI · 48104 Direct dial (734) 794-6140 Ext. 41404
kvanderlugt@a2gov.org | www.a2gov.org Follow the Clerk's Office on Instagram @a2cityclerk

-----Original Message-----

From: [REDACTED]
Sent: Thursday, November 2, 2023 12:21 PM
To: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>
Subject:

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Hi,

I am confused by the booklet. Is my landlord allowed to enter my property without any notice at all? In our lease it says to give a good faith notice but we got nothing. He started unlocking the door when we were inside. We have a very protective dog that would definitely attack a stranger entering our home.