

City of Dallas

# Multi-Tenant Inspection Program Complaint Resolution



The Multi-Tenant Inspection Program was created to provide a safe, clean, and healthy living environment for residents of multi-tenant properties. It conducts licensing, response and proactive inspections on multi-tenant properties (having three or more dwelling units on a lot), a lodging or boarding house, a group residential facility, an extended stay hotel / motel, or a residential hotel. The owner, operator, or person in control have a responsibility to maintain the property in accordance with the Dallas City Code. The Multi-Tenant Inspection Program ensures that these responsibilities are met.

Multi-Tenant residents that detect any problems that affect their safety or health such as: no heat or air conditioning, electrical or plumbing problems, holes in walls/ceilings/floors, rodents or insect infestation, or structural problems should address their concerns with the owner/operator/agent of the multi-tenant property. The complaint should be in writing and turned in as soon as the problem is detected. The complaint should describe the problem and its location, the desired outcome, and a reasonable time frame in which the issue is to be resolved. This notice should be turned in to the manager or sent by certified mail.

If the complaint is not resolved within the given time frame, the tenant/resident may contact the City and request an inspection of the site. The tenant/resident can submit a service request by calling 3-1-1 at the City Services Call Center within the City limits or online at [www.dallascityhall.com](http://www.dallascityhall.com). After a service request is submitted, the inspector will attempt to contact the tenant and respond within 24 hours on life hazard concerns (i.e. sewage discharge, pool safety, exposed wiring, and open/vacant units) and within 10 days for general code violations. The inspector will then work with the owner/operator/agent to correct the problem.

## City of Dallas

Department of Code Compliance  
Multi-Tenant Inspection Program  
320 E. Jefferson Blvd #216  
Dallas, Texas 75203

DIAL

**3-1-1**

FOR CITY SERVICES

Phone: 214-948-4105

Fax: 214-948-4181

Website: [www.dallascityhall.com](http://www.dallascityhall.com)

**“Dallas, the City that Works:  
Diverse, Vibrant and Progressive”**

