



14 DAY REPAIR REQUEST COMPLAINT LETTER

153 Washington St | Inspections Department | Amherst, Virginia | 24521

Tenant Complaint Instructions

If you are having trouble with your landlord or management company not responding to repair request, you may complete this 14-day letter for repair request and a copy of your written online request will be emailed to the County inspections office. If the responsible party does not make the repairs within a reasonable timeframe, you (the complainant) must call the County to schedule an appointment to conduct an official housing-based inspection (the rental program inspection will be at a later date).

This is a courtesy 14-Day letter as owner compliance is preferred. However, the County of Amherst Inspections Department may conduct an inspection for the possible listed violations along with any additional items observed during an inspection if repairs are not corrected. Responsible parties are; the owner of the county record, the management agency/individual, and the occupant(s). If an inspection is conducted, sanitation and other occupant related code violations may be cited. All building code notice of violation reports is subject to court action and criminal charges for all responsible parties.

Rental complaints in the Rental Inspection District, not registered with the fee-based Amherst Residential Inspection Program, will automatically be added to the program and scheduled for an inspection at a later date.

- Print or save the website link address to this form for your records.
- Mail/post/email/text/etc. a copy of this 14-day repair request to your landlord/management company or contact person responsible for making repair (please allow a couple of days for your party making repairs to receive this notice). If the responsible party does not receive a copy of the complaint form allowing 14 days to self-comply. The Inspections Department will start the 14-day timeframe from the date of the notice.
- PDF or hard copy complaint forms: After completing the form you can mail/email a copy of this 14-day repair request to your landlord/management company or contact the person responsible for making the repair- in addition, please email (dmviar@countyofamherst.com) or mail the form to the Amherst Building Safety Inspections Attn. Debra Viar, P.O. Box 390 - Inspections, Amherst, Va. Please print a copy of this form for your records.
- Complainant MUST call the Inspections Department at 434-946-9302. If the repairs were not completed, schedule an inspection appointment. Once an inspection is scheduled, an official housing case will be opened generating a case number.



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- Occupants cannot refuse maintenance personnel or owner entrance in order to make/abate repairs. Most repairs may not be completed on an occupants' schedule or convenience.
- Animals in dwelling/room/house are not excuses to refuse repairs.
- Changed locks are no excuse to refuse repairs.
- Occupants' and Owners; please review the Virginia Residential Landlord Tenant Act to understand your rights and expected residential civil processes: Criminal process is separate, under the Building Codes of Virginia: <https://www.dhcd.virginia.gov/sites/default/files/Docx/landlord-tenant/statement-of-tenant-rights-and-responsibilities-vrlta2022.pdf>
- Review the Rental Program website for resources and information: <https://www.lynchburgva.gov/rental-program>
- Responsible parties are: the owner of record, management agency/personnel, AND the occupant(s). If an inspection is conducted, sanitation and other occupant related code violations may be cited. All building code notice of violations reports is subject to court action and criminal charges for all responsible parties.
- Non-payment or on-time payment of rent/monies/etc. does not excuse building code violations or unsanitary living conditions from owners'/ occupants'.

County Code

- **Sec. 11-6. - Retaliation against tenants prohibited.**
Any owner or other persons, firm, corporation, or agent who retaliates against a tenant by increasing rent, reducing services, or by terminating a rental agreement because the tenant reported a violation of the provisions of this chapter and/or cooperated with the Building Maintenance Official, shall be guilty of a violation per this chapter and shall be punished as provided in Section 11-9.



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This is a courtesy 14 Day letter as owner compliance is preferred. The County of Amherst Inspections Department may conduct a "Housing" inspection for the possible listed violations, along with any additional items observed during an inspection if repairs are not corrected.

Occupant/complainant agrees not to impede/refuse/delay repairs and allow owner/agent/maintenance contractor access for the remediation of all the repair(s) requested.

Today's Date: _____

Information about the Person Requesting Repairs

From: Name of Person REQUESTING repairs - Occupant/Tenant

First Name _____

Last Name _____

Property Address of Complaint REQUESTING Repairs

Address _____

Occupant/Tenant email address _____

Occupant/Tenant Phone Number _____



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Information of the Property Owner or Management Company Responsible for Repairs

Name of Property Owner or Management Company on Lease to MAKE Repairs:

First Name _____

Last Name _____

Address _____

Property Owner or Management Co. Email Address _____

Phone Number of Property Owner or Management _____

Check All Applicable Items Below

- I have reported the repairs needed
- I have NOT reported the repairs needed
- These problems have existed for 1 week
- Problem(s) have existed for 30 days
- Problem(s) have existed for 60 days
- Problem(s) have existed for over 90 days
- The repairs have been attempted but the problem remains
- Promises to repair issues/problems but has not been completed to date



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List Repairs Requested

1 Repair needed with description and location

#2 Repair needed with description and location

#3 Repair needed with description and location



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#4 Repair needed with description and location

Thank you for your attention to this matter. You can reach me (the occupant) directly at my contact number or email to schedule these repairs in advance of the compliance request.

Signature of the Occupant/Tenant Authorized to Request Repairs:

Today's Date _____

**Contact Amherst County
Building 434-946-9302**