

## How can I get more information?

You may contact the Code Enforcement Division Monday through Friday during our regular business hours 9:00 AM - 4:00 PM at (866) 557-RENT (7368) or visit our public counters:

### **Central Regional Office**

1910 Sunset Blvd #300  
Los Angeles, CA 90026

### **North Regional Office (Valley)**

6400 Laurel Canyon Blvd #610  
North Hollywood, CA 91606

### **West Regional Office** (Public Counter Temporarily Closed)

1645 S. Corinth Avenue #104  
Los Angeles, CA 90025

### **South Regional Office**

1910 Sunset Blvd #300  
Los Angeles, CA 90026

### **East Regional Office**

1910 Sunset Blvd #300  
Los Angeles, CA 90026

### **LAHD Headquarters**

1910 Sunset Blvd #300  
Los Angeles, CA 90026



## Contact Us



866-557-RENT (7368)



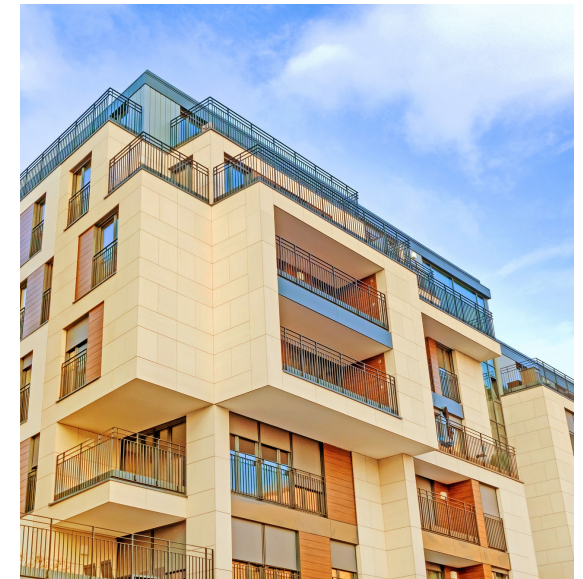
[housing.lacity.gov](https://housing.lacity.gov)

## LAHD Mission

*The Los Angeles Housing Department produces, preserves and protects safe and affordable housing for all Angelenos in all neighborhoods.*



# Complaint-Based Inspection Program



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## Complaint-Based Inspection Program - How it works



### What is the Complaint-Based Inspection Program?

The Los Angeles Housing Department's (LAHD) Complaint-Based Inspection Program works along with the Systematic Code Enforcement Program (SCEP) to provide a method for tenants to file habitability complaints regarding their residential rental units.

### How does the program work?

If you live in a multi-family rental property and experience Housing Code violations within the unit or the surrounding common areas, you may file a complaint with LAHD. An inspector will be assigned to investigate the complaint, and if violations are found, the property owner will receive notification that the deficiencies are to be corrected. Based on the severity of the deficiencies, the property owner will be given up to 30 days to make the necessary repairs.

At the end of time allowed for repairs, the inspector will return for a re-inspection. If the owner has corrected the deficiencies and no other violations are found, the property will be found to be in compliance and the case will be closed.

If there has been little or no compliance, the property owner may be summoned to a General Manager's Hearing to explain the reason for non-compliance, and may be subject to further enforcement actions. The property owner may also be referred to the City Attorney's Office for civil or criminal prosecution.

### How do I file a complaint?

You may contact the Code and Rent Helpline during regular business hours at (866) 557-RENT(7368). Complaints filed by phone may be left anonymously, but must include the property address, unit number (if the violation exists inside a unit), a contact phone number, and the nature of the complaint. There is no fee associated with filing a complaint.

### Once I file my complaint, when will my unit be inspected?

It is anticipated that you will receive initial contact from the Code Enforcement Unit staff either by telephone or email within 72 hours of filing your complaint. We attempt to respond to all urgent concerns within 24 hours. Our inspectors will make arrangements prior to coming to inspect your unit.

If it is inconvenient for you to meet the inspector as scheduled, you may designate another adult such as a friend or family member to be available at your unit at the time of inspection.

### What if I need to file another complaint regarding my unit?

If you find other violations existing in your unit, you can file another complaint by calling the Code and Rent Helpline at **(866) 557-RENT (7368)**.



### Can I be evicted for filing a complaint?

No. Your landlord cannot retaliate against you or threaten eviction for filing a complaint. As a tenant, you have the right to live in a rental unit that is safe and habitable. If you are threatened with eviction as a result of filing a habitability complaint, and you currently live in a unit that is covered by the Rent Stabilization Ordinance (RSO), you may contact LAHD's Rent Stabilization Division at (866) 557-RENT (7368) for information.

### Do I have to file a complaint for my unit to be inspected?

No. LAHD makes every effort to conduct Systematic Code Enforcement Program (SCEP) inspections once every four years. Property owners are notified in writing at least 30 days prior to a routine SCEP inspection, and should provide tenants at least a 24 hour notice. Property owners are billed annually to cover the costs associated with the inspection, and are allowed to pass this fee onto tenants. For the current fee rate, please visit: **housing.lacity.gov**.

### Contact Us



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**housing.lacity.gov/ask-housing**



**1-866-557-7368**