

Tenant/Landlord Rights and Responsibilities



Proactive Rental Housing Inspection Program (PRHIP)



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DEVELOPMENT
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The following information is from, “A Guide to Residential Tenants’ and Landlords’ Rights and Responsibilities.”

To view the entire guide, please see hcd.ca.gov/manufactured-mobile-home/mobile-home-ombudsman/docs/Tenant-Landlord.pdf

For additional information about the PRHIP, call [562.570.6504](tel:562.570.6504) or visit longbeach.gov/lbds/enforcement/prhip



Proactive Rental Housing Inspection Program (PRHIP)



RIGHTS AND RESPONSIBILITIES

Owners and residents of rental properties have specific rights and responsibilities under current state and local laws. As a resident, your rental home must be habitable. California law makes landlords and tenants each responsible for certain kinds of repairs. Rental units shall meet the following minimum requirements.

OWNERS HAVE THE RESPONSIBILITY TO ENSURE THE FOLLOWING:

- A structure that is weatherproof and waterproof; there must be no holes or cracks that allow rain or wind to enter.
- A plumbing system in good working condition and connected to the local water supply and sewage system or functional septic system.
- Floors, stairs and railings in good repair.
- A hot water system capable of producing water of at least 120 degrees Fahrenheit.
- An electrical system that was legal when installed and without loose or exposed wiring.
- A heating system that is in safe, working condition.
- No insect or rodent infestation.
- A home that is free of garbage or debris.
- Sufficient garbage or trash receptacles.
- A working toilet, wash basin, and bathtub or shower.
- A kitchen with a working sink.
- A safe fire or emergency exit.
- Deadbolt locks on each main swinging door that provides entry to the home.
- Working smoke detectors and carbon monoxide detectors located in certain areas.
- Working telephone jack and phone wiring inside the home.
- Gas facilities in working order.

RETALIATION IS AGAINST THE LAW

A rental owner or property manager may not evict or threaten to evict a tenant for exercising a legal right, such as requesting habitability repairs per Section 1942.5 of the California Civil Code. Tenants may protect their contractual rights by filing civil action.

TENANTS HAVE THE RESPONSIBILITY TO DO THE FOLLOWING:

- Maintain a clean and sanitary rental home.
- Properly dispose of garbage or trash.
- Properly operate all electrical, gas, and plumbing fixtures.
- Refrain from damaging or defacing the home or allowing anyone else to do so (tenants are responsible for all repairs of damage caused by the tenant, the tenant's family, guests or pets).
- Use the premises as a place to live, and use the rooms for their intended purposes.
- Contact the rental owner or property manager immediately to report any problems with your rental home, especially any water damage or leaks.
- Cooperate with repair workers/pest control operators in preparing rental home for service or repairs.



MAINTENANCE AND REPAIRS

Owners and property managers want to know if there is an item that needs repair in your home. If you have a problem with any of the items listed, you should:

- **Contact the rental owner or property manager first.**
You should document your request in writing and keep a copy. If there is water intrusion, a water leak or any water damage occurring to the property, contact the owner or property manager immediately.
- **Allow a reasonable period of time for repair.**
In most cases, the owner or property manager will begin working on your request shortly after it is made. Repairs are typically made during normal business hours. Some repairs may take longer than others to complete. Current law indicates that 30 days is a reasonable period of time to address most repairs but it also depends on the nature of the repair. Accommodating requests for access to make repairs will help expedite the process. If you have waited a reasonable period of time and the requested repair has not been made, contact the Code Enforcement Division to file a complaint.

THE CITY OF LONG BEACH CODE ENFORCEMENT CAN BE REACHED AT (562) 570-6504



OWNER'S RIGHT TO ENTER AND TENANT RIGHTS

In most cases, the owner or property manager must provide the tenant with prior written notice to enter the tenant's rental home. Written notice is considered reasonable if it is provided at least 24 hours in advance. A written notice is **required** in the following situations:

- To make necessary or agreed upon repairs.
- To inspect waterbed installation and periodically after to assure the installation meets the law's requirements.
- To show the rental unit to prospective tenants, purchasers or lenders, or to provide initial inspection before the end of tenancy.
- If directed by a court.

PRIOR WRITTEN NOTICE IS NOT REQUIRED IN THE FOLLOWING SITUATIONS:

- In an emergency.
- When tenant or another occupant consents.
- After tenant has abandoned or surrendered the rental home.
- Upon verbal agreement to allow the owner to make agreed upon repairs or supply services.



RENTAL AGREEMENT AND OTHER OBLIGATIONS

The rental agreement, whether it is a month-to-month or short- or long-term lease, provides the rules and policies while living at the rental home. Be sure to read the language carefully because it is considered a contract between the owner and/or property manager and the tenant. Ask the landlord/property manager who will be responsible for paying for utilities (gas, electric, water, and trash collection). The landlord/property manager must disclose if utility meters are shared, and if so, a written agreement must be reached between the landlord and tenant on who will pay the shared utilities.



Complaints?

Apart from the proactive inspection process, the City will respond to qualified tenant habitability complaints at any time: **(562) 570-6504** or **lbcodes.org**.

Sources for Information

Apartment Association, California Southern Cities

333 W. Broadway, Suite 101 | Long Beach, CA 90802

Phone: (562) 426-8341 | Toll Free: (800) 310-2080

City of Long Beach Code Enforcement

411 W. Ocean Blvd., 4th Floor | Long Beach, CA 90802

(562) 570-CODE (2633) | (562) 570-6504

Fair Housing Foundation

3605 Long Beach Blvd., Suite 302 | Long Beach, CA 90802

Phone: (562) 989-1206 | Toll Free: (800) 446-3247

Housing Long Beach

525 E. 7th St., Suite 111 | Long Beach, CA 90813

Phone: (562) 436-8592

Legal Aid Foundation of Los Angeles

601 Pacific Ave. | Long Beach, CA 90802

Phone: (562) 435-3501

Los Angeles County Bar Association's Center for Civic Mediation

P.O. Box 55020 | Los Angeles, CA 90055

(562) 570-1019 | Toll Free: (877) 473-7658



Long Beach Development Services

411 W. Ocean Blvd., 3rd Floor

Long Beach, CA 90802

Visit us at longbeach.gov/lbds | lbcode.org

  @LongBeachBuilds

This information is available in alternative format by request at
(562) 570-3807.

Esta información está disponible en un formato alternativo,
previa solicitud al (562) 570-3807.

Available ang impormasyong ito sa alternatibong
format kung hiniling sa (562) 570-3807.

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For an electronic version of this document,
visit our website at longbeach.gov/lbds.