



Life Safety Division • City of Duluth Fire Department

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Tenant Complaint Form

This form is intended to allow tenants to submit complaints regarding building code violations in a rental property. In order for a complaint inspection to be conducted, the following criteria must be followed:

- STEP ONE:** Tenant must inform landlord/property owner of complaint(s) in writing, such as a letter or email (**text messages and verbal conversation do not qualify**).
- STEP TWO:** Tenant must allow landlord/property owner sufficient time to correct reported complaints.
- STEP THREE:** If complaints are not corrected within a sufficient amount of time, or in a satisfactory manner, then the tenant may fill out the bottom portion of this form and submit it along with a copy of the original documentation of the complaint sent to landlord/property owner.
- STEP FOUR:** An inspection will be made for any complaints listed that pertain to the building/housing codes enforced by the Fire Department. The owner will receive an order of correction for any violations.

There are housing issues that are not covered by the building/housing code, and therefore will not be addressed/inspected by this department. Examples of these issues are:

- MOLD:** Mold is not listed in the building/housing code and is not in and of itself a violation. However, there may be a cause of the mold that is a violation, and therefore can be addressed, such as a leaky roof, broken window, bad plumbing, etc.
- BEDBUGS:** Infestations of insects, such as bedbugs or rodents, is only a building/housing code violation if it occurs in the common areas of rental property (entry, laundry room, etc.). Any infestation that occurs in the rental unit is technically the responsibility of the tenant. We do not investigate tenant complaints of infestation in rental units.

Complainant Information:

Name(s): _____

Address: _____

Cell Phone: _____ Alternate Phone: _____

Email Address: _____