

## FAQ's

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**Q:**Where can I fill out a Complaint Form?

**A:** In the City's Permit Center, Online or by phone.

**Q:** Who is eligible for this Program?

**A:** Any tenant living in an Apartment in Concord with 4 or more units.

**Q:**Can I be Anonymous?

**A:** No, we need to know as much information from the tenant in order to help correct any issues.

**Q:** Do you come out for Inspections on the weekends?

**A:** No



## Resources:

**Renters & Owners-** City of Concord  
Residential Rent Review Program

This program allows tenants who experience rent increases exceeding 10% in a 12 month period to seek non-binding conciliation and mediation services through a housing counselor retained by the City. For more information please contact Rent Review staff at 925-671-3387 or [ConcordRentReview@echofairhousing.org](mailto:ConcordRentReview@echofairhousing.org)

**Eviction-** Bay Area Legal Aid  
925-219-3325

**Gas Leaks-** PG&E 1-800-743-5000

**Owners-** California Apartment Association  
1-800-967-4222 or [caanet.org](http://caanet.org)

## City of Concord

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Concord Permit Center  
1950 Parkside Drive MS / 51  
Concord, Ca 94519

**Phone:** (925) 671-3408

**Fax:** (925) 680-4877

**Email:** [MFIP@cityofconcord.org](mailto:MFIP@cityofconcord.org)

**Website:** [www.cityofconcord.org/MFIP](http://www.cityofconcord.org/MFIP)

# Multi-Family Inspection Program

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## Welcome to the Multi-Family Inspection Program

This program was established to implement the housing goals of the City, to preserve and protect the city's existing stock of multi-family housing, to protect and promote the health, safety and welfare of the residents of multi-family housing, and to avoid conditions of deterioration and blight which could adversely affect economic conditions and the quality of life throughout the city.

Have you contacted your Landlord for one of these issues and still need help?

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- Broken Windows
- Broken Appliances:
  - Heater
  - Stove
- No Hot Water
- Non-Working Smoke Alarms
- Unsafe Electrical Outlets
- Broken Toilet or Shower
- Rotting Wood
- Roof / Plumbing Leaks
- Infestation - Bed Bugs, Rodents

Contact our Multi-Family Inspection Program for assistance at (925)671-3408 or visit our website [www.cityofconcord.org/MFIP](http://www.cityofconcord.org/MFIP)

To report a problem by phone please provide the following information (Can **NOT** be Anonymous) :

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- Your Name
- Property Address & Unit Number
- Telephone number and Email
- Description of needed repair
- Was the problem reported to Property Manager or Landlord? If so, when was it reported?
- Name and Contact Info of Property Manager
- Describe how problem was reported to Landlord or Property Manager (in person, by phone, and/or in writing)
- Describe any action taken so far by Owner

Complaint forms can be found on our website and in the City's Permit Center located at 1950 Parkside Drive, Building D.