

From: CSTNA Housing Committee

To: CSTNA Members

Re: L&I Procedures and Tips

Date: April 3, 2012

1. When there is an **property issue** in the neighborhood call L&I **(302) 576-3030**

- a. say – “I want to file a complaint”
- b. give a precise description of the issue, and
- c. get a complaint number and write it down!

Tip #1: Make sure you talk to a live person; do not leave a new complaint on voice mail. Your complaint gets emailed to the appropriate officer.

Tip #2: Have an address for the issue (not directions to the house!) before you call in. Without a specific address it is hard for L&I to respond to your complaint.

Tip #3: L&I has a block-by-block approach, so they will look at all properties on the block the complaint is filed, so make sure your property is up to code as well.

Tip#4: If there is criminal activity on or around the property always call the police, dial 911 if it is an emergency or dial 654-5151 for non-emergencies. And follow the public safety committee’s guidelines.

2. If you see improvement, great. If not,

- a. wait a reasonable period of time (2 or 3 days, maybe a week if appropriate)
- b. Call back **(302) 576-3030**, say you are following-up and you should be directed to the supervisor
- c. Provide the address or complaint number
- d. Ask what action has happened on the complaint and if needed, a time frame for action.

Tip #5: The supervisor can give you general information about the situation. Sometimes for legal reasons the supervisor or inspector cannot tell how a property is being dealt with. If you are not satisfied or want more details, you can make a request in person at the L&I office.

Tip #6: In many cases, our L&I Inspector Jessica Ramos-Velazquez may be working on something, but it's not visible because a landlord or tenant is ignoring tickets, summonses, etc., or the case is on its way to court.

3. If the issue needs further follow-up, please email our Housing Committee at CSTNA.house@gmail.com with the following information:
 - a. Address of problem property
 - b. Description of the issue and pictures if possible
 - c. Complaint number and date complaint was filed
 - d. Date of your follow-up call (Step #2) and response from the supervisor regarding the issue

Tip#7: Our goal is to help coordinate the effort and information on the tougher chronic code issues in our neighborhood.

Additional Information:

There are three divisions of L&I: 1. Zoning and business licenses, 2. Building – new construction, and 3. Housing, vacancies, and sanitation. L&I will determine which division handles each complaint.