

TENANT COMPLAINT GUIDELINE/POLICY

1. Landlord (Owner/Manager) **MUST** be notified of repairs requested at property via CERTIFIED MAIL.

Please provide:

- a. A copy of the letter
- b. A copy of the return receipt

2. Section 8 housing complaints **MUST** be submitted to the Housing Authority (HA). Contact Lucia Deleon by e-mail ldeleon@kernha.org. If no response is received within 10 days, provide a copy of the email request and KCCC will make a referral and **MAY** open a complaint.

3. Tenants **MUST** provide copies of rental/lease agreements. Provide any available receipts, communications, pictures, etc. that are pertinent to the investigation. Documents can be sent via FAX: 661-862-5101, email: CodeCompliance@KernCounty.com or via mail: Kern County Public Works, ATTN: Code Compliance, 2700 M St., Ste 570, Bakersfield, CA 93301.

NOTE: An immediate response will be made to all imminent threats to health and safety. Investigation may result in the unit being condemned and tenant(s) being displaced.

TENANT COMPLAINT FORM

TENANT NAME: _____ PHONE: _____

ADDRESS: _____ CITY: _____

LANDLORD NAME: _____ PHONE: _____

ADDRESS: _____ CITY: _____

All boxes **MUST** be checked to file a complaint.

- ☐ I am the legal tenant at the above stated address.
- ☐ I completed all requirements as stated on the tenant complaint guideline/policy form.
- ☐ I have not been served with eviction papers.
- ☐ I have provided a copy of my rental/lease agreement.

Repairs requested as stated in Certified Letter to Landlord (Owner/Manager):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

I certify under the penalty of perjury that the information stated herein is true and correct.

SIGNATURE: _____ DATE: _____