



**Western Plains**  
PUBLIC HEALTH

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# Rental Housing Standards Complaint Process

## Resources:

You as a renter have rights and responsibilities. You can view those rights on the North Dakota Attorney General website at the following link: <https://attorneygeneral.nd.gov/consumer-resources/tenant-rights>.

Check with your local NDSU Extension office if you have moisture and potential mold problems: <https://www.ndsu.edu/agriculture/extension/moisture-meter>. Many offices have a moisture meter available for check-out.

Check with your city's local ordinances or your local housing authority to view codes pertaining to owner and occupant responsibilities and habitable dwellings.

City of Mandan residents can report concerns at: <https://www.cityofmandan.com/index.asp?Type=QUICKFORM&SEC={CEB9E722-9780-4E50-A0C9-5FBD268DA1E0}>

## How to make a complaint?

1. Contact the property owner or property manager to try to address the issue. Written notice of the alleged issue to the property owner or property manager will be needed for Western Plains Public Health to further pursue.
2. The renter should allow for a minimum of 10 days to allow the property owner or property manager to respond to the alleged issue. If it can not be resolved by the property owner or property manager, complaints made to Western Plains Public Health need to be in writing. The person filing a complaint will need to be a party of the current rental agreement or a representative of the party of the rental agreement. A form to pursue a written complaint can be found at: <https://www.westernplainsph.org/public-health-nuisances>

## What should be included in the complaint to Western Plains PH?

1. Completed complaint form with contact information for the renter as well as the property owner or property manager. Renter contact information can be kept anonymous, however, incomplete complaint forms will not be acted upon.
2. Complete description of the alleged issue with approximate timeline of events.
3. A copy of the written complaint of the alleged issue that was sent to the property owner or property manager.
4. A copy of the lease or rental agreement between the property owner and the renter.

*Disclaimer: Western Plains Public Health may be able to provide assistance and resources for public health issues within our scope of practice, however, this does not guarantee complete resolution of discrepancies.*