

# TENANT'S RIGHTS FORM

Welcome to the City of Alhambra. The City has implemented a Rental Housing Inspection Program (RHIP) to safeguard and preserve the housing stock of decent, safe and sanitary rental housing units within the City and to protect persons entering or residing in them by providing for a regular and comprehensive system of inspection of rental housing units and, through such inspections and/or property owner self-certifications, identifying and requiring the correction of substandard, uninhabitable or unsafe living conditions. This information sheet provides you with general information about the rights and responsibilities for Rental Property Owners and tenants. Please read it carefully and let us know if you have any questions. Our contact information is included for your convenience.

## Rights and Responsibilities for Rental Property Owners and Tenants

Rental Property Owners and tenants of rental properties have specific rights and responsibilities under current State and local laws. As a tenant, your rental housing unit must be a safe place to live. In other words, it must be "habitable".

**Rental Property Owner** must ensure a tenant's rental housing unit is habitable by having the following:

- A structure that is weatherproof and waterproof; there must be no holes or cracks that allow rain or wind to enter;
- A plumbing system in good working condition and connected to the local water supply and sewage system or functional septic system;
- Floors, stairs and railings in good repair;
- A hot water system capable of producing water of at least 110 degrees Fahrenheit;
- An electrical system that was legal when installed and without loose or exposed wiring;
- A heating system that is in a safe, working condition;
- A lack of insect or rodent infestation;
- A home that is free from garbage or debris;
- Sufficient garbage or trash receptacles;
- A working toilet, wash basin and bathtub or shower;
- A kitchen with a sink;
- A safe fire or emergency exit;
- Deadbolt locks on each main swinging door that gives you entry to the home;
- Working smoke detectors and carbon monoxide detectors located in certain areas;
- Working telephone jack and phone wiring inside the home.

**Tenants** have a responsibility to do the following while living in the rental housing unit:

- Maintain a clean and sanitary rental home;
- Properly dispose of garbage or trash;
- Properly operate all electrical, gas and plumbing fixtures;
- Refrain from damaging or defacing the home or allowing anyone else to do so;
- Use the living and dining rooms, bedrooms and kitchens for their proper purposes;
- Report broken door or window locks;
- Contact the rental owner or property manager immediately to report any problems with your rental unit especially any water damage or leaks;
- Comply with all rules, terms and conditions of the rental agreement.

## Contact Your Rental Property Owner or Property Manager First

If you have any problems with your rental home or unit, notify the rental property owner or property manager first, preferably in writing. If it is an emergency such as water intrusion or water damage, contact the owner or manager immediately.

## Contact Information (Please fill in)

PROPERTY OWNER/MANAGER

COMPANY

ADDRESS

CITY, STATE, ZIP

( )  
DAYTIME PHONE

( )  
AFTER HOURS PHONE

EMAIL

## Retaliation is Against the Law

A rental property owner or its property manager may not evict or threaten to evict a tenant for exercising a legal right, such as requesting habitability repairs.

## Maintenance and Repairs

Rental property owners and its property managers want to know if there is an item that needs repair in your rental housing unit. If you have a problem with any of the habitability items listed above, you should follow the steps below:

**Step 1: Contact the rental property owner or its property manager first.** You should document your request in writing and keep a copy. If there is an emergency such as water intrusion, a water leak, plumbing issue or any water damage occurring to the rental housing unit, contact the rental property owner or its property manager immediately.

**Step 2: Allow a reasonable period of time for the repair(s) after putting the repair request in writing.** In most cases, the rental property owner or its property manager will begin working on your request shortly after a request for repair is made. Some repairs may take longer than others to complete. Current law indicates that thirty (30) days is a reasonable period of time to address a repair, but it also depends on the nature of the repair. If you have waited a reasonable period of time and the requested repair has not been made, you may contact the code enforcement division to file a complaint.

## Rental Property Owner's Right to Enter the rental housing unit and Tenant's Rights

In most cases, the rental property owner or its property manager must provide you with prior written notice to enter your rental housing unit. Written notice is considered reasonable if it is provided at least 24 hours in advance as required by State law.

A written notice by the rental property owner or its property manager is required in the following situations:

- To make necessary or agreed upon repairs;
- For inspection of the smoke detector and carbon monoxide detectors;
- To inspect waterbeds;
- If a court permits it.

However, a prior written notice is **NOT** required in the following situations:

- In an emergency;
- When you or another occupant consents;
- After you have abandoned or surrendered the rental housing unit;
- Upon a verbal agreement to allow the owner to make agreed upon repairs or supply services.

## Rental Agreement and Other Obligations

The rental agreement, whether it is a month-to-month or a lease, provides the rules and policies while living at the rental housing unit. Be sure to read the language carefully because it is considered a contract between the rental property owner (and/or its property manager) and the tenant.

## Resident Confirmation

Resident(s) acknowledge(s) having read and understood the forgoing and received a copy. Resident(s) agree to contact rental property owner/property manager first to address any issue(s) with the rental housing unit.

\_\_\_\_\_  
Resident (print name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address:

\_\_\_\_\_  
Unit #

## Code Enforcement Division can help.

If you have made a request for a habitability item listed to be repaired and you have waited a reasonable period of time and the repair has not been made, you may contact the code enforcement division to file a complaint.

*Sample Tenant's Request fo Repair letter to Rental property owner or Property manager attached as a courtesy.*

## City of Alhambra Code Enforcement

Complaint line:  
(626) 570-3230

Email:  
Code@cityofalhambra.org

Office:  
111 S. First Street,  
Alhambra CA 91801

City Website:  
www.cityofalhambra.org

## Housing Rights Center

The Housing Rights Center (HRC) works to promote justice and equality in housing. HRC provides Alhambra residents with free housing counseling and fair housing education, investigates housing discrimination, and assists with disability accommodation requests.

Contact HRC

Housing Rights Hotline: 800-477-5977

TTY: 213-201-0867

Fax: 213-381-8555

Hours: 8:30 am to 5 pm, Monday through Friday

Email: [information@housingrightscenter.org](mailto:information@housingrightscenter.org)

Website: <https://www.housingrightscenter.org/>