



## Community Planning & Economic Development Department

Code Administration, 245 N Rose St., Suite 100, Kalamazoo, MI 49007

Email: [cpd@kalamazoo.org](mailto:cpd@kalamazoo.org)

### Instructions for Filling out a Service Request

**TENANT SERVICE REQUEST:** Follow these instructions if you are a tenant with a complaint about the rental unit in which you are living:

#### **EMERGENCY SITUATION (i.e. no heat, no water, no electric, raw sewage, structural failure) (city will determine if it is an emergency):**

1. Tenant must try to call the landlord/manager as soon as they are aware of the situation. This should occur before contacting the city.
2. If the landlord/manager is not responsive, call the city at 311 from inside the city limits or 269-337-8000 from outside the city limits.
3. Staff will intake the service request over the phone and assign an inspector. Tenants may also visit the office to file a service request in person (although by phone or email is preferred as staff is often out in field).

#### **GENERAL TENANT COMPLAINT (NON-EMERGENCY):**

1. Prior to submitting a service request to the city, a written complaint must be made to the landlord or property manager. Complaints filed earlier that were not in writing must be resubmitted to the landlord in writing, for example by email, written note, letter or text (if you can print your text file). Keep a copy for your records.
2. Provide a reasonable time for the landlord to respond. This will vary by the type of request.
3. After the reasonable response time has passed, if the landlord/manager has not responded, complete and submit a service request form to the city (along with copy of letter provided to landlord).
  - A complaint may be filed online at: <https://www.kalamazoo.org/rental>
  - Paper copy of service request can be requested by mail by calling 311 from inside the city limits or 269-337-8000 from outside the city limits.
  - Paper copy of service request can be printed from <https://www.kalamazoo.org/rental> (look for list of forms on this webpage) and dropped off to the office or scanned/mailed to [cpd@kalamazoo.org](mailto:cpd@kalamazoo.org) along with a copy of the written request provided to the landlord/manager or dropped off to the address above.

**GENERAL SERVICE REQUEST:** Concerned citizens may report a general complaint about a building or property in a variety of ways:

- Report complaints about **trash, trash bins, graffiti** or tall grass call 311 from inside the city limits or 269-337-8000 from outside the city limits.
- File a complaint online at: <https://www.kalamazoo.org/code>
- Paper copy of service request can be requested by mail by calling 311 from inside the city limits or 269-337-8000 from outside the city limits.
- Paper copy of service request can be printed from [www.kalamazoo.org/code](http://www.kalamazoo.org/code)
- Scanned service request forms can be emailed to [cpd@kalamazoo.org](mailto:cpd@kalamazoo.org); or info from form submitted in an email that adequately answer questions from service request form.



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**SERVICE REQUEST**

Date: \_\_\_\_\_ Location of Complaint (Property Address): \_\_\_\_\_

Type of Property: Owner Occupied  Rental Property  Commercial  Vacant Lot   Unknown

Are you a tenant at this address: YES  NO  If you are a tenant, are you being evicted? YES  NO

If you are a tenant, have you provided written notice of the conditions to the landlord: YES  NO

**Important: (Unless the case is an emergency ( i.e. no utilities, raw sewage, etc.), tenants must inform landlord in writing of all issues prior to filing a service request. A copy of the written request for repair must be submitted with this form. Drop off or mail to address above or scan/email to email above.)**

Property Owner Name/Address/Contact # (if known): \_\_\_\_\_

If Rental, Agent Name/Contact # (if different/known): \_\_\_\_\_

If rental, rent being paid to: \_\_\_\_\_

Describe the conditions at the property (attach additional sheets if necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Print Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

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

Alternate Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**OFFICE USE ONLY** Assigned Case #: \_\_\_\_\_ CCN: 06- \_\_\_\_\_ Qualified Emergency: Y  N

- Rental Housing (House Related)     Code Compliance     Owner Occupied Housing     Property Trash/Junk
- Graffiti     Buildings/Trades     Programs     Zoning     Commercial/Industrial     Other

This matter assigned to: \_\_\_\_\_

Report:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Outcome:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Inspector Signature: \_\_\_\_\_ Date Closed: \_\_\_\_\_