

Section 150.56

(E) *Complaints.* The City of Windom will handle complaints as follows:

(1) It is the City's position that property owners and tenants work together to resolve complaints concerning rental housing units. Complaints by tenants shall be in writing and shall first be directed to the property owner. If after a reasonable period of time, the property owner does not respond to the tenant's written complaint or refuses to repair a valid health or safety issue as required by City ordinances, the tenant may then submit a written complaint to the City.

(2) Tenants' complaints to the City concerning rental housing units shall be in writing and submitted on a fully completed "Rental Housing Complaint Form" provided by the City.

(3) The City will only respond to complaints concerning issues that allegedly are in violation of the Health and Safety sections of this ordinance.

(4) Upon submission of a completed Rental Housing Complaint Form, the City will send written notification to the property owner within five (5) business days. This notice will explain the nature of the complaint and request that the property owner contact the City within seven (7) calendar days to schedule an inspection. There will be no fee for this inspection. If the property owner does not schedule the inspection or the rental unit fails the inspection, then the "Fines and Penalties" Section of this ordinance will apply.

(5) For any complaint the City receives for the same rental unit within twelve (12) months of the filing of the initial complaint, a deposit will be charged to the complainant at the time the complaint is filed. The amount of the deposit will be established by Resolution of the City Council.* The City will then contact the property owner within two (2) business days and schedule an inspection. This inspection shall be made within three (3) business days after the City has contacted the owner. After inspection, if the City issues a repair notice to the owner, the deposit will be returned to the complainant and the "Fines and Penalties" Section of this ordinance will apply. If the rental unit passes the inspection, the City will retain the deposit to cover administrative costs associated with the complaint and inspection.

* **The amount of the deposit is \$50.00.** This amount was established by Resolution of the City Council adopted on December 19, 2017.