



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 text message or email (**verbal conversations do not qualify**).
- STEP TWO:** Tenant must allow landlord/property owner **two weeks** to address the issue(s) if they are non-life safety maintenance concerns. For life safety issues (lack of heat, lack of utilities, unsafe structural conditions) please contact us **IMMEDIATELY** at 218-730-4380 or lifesafety@duluthmn.gov.
- STEP THREE:** If complaints are not completely corrected or scheduled to be 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 Life Safety Division. 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.
- LEGAL:** The City of Duluth does not get involved in lease disputes, evictions or civil court actions between parties. Tenants must allow access to the unit or structure for repairs to be made.

Below are a few other resources available to tenants.

ONE ROOF: <https://www.1roofhousing.org/programs-services/tenant-landlord-connection/>

JUSTICE NORTH: [Justice North](#)

ATTACHMENTS REQUIRED:

- ☐ Copy of written notice to landlord (letter, maintenance form, email and/or text)
- ☐ Any landlord response or other correspondence
- ☐ Photos or additional documentation (Optional)

Complainant Information

Please note, in order to accept the complaint, we need all of the information below completed and written documentation showing communication between the landlord and tenant. Ensure that the contact information below is accurate. We will contact you when we start working on the complaint, if we are unable to get ahold of you, we may not be able to address the complaint.

Name: _____

Date: _____

Address: _____

Phone: _____

Email: _____

Complaint: _____