



# REQUEST FOR MAINTENANCE / RESTORATION OF HOUSING SERVICES/ CORRECTION OF CODE VIOLATIONS

To apply for a rent decrease hearing, a tenant must first write to the landlord and request that the landlord deal with the specific issues to be heard. These issues include:

## Required Maintenance

### Paint and carpet

Ordinarily, the interior of all rental units and common areas must be painted no less than once every four years. Rental units and common areas must be provided with new carpet and drapes or window coverings every seven years, and rental units must be provided with new wallpaper and linoleum/vinyl floor coverings every seven years if the landlord provides or has provided these items to the tenant.

### Appliances

All appliances provided by the landlord must be maintained in good working order. The tenant should list what is wrong with an appliance in the letter.

If the landlord shows at the hearing or appeal that the items are in good condition, the decision may find that the work is not necessary and postpone any decrease.

## Housing Services and Emergency Contact

### Housing Services

Landlords may not substantially reduce or remove housing services that were available to the tenant as part of the tenant's Maximum Allowable Rent or else they must reduce the rent accordingly. A housing service may be anything a landlord provides a tenant in connection with a rental unit, including utilities, appliances, maintenance, laundry facilities, parking, a resident manager, furnishings, security garage, recreational facilities, janitorial service, trash pick-up, and posted list of emergency contacts.

### Manager Services

If a landlord removes an existing on-site manager or if a building with 16 or more units does not have an onsite manager, tenants may ask that the manager service be restored.

### Posted Business Hours and Emergency Contact

The schedule of regular business hours must be posted and all residential rental buildings with 5 or more units must have emergency telephone numbers posted as well.

## Code Violations

### Habitability

The rental unit must be maintained in accordance with Building, Housing and Health Codes. If a Building, Code Enforcement, Health, or Fire Inspector has found that violations exist on the property, the tenant may send a list of the ordered corrections to the landlord and request compliance. This request to correct all violations may include copies of notices and citations from enforcement agencies.

### Agencies to contact for habitability concerns:

- WeHo Code Compliance: (323) 848-6516
- LA County Public Health Dept.: (888) 700-9995
- Fire Prevention Bureau: (310) 358-2380

## Mediation and Hearings Process

### Mediation Program

Mediation is a quick, easy, and free alternative to filing for a hearing. A tenant or landlord may request mediation to resolve a dispute about required maintenance or housing services or to work out the performance of maintenance or services. Mediation may be requested by a tenant or landlord before or after filing for a hearing. If you would like to request mediation, please call (323) 848-6450.

### Hearing Process

The landlord should remedy the tenant's request or reduce the tenant's rent accordingly **within 30 days** of receiving a tenant's written request. If they do not and the tenant has a copy of the request that is over 30 days old, the tenant may file for a hearing. The 30 days may be waived if the tenant is able to show that the landlord has refused (in writing or otherwise) to perform any work or lower the rent. **Issues will not be heard unless they are in the tenant's written request submitted to the landlord.** Following the filing of the application, a hearing on the matter may then be scheduled. Filing fees will be waived for low-income and Section 8 tenants.



# REQUEST FOR MAINTENANCE / RESTORATION OF HOUSING SERVICES/ CORRECTION OF CODE VIOLATIONS

Send this form to your landlord to request maintenance, restore housing services, or correct code violations.

Tenant name: \_\_\_\_\_

Address: \_\_\_\_\_

Dear \_\_\_\_\_,

With this letter, I am asking you to do the following items I have checked or reduce my rent accordingly as required under the City of West Hollywood Rent Stabilization Ordinance:

- Paint the interior of my unit** because it is necessary, and I don't think it has been done in the last four years.
- Replace the following items in my unit** because they are necessary, and I don't think they have been done within the last seven years:
  - Carpeting
  - Existing wallpaper
  - Draperies or other window coverings
  - Linoleum/vinyl floor covering
- Repair one or more of the following appliances**, which is/are not in good working order (*e.g., stove, refrigerator, dishwasher, air conditioner, plumbing, washer, dryer, etc.*):

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- Paint the interior and/or exterior common areas** (surfaces outside my apartment that are shared with other tenants in the building) as I believe:
    - Interior has not been done for at least 4 years
    - Exterior has not been done for at least 7 years
  - Replace the common area carpets and/or drapes or window coverings** (items outside my apartment that are shared with other tenants in the building) because it is necessary, and I don't think it has been done within the last seven years:

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- Restore/provide the housing services provided** to my unit and/or to the building to the way they were when my base rent was set (usually April 30, 1984 for pre-1999 tenants or the move-in date for post-1999 tenants). These housing services have been reduced or withdrawn in the following ways (*please list items and location; includes resident manager on properties with less than 16 units where service has been removed*):

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- Provide resident manager/post schedule and emergency numbers** on property with 16+ units (*list item(s)*):

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- Post emergency phone numbers on property** with 5 or more units
  - Correct code violations** (see attached Notice to Correct from Code Enforcement, Health Inspector, Fire Department, Building Inspector, etc.)

Please let me know promptly when you will be able to fulfill the above request(s). If you think any or all of the above requests is not necessary, please respond and tell me why.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_