

RENTERS, DOES YOUR HOME NEED REPAIRS?

You have a right to a safe and healthy home.
Here are some tips for working with your landlord when repairs are needed.

WHAT KIND OF PROBLEM IS IT?

Some housing problems are more urgent than others.
An urgent (emergency or ongoing) problem that affects your health or safety may be handled differently from a less urgent issue.

STEP 1: CALL YOUR LANDLORD

1. Call, text, or email your landlord or property manager
2. Tell them how and when to contact you
3. Take a picture of the problem and send it to your landlord
4. Keep all pictures, calls, texts, emails, and letters

URGENT PROBLEMS

1. Describe the problem
2. Say "the problem is urgent"
3. Ask for the repair within a day

LESS URGENT PROBLEMS

1. Describe the problem
2. Ask when the repair will be done
3. Repairs should be done in 1 or 2 weeks
4. If no response, mail a certified letter

STEP 2: CALL A CITY INSPECTOR

1. Call 311 (ask for your Neighborhood Service Center)
2. Be sure to leave your contact information

URGENT PROBLEMS

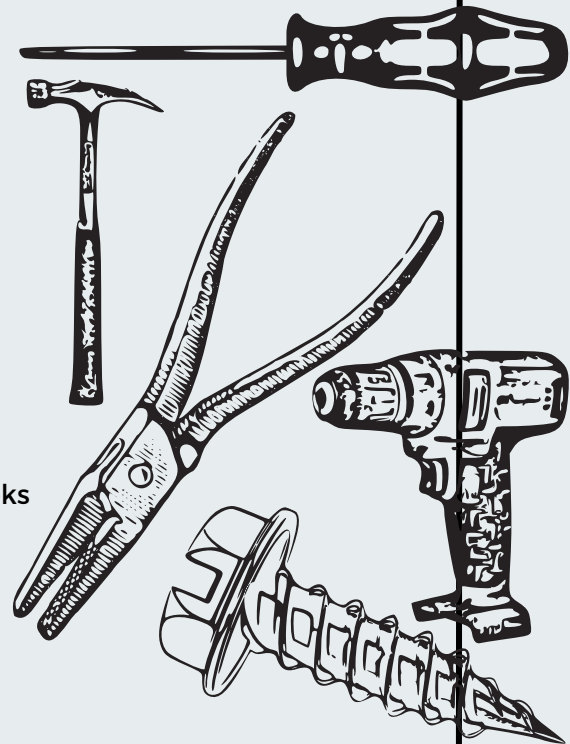
1. Say there is a "major health and safety problem in my home"
2. Say when you contacted your landlord
3. If urgent, the inspector should come within a day
4. The city will send your landlord a "notice and order" with a deadline
5. In some cases, the city can make urgent repairs and then bill the property owner--ask about this!

LESS URGENT PROBLEMS

1. Describe the problem
2. The inspector will call your landlord
3. The inspector may visit the unit
4. Meet the inspector to show them the problem
5. The city will send your landlord a "notice and order"
6. The "notice and order" will give a deadline for repair

STEP 3: GET LEGAL HELP

For free legal help contact tenantdefenseproject.org or at (585) 504-6195
DO NOT stop paying rent unless a lawyer helps you.



IMPORTANT TIPS FOR RENTERS

- If you receive a Notice of Eviction, you must show up in court. If you receive rent support, tell your case worker immediately.
- Some landlords may try to evict their tenants for requesting repairs. **THIS IS ILLEGAL**, even if you do not have a written lease. Call The Housing Council hotline for help at (585) 546-3700
- The City has a program to repair hazards and bill landlords for repairs of immediate health and safety hazards. Talk with the city inspector to find out more. (See Step 2 on first page)
- Sometimes tenants withhold rent when landlords fail to make repairs. Get legal advice before you do this (call Legal Aid Society or LAWNY). For general advice about withholding rent call The Housing Council or the Tenant Defense Project.
- You can check on the status of violations at any rental unit on the City's BuildingBlocks website: <https://www.cityofrochester.gov/buildingblocks/>
- Smoke detectors save lives. You should **NEVER** be without a working smoke detector. Call 311 and the Rochester Fire Department will bring you one for free.

LOCAL RESOURCES FOR MORE INFORMATION AND HELP

- Legal Assistance of Western New York
 - www.lawny.org
 - (585) 325-2520
- Legal Aid Society of Rochester, NY
 - www.lasroc.org
 - (585) 232-4090
- Monroe County Bar Association Lawyer Referral Service
 - (585) 546-2130
- Rochester code enforcement information
 - <https://www.cityofrochester.gov/article.aspx?id=8589936012>
- The Housing Council
 - thehousingcouncil.org
 - (585) 546-3700
- Life Line
 - Call 211 to ask for other resources or services
 - www.211helpline.org
- Tenant Defense Project
 - www.tenantdefense.org
 - (585) 504-6195



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