

RESPONDING TO A RENTAL HOUSING CODE REQUEST

When a tenant needs a problem addressed within their rental unit, he/she will be required to submit a request in writing to the owner or manager of the property. The request can be made on the city's standard form or an equivalent document made available by the landlord.

The property owner will then have seven (7) days to address the request, unless there is an emergency condition such as lack of power not caused by power company, lack of heating capable of keeping the unit to at least 68 degrees, flooding, structural failure of exterior roof/walls, etc. In any of these cases, it is the property owner's responsibility to address the request immediately and make provisions for safe and habitable conditions as quickly as possible.

It is suggested that all measures taken to mitigate the request or responses to the tenant be documented in writing.

If the property owner does not address the request or if the property owner

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fails to make corrections within twenty (20) days, the tenant may submit a Complaint Form (see reverse) to the Community Development Department. If a complaint is submitted to the department and the complaint is determined to be valid, the department will contact the property owner as quickly as possible to schedule a Complaint Inspection. The tenant, landlord and city representative must be present at the Complaint Inspection. The inspection will consist of a review of all required minimum standards for the unit.

If a code violation is found during the Complaint Inspection, the property owner will have 30 days to complete the correction or file an appeal. A complaint inspection fee will be assessed to the property owner.

If an appeal is submitted, the case will be heard by the Building Code Board of Appeals at the board's next available meeting.

***For more information on the
Housing Code, please go to
www.cityofclive.com***

CITY OF CLIVE

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