



Rental Housing Standards Complaint Process

The City of Bismarck building regulations identify rental housing standards to provide minimum habitability criteria to safeguard health, property and public wellbeing of the owners, occupants, and users of rental property. Generally, the items covered include:

Structural integrity of roofs, floors, walls, and foundation	Weatherproofing of roof, exterior walls, windows, and doors
Natural and artificial light	Doors and windows equipped with working locks
Ventilation for bathrooms, mechanical equipment, appliances, and operable windows	A safe means of exit
Plumbing systems and fixtures	Fire protection
Mechanical heating systems and appliances	Pest elimination
Electrical systems and outlets	

More information can be found in Title 4 *Building Regulations* Chapter 4-11 *Rental Housing Standards* of the Bismarck Code of Ordinances and can be accessed at the following link: <https://www.bismarcknd.gov/90/Code-of-Ordinances>

How to make a complaint?

- The first step should be to contact the property owner or property manager to try to address the issue related to the items covered by these rental housing standards. Written notice of the alleged code violation to the property owner or property manager will be needed if the complaint is further pursued with the City of Bismarck.
- The renter should provide for a minimum of 10 days to allow the property owner or property manager to respond to the alleged violation. If the issue cannot be resolved with the property owner or property manager, complaints made to the City of Bismarck need to be in writing and either filed in person, by mail, or electronically. The person filing the complaint will need to be a party to the current rental agreement or a representative of the party to the rental agreement. A form to pursue a written complaint to the City of Bismarck can be found in the following link: https://www.bismarcknd.gov/DocumentCenter/View/34869/RentalHousingStandardsComplaint_Fillable-Form

What should be included in the complaint to the City of Bismarck?

- Name of the person filing the complaint, including contact information and, if different, the name of the affected renter. For complaints to be acted upon they cannot be made anonymously.
- The name of the property owner or property manager including contact information.
- The address of the property with the alleged violation.
- A complete description of the alleged violation.
- A copy of the written complaint of the alleged violation to the property owner or property manager.
- A copy of the lease or rental agreement between the property owner and the renter.

Who to contact?

Complaints can be filed through:

Community Development Department
 Building Inspections Division
 221 North 5th Street
 Bismarck, ND 58501
 701-355-1465
buildinginspections@bismarcknd.gov

or

Bismarck-Burleigh County Health Department
 Environmental Health Division
 500 East Front Avenue
 Bismarck, ND 58504
 701-355-3400
bbph@bismarcknd.gov