



# 14 DAY REPAIR REQUEST COMPLAINT LETTER

900 Church Street, Inspections Department | Lynchburg, Virginia | 24504

## Tenant Complaint Instructions

If you are having trouble with your landlord or management company not responding to repair request, you may complete this 14-day letter for repair request and a copy of your written online request will be emailed to the City inspections office. If the responsible party does not make the repairs within a reasonable timeframe, you (the complainant) must call the City to schedule an appointment to conduct an official housing-based inspection (the rental program inspection will be at a later date).

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This is a courtesy 14-Day letter as owner compliance is preferred. However, the City of Lynchburg Inspections Department may conduct an inspection for the possible listed violations along with any additional items observed during an inspection if repairs are not corrected. Responsible parties are; the owner of the city record, the management agency/individual, and the occupant(s). If an inspection is conducted, sanitation and other occupant related code violations may be cited. All building code notice of violations reports is subject to court action and criminal charges for all responsible parties.

Rental complaints in the Rental Inspection District, not registered with the fee-based Lynchburg Residential Inspection Program, will automatically be added to the program and scheduled for an inspection at a later date.

- Print or save the website link address to this form for your records.
- Mail/post/email/text/etc. a copy of this 14-day repair request to your landlord/management company or contact person responsible for making repair (please allow a couple of days for your party making repairs to receive this notice). If the responsible party does not receive a copy of the complaint form allowing 14 days to self-comply. The Inspections Department will start the 14-day timeframe from the date of the notice.
- PDF or hard copy complaint forms: After completing the form you can mail/email a copy of this 14-day repair request to your landlord/management company or contact the person responsible for making the repair- in addition, please emailing (dana.horne@lynchburgva.gov) or mail the form to the City of Lynchburg, attn. Dana Horne, 900 Church Street- Inspections, Lynchburg, VA 24504. Please print a copy of this form for your records.
- Complainant MUST call the Inspections Department at 434-455-3922 IF the repairs were not completed to schedule an inspection appointment. Once an inspection has been scheduled, an official case Housing Case will be opened generating a case number.



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- Occupants cannot refuse maintenance personnel or owner entrance in order to make/abate repairs. Most repairs may not be completed on an occupants' schedule or convenience.
- Animals in dwelling/room/house are not excuses to refuse repairs
- Changed locks are no excuse to refuse repairs
- Occupant/complainant agrees not to impede/refuse/delay repairs and allow owner/agent /maintenance/contactor access for the remediation of all the repair(s) requested.
- Occupants' and Owners' please review the Virginia Residential Landlord Tenant Act to understand your rights and expected residential civil processes: Criminal process is separate, under the Building Codes of Virginia. <https://www.dhcd.virginia.gov/sites/default/files/Docx/landlord-tenant/2019-landlord-tenant-handbook.pdf>
- Review the Rental Program website for resources and information <https://www.lyncburgva.gov/rental-program>
- *Responsible parties are the owner of record, management agency/personnel, AND the occupant(s). If an inspection is conducted, sanitation and other occupant related code violations may be cited. All building code notice of violations reports is subject to court action and criminal charges for all responsible parties.*
- Non-payment or on-time payment of rent/monies/etc. does not excuse building code violations or unsanitary living conditions from owners' / occupants'

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## City Code

- Sec. 11-6. - **Retaliation against tenants prohibited.**

Any owner or any other person, firm or corporation, or agent who shall retaliate against a tenant by increasing rent or decreasing services or by terminating a rental agreement because the tenant reported a violation of the provisions of this chapter to the building maintenance official or because the tenant cooperated with the building maintenance official in an investigation shall be guilty of a violation of this chapter and shall be punished as provided in [section 11-9](#) of this chapter.



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Inspections Department may conduct a "Housing" inspection for the possible listed violations,

along with any additional items observed during an inspection if repairs are not corrected.

Occupant/complainant agrees not to impede/refuse/delay repairs and allow owner/agent

/maintenance/contactor access for the remediation of all the repair(s) requested.

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**Today's Date:** \_\_\_\_\_

### ***Information about Person Requesting Repairs***

**From: Name of Person REQUESTING Repairs ~ Occupant/Tenant**

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

**Property Address of Complaint REQUESTING Repairs**

Address \_\_\_\_\_

Occupant/Tenant Email Address \_\_\_\_\_

Occupant/Tenant Phone Number \_\_\_\_\_



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**Information of Property Owner or Management Company Responsible for Repairs**

Name of Property Owner or Management Company on Lease to MAKE Repairs:

First Name \_\_\_\_\_

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Last Name \_\_\_\_\_

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Address \_\_\_\_\_

Property Owner or Management Co. Email Address \_\_\_\_\_

Phone Number Property Owner or Management \_\_\_\_\_

### Check All Applicable Items Below

I have reported the repairs needed

I have NOT reported the repairs needed

These problems have existed for Problem(s) have existed for 1 week

Problem(s) have existed for 30 days

Problem(s) have existed for 60 days

Problem(s) have existed for Over 90 days

The repairs have been attempted but the problem remains

Promises to repair issues/problems but has not been completed to date



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## List Repairs Requested

#1 Repair needed with description and location


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#2 Repair needed with description and location


#3 Repair needed with description and location




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#4 Additional issues/ repairs needed with description and location


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Thank you for your attention to this matter. You can reach me (the occupant) directly at my contact number or email to schedule these repairs in advance of the compliance request. .

**Signature of Occupant/Tenant Authorized to Request Repairs:**

\_\_\_\_\_

**Today's Date** \_\_\_\_\_

**Contact a Property Maintenance Official**

Rental: Dana Horne | 434-455-3922

Housing: Keith Wright | 434-455-3921