



Community Development Department
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Process for filing a complaint with the City of Neenah Housing Inspector

In resolving conflict, you should always first contact your landlord in writing and describe the condition you are concerned about. Document the condition in detail, including photos, date, time, whom you notified and when. For information to assist you with this process please visit Wisconsin Tenant Resource Center at <http://www.tenantresourcecenter.org/resourcestenants>

Steps that need to be taken before filing a complaint with the City of Neenah Housing Inspector.

- ❖ Contact your landlord in writing. This can be accomplished by either mail, email, fax, etc. This gives your landlord notice as well as sets a timeline for repairs to be completed. Your landlord needs to have the opportunity to make repairs before action can be taken by an outside entity. This letter must be sent by the tenant(s) on the lease to the landlord. In this letter you need to have:
 1. A detailed list of all concerns and or repairs that you feel are needed.
 - Keep in mind that some repairs are the responsibility of the tenant such as:
 - Minor maintenance such as changing light bulbs.
 - Keeping the apartment in a safe and sanitary condition.
 - Comply with all local housing codes.
 - Repair all damage caused by the tenant or their guests.
 - Keep working batteries in all provided smoke detectors.
 - Cosmetic repairs or concerns such as paint or carpet are not covered by the City of Neenah housing inspector.
 2. Completion dates for all repairs that give a reasonable amount of time for your landlord to be able to complete those repairs.
 3. Date the letter somewhere in the body of the letter (also to establish a timeline).
 4. Documentation to show the date the letter was mailed.
 - Sending by certified mail will show date that the letter was mailed and when it was received.
 5. Notice to your landlord that you will be contacting the City of Neenah Housing Inspector if repairs are not made or scheduled to be made.

- ❖ If you have contacted your landlord with all the needed information and received unsatisfactory results, then contact the City of Neenah Housing Inspector. You will need to provide some necessary information in order to determine if an investigation is warranted. This information includes but is not limited to the following:
 1. Copy of your current lease or rental agreement.
 2. Copy of the letter you sent to your landlord with all required parts of the letter present.
 3. Any correspondence you had between your landlord and yourself.
 4. Pictures of your concerns.
 5. If your rent is current.
 6. If you have been served with an eviction notice.
 7. List of any other agencies you may have contacted. (Such as Police Department, Fire Department, Health Department, etc.)
 8. Landlord contact information as complete as possible.
 9. Tenant contact information for all tenants on the lease.
 10. Any other documentation you have to help build a case for further investigation.

Mold issues: The City of Neenah Housing Inspector **does not** handle mold concerns.

The [Wisconsin Dept of Health Services](#) has a helpful website concerning mold issues. While dampness and mold are typically not written into local housing ordinances, landlords do have a duty to keep premises in a reasonable state of repair and to make necessary repairs. Tenants have certain rights where conditions in the premises materially affect health or safety of the tenant (Wisconsin Statutes 704 <http://www.legis.state.wi.us/statutes/Stat0704.pdf>). If it can be determined the dampness issue is related to a structural or plumbing problem, the City of Neenah may be able to assist in correcting the leak.