

Filing a Rental Housing Code Complaint

When a tenant needs a problem addressed within their rental unit, it shall be the responsibility of the tenant to submit a request in writing to the owner or manager of the property. The tenant must keep a record of the written request and any responses from the owner/manager.

The property owner will have seven (7) days to address the request, unless there is an emergency condition such as lack of power not caused by the power company, lack of heating capable of keeping the unit to at least 68 degrees, flooding, structural failure of exterior roof/walls, etc. In any of these cases, it is the property owner's responsibility to address the request immediately and make provisions for safe and habitable conditions as quickly as possible.



If the property owner does not address the request or if the property owner fails to make corrections within seven days, the tenant may submit a Complaint Form (see reverse) to the Development Services Department. If the completed Complaint Form is found to be valid, the department will contact the property owner as quickly as possible to schedule a complaint inspection. The tenant, landlord and City representative must be present at the complaint inspection.

If a code violation is found during the complaint inspection, the property owner will have 30 days to complete the correction or to file an appeal. If an appeal is submitted, the case will be heard by the Waukee Board of Appeals at the Board's next available meeting.

For more information on the Housing Code, please visit www.Waukee.org/rentalinspections

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www.Waukee.org/rentalinspections
515-978-9533





City of Waukeee
 204 W. Hickman Road
 Waukeee, IA 50263
 515-978-9533
www.Waukeee.org

Waukeee
 DEVELOPMENT SERVICES

Rental Housing Program Complaint Form

At least seven (7) days prior to submitting a complaint to the City, written notice of the alleged violation(s) must be given to the property owner or manager.

1. Has written notice of the alleged violation(s) been mailed or personally delivered to the property owner or manager? **YES** **NO**
2. Has the property owner or manager responded to the complaint? **YES** **NO**
3. Is there documentation that the complainant is party to a rental agreement at the address identified in the complaint? **YES** **NO**
4. Do you have a copy of the written notice provided to the property owner or manager? **YES** **NO**
5. Do you have a copy of the written response to the complaint? **YES** **NO**

Tenant Information

Name _____

Address _____

Mailing Address _____

Phone Number _____

Email Address _____

Owner/Manager Information

Owner/Manager Name _____

Owner/Manager Phone Number _____

Please describe the alleged code violation(s):

Complainant Signature _____

_____ Date _____

Submit this completed form by email to pcarpenfer@Waukeee.org, by mail (Attn: Rental Inspections) or in person at Waukeee City Hall.