



Residential Rental Application Fee Complaint Form

The City of Grand Rapids *Residential Rental Application Fees Ordinance* establishes rules for the collection and return of rental application fees. This form serves as the written complaint for applicants who were charged an application fee and believe the ordinance was not followed.

A complaint must be filed with the Code Compliance Department within 30 days from the date a denial notification is received by the applicant. Only the applicant can submit complaints, but may do so with assistance from a third party if necessary. If a denial notification is not received within 30 days of applying, a complaint may be submitted within 45 days of submitting the application.

Complainant Information

Name: _____

Address: _____

Phone: _____ Email: _____

Rental Property Application Information

The date the denial letter was received: _____
(MM/DD/YYYY)

The amount paid for the application fee: \$ _____

The date the application fee was paid: _____
(MM/DD/YYYY)

I submitted an application for:

A specific property or unit located at _____ Grand Rapids, MI _____
(Street Address) (Zip Code)

Any available unit.

I made payment to the following person, agent or company:

Name: _____

Address: _____

Phone: _____ Email: _____

Description of Complaint (Please check all, but only those, that apply.)

I paid a rental application fee, but the following was not provided to me:

- A written disclosure statement stating the criteria on which the application would be judged; including a description of the screening process, and the name and contact information of the person, agency or third party used to screen the application.
- A written disclosure statement indicating the amount to be charged for applying and an itemized explanation of the costs and use of the application fee.
- A denial letter stating the reason(s) I did not receive the rental unit.

I paid a rental application fee, but:

- The advertisement or posting for the rental unit(s) did not indicate an application fee would be charged, or the amount was more than advertised.
- The amount paid exceeded the cost of the screening process as specified in the disclosure statement.
- The residential rental unit(s) applied for were not available or intended to be available, and I did not consent to being put on a waiting list.
- My application was not screened, and the fee was not returned to me.

I attest that the above information is a true and accurate statement of events.

Signature of Complainant

Date

- Supporting Documentation** – Please attach copies of all documents that may support this complaint, such as copies of the payment receipt, denial letter, advertisement, etc.
- Submittal Information** – Completed forms and supporting documents may be mailed to Code Compliance Department, 1120 Monroe Avenue, NW, Grand Rapids, MI 49503; or email to codes@grcity.us.

Investigation and Enforcement Process

The Code Compliance Department will review your complaint. They may contact you if more information is needed to accurately review the case. A copy of your completed complaint form will be included with a Notice of Complaint sent to the person, agent or company that the complaint is being filed against. They will have fourteen (14) days to respond to the complaint and provide documentation to evidence compliance with the ordinance.

Documentation will be reviewed by the City. If it is determined that a violation did not occur, the case will be closed to “no violation.” If violation of the ordinance is evidenced, a civil infraction will be issued to the responsible party and they will be required to repay the full application fee to you.

If the responsible party does not respond within fourteen (14) days, a Notice of Violation will be sent requiring a response in seven (7) days. If a response is received evidencing compliance, the case will be closed to “no violation.” If no response is received, a civil infraction will be issued to the responsible party.

The City will provide written notification informing you of the results of the investigation.

For questions or more information
Call 311 or (616) 456-3000; or email codes@grcity.us