



Fire Prevention / Life Safety Tenant Complaint Form



Tenant Complaint Form

The intent of this form is to allow tenants to submit complaints regarding housing code violations in a rental property. In order for our office to conduct a complaint inspection, the criteria below must be followed:

- STEP ONE:** Tenant must inform landlord/property owner of complaint(s) in writing, such as a letter or email (**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 completely corrected within a sufficient amount of time, then the tenant may fill out this form and submit it to lifesafety@duluthmn.gov or mail/drop off to the address at the bottom of the form 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 housing codes enforced by the Fire Department. The owner will receive an order of correction for any violations.

The issues below are examples of issues not covered under the housing code and will not be addressed.

- MOLD:** Mold is not listed in the 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 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.

Below are a few other resources available to tenants.

- ONE ROOF:** <https://www.1roofhousing.org/programs-services/tenant-landlord-connection/>
- LEGAL AID:** <http://lasnem.org/>

