

Filing a Rental Housing Complaint



CITY OF SIOUX CITY
COMMUNITY DEVELOPMENT DEPARTMENT
INSPECTION SERVICES DIVISION
405 6TH STREET, ROOM 309
PO BOX 447
SIOUX CITY, IOWA 51102
PHONE# 224-5216 FAX# 279-6188

Housing Maintenance Code

The City of Sioux City has adopted a Housing Maintenance Code, which is a part of the Municipal Code of the City of Sioux City, Iowa. As a tenant, it will be helpful for you to be informed about the provisions in the code that may affect you.

A free copy of the Housing Maintenance Code is available in the Permit Center, 3rd Floor, City Hall. A copy of the landlord and tenant law, Code of Iowa, is included. The State Code Chapter 562A, the last section of the code, is not administered by the Inspection Services Division and is provided only as additional information.



Purpose

The purpose of the Housing Maintenance Code is to protect public health, safety, and welfare; to establish regulations governing maintenance of dwellings, including minimum standards, rental permits, fees inspections, etc.

Responsibilities

Within the code, responsibilities of both the landlord the tenant are described. **The landlord is responsible for maintaining the property and meeting minimum code standards.**

The tenant must also comply with the listed tenant responsibilities, including exercising reasonable care and use of the property. **The tenant is responsible for notifying the landlord when fixtures or facilities are damaged, broken, or inoperable.**



Landlord Notification

When repairs or maintenance of the rental property are needed, the tenant must notify the landlord. The landlord needs to be allowed a proper and reasonable time to complete the repairs. It is important that the tenant document the dates and information provided to the landlord. A written notification of written repairs is always best, especially if a first notification did not result in the completion of repairs.



Filing a Complaint

After the tenant has properly notified the landlord of needed repairs and a reasonable time has passed with no action from the landlord, a written complaint can be filed with the Inspection Services Division. A copy of the complaint form is on the reverse of this sheet. The complaint can be mailed, faxed, or delivered in person. (Information is on the front cover of the pamphlet.)

After the complaint is filed, an inspector will be assigned to the case. The inspector will take appropriate action and may need to make an inspection with the landlord.

