



City of Rochester, New Hampshire

Building and Licensing Services

Complaint Form

Case #: _____

Location of offense: _____

Property owner name: _____ Address: _____

City: _____ State: _____ Zip: _____ Telephone: _____

E-mail: _____

Property manager (if separate from owner): _____ Telephone: _____

Please circle the topic your problem is relevant to:

Property Maintenance

Trash

Motor Vehicles

Signs

Work w/o permit

Site Plan Violation

Health

Zoning

Other

Please describe your complaint: (Feel free to attach additional pages and/or pictures)

If this is a complaint about property maintenance, has your landlord been notified by certified mail? _____

*** Please note that if you have not notified the landlord with proper documentation (see back) we cannot intervene***

Submitted by: _____ Address: _____

City: _____ State: _____ Zip: _____ Telephone: _____

E-mail: _____

Signature: _____ Date: _____



City of Rochester, New Hampshire

Building and Licensing Services

ENFORCEMENT OF HOUSING COMPLAINTS/VIOLATIONS

At the time someone files a complaint regarding alleged violations in rental dwelling units, the tenant shall be required to notify the property owner or management company of all alleged deficiencies ***via certified mail, with return receipt requested***. The notice from the tenant shall include a reasonable period of time **(14 days)** for the property owner or management company to make any required corrections.

The requirement that the tenant notify the property owner or management company shall be waived in emergency situations, i.e. no heat, power or water. These complaints shall be processed and investigated as soon as possible.

Where the alleged violation is not in plain sight, therefore necessitating entrance to a private dwelling, building, or private property, care shall be taken to obtain permission from the property owner or an adult having legal control and authority over the building or premises.

Once a violation has been validated, enforcement shall be in accordance with The Guide to District Court Enforcement of Local Ordinances and Codes, as prepared by the New Hampshire Bar Association and updated March 2001 by The Municipal and Government Law Section Members.

The complainant shall be notified as to the Inspectors findings either verbally or in writing and this notification shall be duly noted on the complaint form.