

83

MOTION

Landlords are obligated by law to keep their properties safe and in good condition. Oftentimes, there may be multiple entities tasked with all the facets of those responsibilities. A property owner may use a management company to administer their building, a repair person to address maintenance issues, and a mobile application to pay rents. In order for a tenant to safely and responsibly occupy their residence, specific and accurate information about each contact is of the utmost importance. Simply providing a general contact number or email for a management company that may oversee dozens of properties can lead to delays and bottlenecks in the timely resolution of issues in a way that would not happen were a natural person's contact information to be provided for each type of issue or question a tenant could encounter. Further, in instances in which a property changes ownership or management, a property management representative leaves the company, or an on-site manager moves, it is crucial that tenants are provided continuous clarity on where to direct their needs and concerns as those natural persons transition.

In addition to addressing immediate safety and financial concerns, up-to-date and clearly communicated delineation of landlord responsibilities aids in mitigating potential conflicts between tenants and landlords. Jurisdictions in Los Angeles County such as Santa Monica and West Hollywood have taken successful steps to establish channels for disseminating this information as well as create systems of accountability to encourage compliance. In a city of 4 million people where, according to reporting from the Southern California Association of Governments, over 75% of its housing stock is non-owner-occupied, Los Angeles is ripe to implement similar measures.

I THEREFORE MOVE that the Council instruct Los Angeles Housing Department (LAHD) with the assistance of the City Attorney, to draft an ordinance requiring that all residential rental properties have clearly posted signage providing the following information:

- Name, email, and phone number of tenants' main point of contact for questions, concerns, and requests.
- Business hours during which the main point of contact is on duty.
- Name, email, and phone number of the main point of contact for maintenance requests, if different from main point of contact.
- Name, email, and phone number of the main point of contact for after-hours emergencies, if different from main point of contact.
- Information on how to pay rent, including what forms of payment are accepted, the date upon which rent is due, the name of the entity to which checks should be made out, instructions on how to deliver checks and/or cash payments, any URLs to online payment portals, and name, email, and phone number of the main point of contact for questions and issues regarding rent payments.

I FURTHER MOVE that the Council instruct LAHD, with the assistance of the City Attorney, to include in the above-described ordinance, the following requirements:

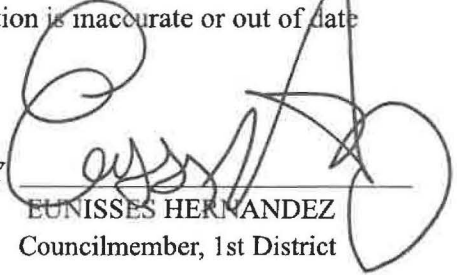
- All contact information provided must be for a natural person and provision of generic information for a larger entity shall not constitute adherence to the policy.
- If the same person is the main point of contact for multiple or all of the roles outlined above, the signage must explicitly state all of the roles each point of contact serves.
- In the instance that a property has an on-site manager, the on-site manager's unit number must be provided.
- If there is any change to the posted information, the signage must be updated no more than 15 days after the change has occurred, or at least 3 days before the next rent payment is due, whichever is sooner.

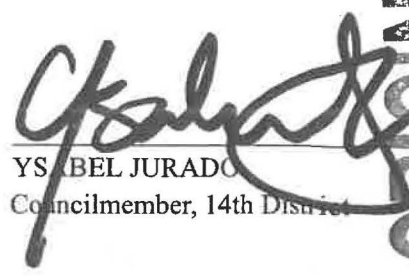
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I FURTHER MOVE that the Council instruct LAHD, with the assistance of the City Attorney, to report back on options for a tenant to file a complaint with the LAHD in order to begin proceedings to be provided a rent reduction if any of the following violations persist after an opportunity to remedy is provided:

- Landlord fails to provide clear signage indicating all the information outlined in the above-described ordinance
- Tenant requests service or information via the contact provided on the signage and discovers that the information is inaccurate or out of date

PRESENTED BY


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ORIGINAL