

## HOW TO MAKE AN EFFECTIVE COMPLAINT WHEN IT INVOLVES A RENTAL ISSUE

**IDENTIFY THE PROBLEM.** It is important to be very clear about the nature of the complaint. For example, security deposit, heat, or property maintenance.

**ORGANIZE THE DETAILS.** Be specific on when, where, and time that the problem occurred. If possible, take pictures of the problem.

**KEEP A FILE** of all your efforts to resolve the problem. It should include the names of the individuals you speak with, and the date, time, and outcome of the conversation.

**CONTACT THE OWNER OF THE PROPERTY.** Call or write the owner and state the problem and ask for a time frame for the corrections to be made.

**BE PERSISTENT.** Call the owner back if the problem hasn't been taken care of in the time frame that was given.

**IF THE OWNER HAS NOT RESPONDED,** call the City of Ithaca Building Department at 274-6508 and make a formal complaint. The appropriate inspector will be assigned to the complaint. This inspector will follow through with the complaint and if valid, will contact the owner to ensure all the necessary repairs are made.

City of Ithaca Building Department  
City Hall  
108 East Green Street  
Ithaca, NY 14850  
274-6508

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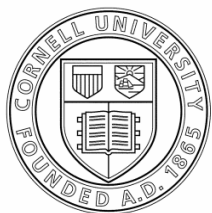
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# Cooperative Extension

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## Tompkins County

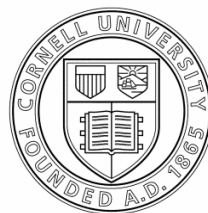
Consumer HelpLine  
272-2292  
<[www.ccetompkins.org](http://www.ccetompkins.org)>

Weekdays  
10 AM – 2 PM

For City of Ithaca Rental Housing Code  
and Tenants' Rights Information, go to:

<[www.ci.ithaca.ny.us](http://www.ci.ithaca.ny.us)>  
→ City Departments  
→ Building Department

For the NYS Tenant's Rights Guide, go to:  
<[www.oag.state.ny.us/realestate/tenants\\_rights\\_guide.html](http://www.oag.state.ny.us/realestate/tenants_rights_guide.html)>



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