

Landlord/Tenant Complaint Form

The City may receive complaints from Tenants of Apartments and other rental units alleging problems with leaking plumbing, waste disposal, insect infestations and similar conditions. All complaints are taken seriously, but the majority have been found to be related to landlord/tenant disputes involving rental payments or alleged tenant property damage.

The tenant should first inform the Manager of the apartment in writing about the problem and the corrective action being requested. If there is no response from the Manager within one week, then a formal complaint using this form may be filed with the City.

Upon receipt of a formal complaint, the City will send a letter to the Apartment describing the nature of the alleged conditions described by the Tenant requesting the Manager to contact the Tenant to resolve the concern. If the problem remains to be unresolved, a formal inspection may be made to determine if a City Code Violation, public health nuisance or occupant health hazard exists.

Information to be provided by Tenant about the complaint:

Name of Tenant:

Apartment Unit #:

Address: City, State, Zip:

Phone*

*Please provide a number at which you can be reached between 8am & 5pm, Monday-Friday

Have you made the Apartment Manager aware of this complaint? Yes No

Name of Apartment:

Address: City, State, Zip Code:

Name of Apartment Manager:

Describe complaint:

I certify that the conditions described in this complaint are true and complete to the best of my knowledge. By signing below, I am acknowledging that I am the property tenant and that I am granting permission for an interior inspection of the property. I also understand that all parties involved may have violations for which they are responsible.

Signature: _____ **Date:** _____

Example Letter To be sent to Apartment

Name of Apartment
Attention: Manager
Address
San Antonio, TX 78201

The purpose of this letter is to inform you that an official complaint has been received from Tenants in Unit # _____, describing an alleged _____. The Tenant also claims that Apartment Management has been informed, but has not taken corrective action.

It is requested that you contact the Tenant to resolve this complaint within five working-days of receipt of this letter. If the conditions described by the Tenant are not resolved in a timely manner an official inspection by this office will be scheduled to determine if the situation is creating a public health nuisance or potential occupant health hazard.

Thank you ahead of time for contacting the Tenant and taking measures to resolve this complaint. Please be advised that if the complaint is not resolved in a timely manner an official inspection may be made to determine if a City Code Violation, public health nuisance or an occupant health hazard exists. A copy of findings of an official inspection may also be provided to the San Antonio Housing Authority and City Attorney.

City Health Inspector

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