



**TENANTS ALERT! Is the condition of your rental home bad?
By law, living in a safe and habitable home is *YOUR RIGHT!***

**Lodge your complaint with the City's
Code Enforcement Programs if your rental residence:**

has poor hygiene or unsatisfactory living conditions, such as with:

**-Peeling
Paint**



**-Indoor
Mold**



**-Garbage
Accumulation**



**-Insect
Infestation**



is structurally unsafe or fails to provide adequate amenities, such as without:

- **E**ffective weatherproofing of windows, exterior walls, and roofs.
- **G**ood plumbing and gas facilities.
- **W**ell-maintained stairs or floors or common areas
- **H**ot and cold running water.
- **A**dequate electrical plugs and phone jacks.
- **S**afe source of heating systems capable of keeping temperature of 68°F at a point midway between the heat source and farthest wall and at 3 feet above the floor of living, sleeping, cooking and eating areas each day between 5 AM and 11 AM and 3 PM to 10 PM.

If a landlord retaliates against a tenant, he or she may be subject to liability for any actual damages caused to the tenant, including mental or emotional distress. Retaliation can include unlawful rent increases, attempts to unlawfully evict tenants, and reductions in housing services. For more information, contact the Rent Board.



Code Enforcement Programs:

- 1. Department of Public Health (DPH):**
1390 Market St., Suite 210, San Francisco, CA 94102
- **Children's Environmental Health Promotion:** Identifies and orders of correction of lead hazards; offers environmental health education and resources for people with respiratory disease.
☎: (415) 554-8930 Website: www.sfdph.org/cehp
- **Environmental Health Code Enforcement Program:** Investigates complaints of public health hazards, other Health Code violations, and neglected private properties when needed.
☎: (415) 252-3805
Website: www.sfdph.org/eh/hn/index_PubServices.htm
- **Residential Hotels Program:** Investigates complaints of unsanitary conditions in SRO housing.
☎: (415) 252-3866
Website: www.sfdph.org/eh/hn/index_ResHotels.htm
- 2. Department of Building Inspection (DBI):**
1660 Mission St., San Francisco, CA 94102
- **Housing Inspection Services (HIS):**
Enforces the San Francisco Housing Code and pertinent related City Codes. HIS establishes and maintains minimum maintenance standards for existing residential buildings to safeguard life, limb, health, property, and public welfare by conducting periodic health and safety inspection and responding to complaints.
☎: (415) 558-6220 Website: www.sfgov.org/dbi

****Free informational brochures printed in English, Chinese, and Spanish to explain building and housing codes are available in DBI's office and on its website****

Community Resources & Services:

- Rent Board:** implements the Rent Ordinance, and conducts investigations of alleged wrongful eviction attempts.
25 Van Ness Ave., Suite 320, San Francisco, CA 94102
☎: (415) 252-4602 Website: www.sfgov.org/rentboard
- DBI's Funded Code Enforcement Outreach Program (CEOP):** CEOP consists of the following agencies to assist in improving cooperation and communication between tenants & landlords.
- **Chinatown Community Development Center:**
1525 Grant Avenue, San Francisco, CA, 94133
☎: (415) 984-1450 Website: www.chinatowncdc.org
 - **Housing Rights Committee:**
427 South Van Ness Avenue, San Francisco, CA 94103
☎: (415) 703-8644 Website: www.HRCSF.org
 - **San Francisco Apartment Association:**
265 Ivy Street, San Francisco, CA 94102
☎: (415) 255-2288 Website: www.SFAA.org
 - **St. Peter's Housing Committee:**
474 Valencia Street, Suite 156, San Francisco, CA 94103
☎: (415) 487-9203
 - **Tenderloin Housing Clinic:**
126 Hyde Street, San Francisco, CA 94102
☎: (415) 771-9850 Website: thclinic.org
- SRO Families United Outreach Teams:** assists in disseminating information, contacts:
- **Chinatown:** ☎: (415) 984-1468 or (415) 391-6986
 - **Mission:** ☎: (415) 487-9203
 - **South of Market:** ☎: (415) 436-9707
 - **Tenderloin:** ☎: (415) 861-7419