

# Rental Housing Inspection Program Complaint Process

## How the program works

A tenant who lives in a unit or property may file a rental housing complaint.

The City of Gresham enforces property maintenance code standards.

The City does not enforce cosmetic issues.

This program has limited capacity to track some issues such as mold and water quality.

This program does not enforce rent increases or lease issues. We list resources below for these concerns.

Always ask your landlord first to fix any items needing repair with a written maintenance request.

Allow an appropriate amount of time for a response before calling The City.

## Step 1: Report the Issue to your Landlord

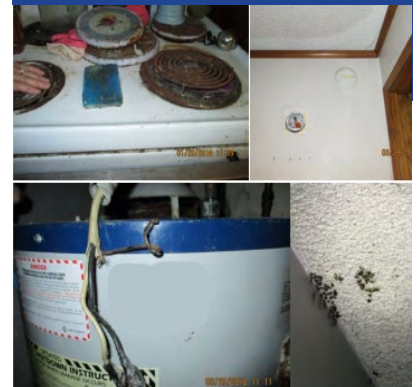
- Report the issue in writing to the property manager/landlord and keep a copy.
- Wait two weeks (14 days) to allow scheduling of repairs\*.  
\*If you're experiencing a serious safety issue, contact your property manager immediately. Examples of serious safety issues include a heater not functioning during cold weather, electrical hazards, flooding, sewage leaks, etc. If they don't provide a timely response, contact the Rental Housing Inspection Program.
- If you don't receive a response within two weeks (14 days), contact The City.

## Step 2: Contact the City

- Submit your complaint using My Gresham, the City's free app for reporting issues. Download the mobile app in the Apple App and Google Play stores.

Or submit a complaint online at [GreshamOregon.gov/My-Gresham](http://GreshamOregon.gov/My-Gresham).

- Please provide this information:
  - Your address
  - A copy of your written maintenance request
  - Photos or links to videos that document the issue(s), if applicable.
- We will contact you to ask for more information and may schedule an inspection.
- If you have a scheduled inspection, the inspector needs your permission before entering your unit.
- If the City finds violations, we will send a violation notice to the property owner and impose a timeline to correct the issues.



## Additional Tenant Information:

It is illegal for landlords to retaliate against tenants for reporting issues to the City.

### Legal Resources:

Multnomah County Legal Aid  
<https://oregonlawhelp.org>  
(503) 224-4086

### Mediation Services:

East County Resolutions  
[www.greshamoregon.gov/mediate](http://www.greshamoregon.gov/mediate)  
(503) 618-3247

# CITY OF GRESHAM

Rental Housing Inspection Program  
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Gresham, OR 97030

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[RentalInspection@GreshamOregon.gov](mailto:RentalInspection@GreshamOregon.gov)  
[GreshamOregon.gov/Rental-Housing-Inspections/](http://GreshamOregon.gov/Rental-Housing-Inspections/)

