

HOUSING CODE COMPLAINTS POLICY

The Department of Fire and Inspection Services is responsible for enforcement of the Uniform Housing Code. Enforcement is administered on a complaint basis, as established by this policy. All complaints will be logged and evaluated on initial contact as to whether or not they are life threatening.

LIFE THREATENING SITUATIONS

The Department of Fire and Inspection Services will respond in a timely manner where there is a report of an immediate or potentially immediate life threatening situation. The response may be an immediate investigation or a referral of the call to the appropriate entity or department.

NON-LIFE THREATENING SITUATIONS

Complaints that are evaluated as being non-life threatening will be responded to, based on the following guidelines and procedures:

1. COMPLAINTS:
 - a. Complaints must be in writing and signed in letter form.
2. EVALUATION OF THE COMPLAINT:
 - a. Does the complaint concern a violation of the Housing or Building codes? Does the situation pose a threat to life, limb, health, property and public welfare? (Example: No heat or no sanitary facilities)
 - b. Is the situation primarily a landlord/tenant dispute? The department will not get involved in landlord/tenant disputes regarding maintenance and/or upkeep, unless they are evaluate to be life safety issues. Unsanitary conditions are referred to the Ellis County Health Department. Our department will not become involved in resolving civil disputes.
 - c. The Department of Fire and Inspections Services will **not** respond to situations evaluated as “non-life threatening” **unless** the property owner has had written prior notice of the complaint and is given a reasonable chance to repair the problem. This department requires a copy of this notice prior to proceeding with the complaint.
3. RESPONSE TO THE COMPLAINT:
 - a. Special inspection occurs after the complaint has been evaluated and acknowledged by the Department.
 1. Tenant(s) and/or Landlord must be present at the time of the inspection.
 2. If violations are observed, a notice is sent to the owner of the property, with copies to all parties, which enumerates the violations, required repairs and the completion date of listed violations.
 3. If the corrections have not been made by the date specified, the matter is turned over to the City’s Attorney, for possible legal action.