

Tenant Requested Inspection Policies and Procedures

For a tenant complaint to be accepted, tenants must be (a) up to date with rent payments AND (b) not in the process of being evicted. If a tenant does not meet both criteria, Code Enforcement cannot assist the tenant.

Common issues that can be addressed through the Tenant Requested Inspection (TRI) Process:

- Structural issues (leaking roof, inoperable windows)
- Electrical and plumbing issues (outlets not working, burst pipes)

There are two types of emergency TRIs:

- Heat supply incapable of maintaining temperature of 68° F in habitable rooms between October 1st and May 15th.
- Every plumbing fixture shall be supplied with hot and cold running water.

Emergencies must be corrected in 24 hours for lack of water and 72 hours for lack of heat or the property owner may be issued orders. In non-emergency cases, Code Enforcement will send a letter to the owner to notify them of the complaints and the violations. The owner then has two (2) weeks to make the repairs. The tenant will be given a call back date, approximately two weeks later, to call and let the Code Enforcement Officer know if the repairs have been made or not. If repairs have not been made, an inspection will be scheduled and may result in orders issued to the property owner. If the tenant does not call back, the case will be closed with no further action taken.

It is the tenant's responsibility to allow the owner or the owner's contractor in with proper notification to make the necessary repairs. It is the tenant's responsibility to ensure the condition of a rental unit is in an acceptable condition prior to signing a lease. Code Enforcement will not send contractors to make any repairs for violations.

Issues that cannot be addresses through the TRI process:

- Infestations
- Mold, mildew, lead-based paint, or asbestos
- Lack of cleaning
- Any non-property maintenance code issues
- Issues that are a result of a tenant action (clogged drains, toilets, utilities shut off for non-payment that the tenant is required to pay as part of the lease)
- Breach of leases

To file a complaint or to speak to a Code Enforcement Officer, please call 937-324-7385 or visit the Code Enforcement Office, located on the second floor of City Hall at 76 E High St.