

Tenant Complaint Process Outline

Tenant/Resident, you should always start by reporting the concern to your landlord or property manager to give them an opportunity to fix the problems. It is recommended that you report the problem to the landlord or property manager both by telephone and in writing. Be sure to specifically describe the problem in your request. If no action is taken to correct the problem after a reasonable amount of time has passed, *(we usually recommend 10 days, unless a life safety issue such as lack of heat in cold weather, lack of hot water, etc. in which case the City will take immediate action)*, you may contact the Multi Family Inspection Program for assistance either by telephone, **925-671-3408**, or by email, **MFIP@cityofconcord.org**. A building inspector or permit technician will take your information and, if necessary, open a multi-family inspection case and schedule an inspection of the apartment or exterior area in order to follow up on the alleged Code violations.

To report an issue that has not been resolved after taking the steps above, please provide the following information:

Your name: _____

Property address, including unit #: _____

Telephone number and/or e-mail address: _____

Description of the needed repair or problem:

Whether the problem was reported to the landlord or property manager: _____

The name and contact information of the person you reported the problem to, and when you reported it: _____

Describe how the problem was reported to the landlord or property manager (In person, by phone, and/or in writing). Provide copies of any written correspondence to date:

Describe any action taken so far by the owner, manager, maintenance staff or contractor/repair technician to date to fix the problem:

If the issue involves an eviction or potential eviction concerns, or issues with lease terms, such as whether a tenant can keep a pet, parking space concerns, owner entering unit without proper notice, etc. tenant should contact Bay Area Legal Aid by calling:

**925-219-3325 or
510-250-5270**

To report a recent rent increase, please call: ECHO Housing 855-275-3246 or ConcordRentReview@echofairhousing.org