

# Memorandum



CITY OF DALLAS

DATE February 16, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Landlord Retaliation After Reported Code Violation**

## Background

The City Attorney's Office and the Department of Code Compliance collaboratively respond to and investigate complaints of landlords retaliating against tenants. State law and the city code prohibit landlords from retaliating against tenants who complain to the city regarding the condition of their leased property. Specifically, landlords are prohibited from reducing services and/or amenities or attempting eviction.<sup>1</sup>

Because retaliation complaints require the city to confirm a violation of the city's minimum property standards<sup>2</sup>, retaliation complaints have historically been contained within service requests associated with the investigation and enforcement related to the minimum property standards violations.

## Service Request and Related Investigations

We are tracking landlord retaliation complaints separately from complaints regarding violations of the minimum property standards through a new service request: (SR) - Landlord Retaliation After Reported Code Violation Service. This separate service request will allow residents to follow the progress of their specific concerns; assist city staff in pursuing investigations and related enforcement; and accurately reflect the data associated with landlord retaliation.

The SR is live and accessible to the public. To report an incident of retaliation, residents can submit complaints to the 311 service request platforms, the online portal, or the mobile app.

## Next Steps

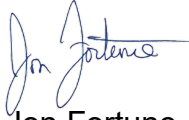
We will be working with Communications, Outreach, and Marketing to develop educational materials for residents to ensure they understand the ordinance; how to submit complaints; and the related investigations and enforcement.

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<sup>1</sup> Dallas City Code, Sec. 27-5.2

<sup>2</sup> Dallas City Code, Sec. 27-11

Should you have any questions, please contact Jill Haning, Chief of Community Prosecution, City Attorney's Office, at [jill.haning@dallas.gov](mailto:jill.haning@dallas.gov) or (214) 952-6505.



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