



## SUBSTANDARD HOUSING CONDITIONS COMPLAINT

- \*Leaky Roof
- \*Broken windows
- \*No Hot Water
- \*Pest Infestation
- \*No Required Lighting
- \*Hazardous Electrical
- \*Hazardous Plumbing
- \*No Water
- \*No Heat
- \*Moisture Intrusion
- \* Faulty Weather Protection
- \*Hazardous Mechanical

If a tenant has any one of these or a combination of these conditions (or other conditions not listed that compromise health and safety) in their rental dwelling, **we recommend that person prepare written communication** (formal letter, property management work order software report, email, text, note, or posting with a date shown) **and convey it to the property management and/or the property owner** describing the problem and requesting repairs. **We recommend the tenant retain a copy of the written communication.** If ten (10) calendar days pass with no indication that the repairs will be made, **we recommend the tenant contact our office (via the city website) and provide us with a copy of the written communication (a legible photograph is acceptable).** We will arrange an inspection of the dwelling with the tenant. If the inspection reveals substandard conditions, city staff will contact the responsible party and notify them of their obligation to bring the property into compliance. If the responsible party fails to resolve the problem after notification, city staff will commence enforcement.

If you believe your tenant's rights (civil matter not handled by this office) have been violated, please contact Eden Council for Hope and Opportunity (ECHO), 22551 Second Street #200, Hayward, CA 94541, 510.581.9380 or 855-ASK-ECHO toll free for assistance.

If you have any questions regarding substandard housing conditions, please contact our office at the City of Newark Community Preservation Division, 37101 Newark Boulevard, Newark, CA 94560, 510.578.4330 or [compres@newark.org](mailto:compres@newark.org).

