



Complaint Inspection Request Information Sheet

Oakland Housing Authority **MAY** conduct a complaint inspection if the landlord/property manager, participant, or another source reports Housing Quality Standards (HQS) violations in the unit. Requests will not be considered if the items reported in the complaint do not involve HQS criteria determined by HUD.

What is Housing Quality Standards (HQS)?

Definition: Minimum quality "Standard Housing" necessary for the health and safety of program participants.

Some examples of HQS failed items include:

- Any condition that jeopardizes the security of the unit (i.e. fire, flooding, etc.)
- Major leaks (i.e. gas, water, etc.)
- Out of service Utilities (Gas, electricity, water)

All complaints must **first** be put **in writing** and addressed to the person responsible for the repairs. In order for your inspection request to be considered, please do the following:

1. Report any HQS deficiencies to the owner or tenant of the property in writing. Please allow at least 72 hours for them to respond to your notification.
2. If you have not received a response within 72 hours, then complete the attached form and attach a copy of the written complaint notice and any pictures you have taken. Your notice:
 - Must be addressed to the landlord/property manager or the tenant; and
 - Must state the repairs or corrections that need to be made

OHA will contact you and the other party to determine if any actions have been taken to resolve the problems. If OHA determines the complaint involves HQS deficiencies, a Complaint Inspection may be scheduled. **OHA has the right to refuse to conduct a Complaint Inspection.**



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If there is an emergency where utilities have been disconnected by PG&E, or fire occurs and the unit is uninhabitable, please call (510) 874-1534 immediately.

- To report rodents, bedbug or termite issues and to request field services, contact Alameda Vector Control Services at (510) 567-6800, or online at <http://www.acvcsd.org>.
- For concerns regarding mold, mildew and lead poison, contact Healthy Homes at (510) 567-8280 or online at <http://www.achhd.org/healthyhome/maint.htm>.
- To report a sewage spillage or back- up contact City of Oakland Code & Compliance. You may submit a Service Request online, by phone, by email.

<http://gismaps.oaklandnet.com/srwebsite/ServiceType.aspx> (This web site is for **NON-EMERGENCY services only!**) After you submit your request, you will receive a Service Request ID. Keep this ID number handy! You'll need it if you want to check on the status of your request

For potential emergency situations, please call (510) 238-3381

Email: pwacallcenter@oaklandnet.com