



F.A.Q's

Q: Who is held responsible for maintaining a rental property?

A: The property owner is responsible for the maintenance of the property. In regards to sanitary concerns, the landlord is responsible for common areas (areas shared by other units) and the tenant is responsible for the condition of their unit. Your lease may indicate further responsibilities by each party.

Q: How do I file a complaint about a property?

A: If you have concerns about a dwelling unit, you may file a written complaint with the Planning & Zoning Department, or, you may contact the Mayor's Property Complaint Hotline to make a report by telephone or email. The property owner will be contacted if the complaint is valid and violations are found. The owner will be required to correct the violations in a specified amount of time.

Q What does the unsafe building inspector look for?

A: Lebanon City Code 92.130 establishes the City's Unsafe Building Law. You may pick up a copy of the code at the Planning & Zoning Department during regular office hours.



RESOURCES

Board Up Unsafe Buildings
1-800-BOARD-UP

U.S. Department of Rental and Housing Development
<http://portal.hud.gov/hudportal/HUD?src=/states/indiana/renting/tenantrights>
1-800-955-2232

Indiana Apartment Association
<http://www.iaaonline.net>
(317) 816-8900

Indiana State Bar Association
<http://www.inbar.org/Default.aspx>
1-800-266-2581

Indiana Housing & Community Development Authority
<http://www.in.gov/ihcda>
1-800-872-0371

Uniform Residential Landlord & Tenant Act
<http://uniformlaws.org/ActSummary.aspx?title=Residential+Landlord+and+Tenant+Act>

Indiana Assistance Programs
http://www.needhelp-payingbills.com/html/indiana_assistance_programs.html

Landlord—Tenant Relationships

The relationship that you enjoy with your landlord can directly impact your lifestyle, comfort, image and financial standing. Establishing a positive and healthy relationship with your landlord can go a long way in helping you live in the best conditions possible, getting you the fastest responses to maintenance requests, and keeping your rental rates reasonable.



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Helpful Hints on Establishing a Healthy Landlord-Tenant Relationship

Get all agreements and commitments in writing and signed by all parties involved; keep copies of everything.

Always notify the landlord about any problems in person or over the telephone. Follow that first notification with a signed, dated letter noting the problems that you stated in your conversation. Putting the situation in writing will not only look business-like, but will also establish a record if there are problems later. Remember to keep a copy of everything for your records.

Although it may seem uncomfortable to request that you and your roommates agree to payment schedules, utilities, food, cleaning, etc. in writing, there are many important reasons to do so. Misunderstanding and miscommunication are common; written agreements can prevent small issues from becoming huge problems.

Keep copies of all documents pertaining to your rental (lease, work orders, maintenance requests, and move-in checklist). Take good notes, including date and time of all communications with your landlord. Having too much information is far better than not having enough.

LANDLORD RESPONSIBILITIES

According to the Indiana Landlord and Tenant Act, a landlord must:

- Deliver the rental premises to a tenant in compliance with the rental agreement, and in a safe, clean, and habitable condition.
- Comply with all health and housing codes applicable to the rental premises.
- Make all reasonable efforts to keep common areas of a rental premises in a clean and proper condition.
- Provide and maintain the following items in a rental premises in good and safe working condition, if provided on the premises at the time the rental agreement is entered into:
 - Electrical systems.
 - Plumbing systems-sufficient to accommodate a reasonable supply of hot and cold running water at all times.
 - Sanitary systems.
 - Heating, ventilating, and air conditioning (HVAC) systems. A heating system must be sufficient to adequately supply heat at all times.
 - Appliances supplied as inducement to the rental agreement.

NOTICE: This information is not a substitute for legal advice, but is provided as a guide to help you evaluate reasonable expectations for landlords, building managers, and tenants, alike.

TENANT RESPONSIBILITIES

According to the Indiana Landlord and Tenant Act, a tenant has the obligation to:

- Comply with all obligations imposed primarily on a tenant by applicable provisions of health and housing codes.
- Keep the areas of the rental premises occupied or used by the tenant reasonably clean.
- Use the following in a reasonable manner:
 - Electrical systems.
 - Plumbing-Sanitary systems.
 - Heating, ventilating, and air conditioning (HVAC) systems.
 - Elevators, if provided.
 - Facilities and appliances of the rental premises.
- Refrain from defacing, damaging, destroying, impairing, or removing any part of the rental premises.
- Comply with all reasonable rules and regulations in existence at the time a rental agreement is entered into. A tenant shall also comply with amended rules and regulations as provided in the rental agreement.
- Ensure that each smoke detector installed in the tenant's rental unit remains functional and is not disabled. If the smoke detector is battery operated, the tenant shall replace batteries in the smoke detector as necessary. If the smoke detector is hard wired into the rental unit's electrical system, and the tenant believes that the smoke detector is not functional, the tenant shall provide notice to the landlord.