

Tenant Rights COMPLAINT PROCEDURE

NOTICE TO TENANTS

In order to help all tenants abate any complaints they may have, I have drafted the following guidelines to provide all concerned a fair course of action.

1. Complaints should be written and directed to management with a copy forwarded to my attention.
2. Give management a reasonable amount of time to schedule repairs, taking into consideration the severity of your complaint(s) and the cooperation you receive from management.
3. If these guidelines have been followed and you have not received satisfaction, please [submit a Tenants Complaint Form](#) and I will start complaint proceedings.
4. Please understand that these guidelines pertain only to ordinary repairs. ALL EMERGENCY REPAIRS SHOULD BE IMMEDIATELY REPORTED TO BOTH MANAGEMENT AND [SUBMIT A TENANTS COMPLAINT FORM](#).
5. The tenant must make certain that they provide access to their unit for maintenance personnel during normal business hours. Without access, any repair can not be preformed.

I hope that this notice will help both tenants and management work together to attain the quality of life that all concerned deserve.

Sincerely,

Nicholas J. Cosentino
Housing Official
