



VILLAGE OF WEST MILWAUKEE

4755 WEST BELOIT ROAD
WEST MILWAUKEE, WI 53214
TELEPHONE (414) 645-1530
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www.westmilwaukee.org

INSPECTIONS OFFICE

WEST MILWAUKEE RESIDENT-TENANT COMPLAINT PROCESS

THE VILLAGE OF WEST MILWAUKEE INSPECTIONS OFFICE IS RESPONSIBLE FOR FIRE INSPECTIONS (COMMERCIAL AND COMMON AREA OF 3-FAMILY OR ABOVE RESIDENTIAL PROPERTIES) AND PROPERTY MAINTENANCE INSPECTIONS (EXTERIOR BUILDING REQUIREMENTS). WE DO NOT RESPOND TO TENANT COMPLAINTS REGARDING MAINTENANCE OF THE INTERIOR OF LIVING UNITS, UNLESS IT IS A LIFE SAFETY ISSUE. WE WILL HOWEVER, TRY TO HELP A TENANT WITH LIVING CONDITION ISSUES WHEN THEY HAVE SHOWN A LANDLORD HAS NOT BEEN RESPONSIVE TO REQUESTS FOR REPAIR.

STEPS TO TAKE IN ORDER TO GET A REPAIR DONE BY YOUR LANDLORD:

- 1) MAKE A LIST OF THE PROBLEM(S) THAT NEED TO BE FIXED. MAKE SURE TO DATE AND TIME YOUR LIST AND TAKE PHOTOS WHEN POSSIBLE.
- 2) CONTACT YOUR LANDLORD AND START A PAPER TRAIL. MAKE YOUR REQUEST IN WRITING WHEN POSSIBLE AND RECORD THE DATE AND TIME IT WAS MAILED OR HAND DELIVERED TO YOUR LANDLORD. IF YOU SPEAK IN PERSON OR ON THE PHONE ALSO LOG THAT DATE AND TIME AND SOON AFTER FOLLOW IT UP WITH A TEXT, E-MAIL OR LETTER.

{IT IS ILLEGAL FOR A LANDLORD TO RETALIATE AGAINST A TENANT FOR REQUESTING REPAIRS. TO HELP PROTECT YOURSELF KEEP A COPY OF ANY REQUESTS }

- 3) KEEP YOUR REPAIR REQUEST PROFESSIONAL AND POLITE. MAKING THREATS OR STARTING A "WAR OF WORDS" WILL NOT HELP GET THE WORK DONE ANY FASTER.
- 4) GIVE YOUR LANDLORD A REASONABLE AMOUNT OF TIME TO FIX THE PROBLEM. THIS SHOULD DEPEND ON HOW URGENT THE ISSUE IS AND HOW LONG IT MAY TAKE TO FIX THE PROBLEM.

- 5) KEEP A LOG (DATE AND TIME) OF ANY CONTACTS YOU HAVE WITH THE LANDLORD OR LANDLORD'S REPRESENTATIVE (i.e. manager, maintenance person, property management company, contracted worker) REGARDING YOUR REPAIR REQUEST.

IF YOU BELIEVE YOU HAVE MOLD PROBLEMS:

- ACT QUICKLY IF YOU IDENTIFY A WATER LEAK OR MOISTURE PROBLEM, DOCUMENT ANY WATER PROBLEMS AND REPORT THESE ISSUES TO YOUR LANDLORD IN WRITING AND WITH PHOTOS WHEN POSSIBLE.
- MAINTAIN HUMIDITY LEVELS BELOW 50%. USING AN AIR CONDITIONER OR DEHUMIDIFIER WILL HELP.
- CLEAN BATHROOMS OFTEN AND KEEP SURFACES DRY: IF INSTALLED RUN BATHROOM VENTILATION FAN DURING AND AFTER SHOWERS. IF NOT KEEP THE DOOR OPEN DURING SHOWERS WHEN APPROPRIATE.
- IF MOISTURE IS DUE TO A WATER LEAK, FOLLOW THE SAME REPAIR REQUEST PROCEDURE AS LISTED PREVIOUSLY.

IF THE LANDLORD REFUSES TO MAKE THE REQUESTED REPAIR(S) OR RESPOND TO YOUR REQUEST:

- NOTIFY OUR OFFICE AT (414) 645-1530 AND PROVIDE ANY COPIES OF WRITTEN COMMUNICATION YOU HAD WITH THE LANDLORD. ALSO PROVIDE OUR OFFICE WITH A COPY OF THE DATE AND TIME LOG YOU KEPT (#5 ABOVE).
- CONTACT THE WISCONSIN DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION AT (608) 224-5012. AN ONLINE COMPLAINT FORM CAN BE FOUND AT [MyDATCP/Complaints/LandlordTenantComplaint](#).
- CONTACT THE WISCONSIN DEPARTMENT OF CONSUMER PROTECTION AT (800) 422-7128.
- CONTACT THE LEGAL AID SOCIETY OF MILWAUKEE AT (414) 727-5300.

REMEMBER IF THIS IS AN EMERGENCY SUCH AS THE ODOR OF GAS; LEAVE THE PREMISES IMMEDIATELY, CALL 911 AND THEN CALL THE UTILITY COMPANY.