

DEPARTMENT OF COMMUNITY SERVICES
SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM

842 BETHEL STREET, 1ST FLOOR • HONOLULU, HAWAII 96813 • AREA CODE 808 • PHONE: 768-7096 • FAX: 768-7039
1000 ULU'OHIA, SUITE 118 • KAPOLEI, HAWAII 96707 • TELEPHONE: 768-3000 • FAX: 768-3237 • TDD: 768-3228
www.honolulu.gov/dcs/housing.html



Complaint Inspection Request Information Sheet

The City and County of Honolulu Section 8 office **may** conduct a complaint or special inspection if the landlord/property manager, or participant reports Housing Quality Standards (HQS) violations in the unit. Requests will not be considered if the items reported in the complaint do not involve HQS concerns. The PHA also reserves the right to conduct a special inspection at any time and after reasonable notice.

1. The tenant should first ask the landlord to repair the condition immediately.
2. If no action is taken, the complainant can contact the Department of Commerce and Consumer Affairs or go online to check the Landlord – Tenant Code to determine any recourse that can be taken.
3. The tenant can also contact their examiner to request a special inspection. The complaint or special inspection request must be in writing and include as much detail as possible so the inspector will know what target on the inspection.

If deficiencies are found, a notice will be sent to the owner and tenant with the HQS violations. The notice will also state who is responsible for making the corrections and the time frame for those items to be corrected. If the landlord responsible corrections are not completed within the time allotted, the owners HAP will be abated. Any tenant deficiencies not corrected within the allotted time frame may result in the family's voucher being terminated.

An inspector may issue a 24-hour notice of termination to the owner or the family if any of the following (but not limited to) life-threatening conditions are found:

- Any condition that jeopardizes the security of the unit
- Major plumbing leaks or flooding, waterlogged ceiling or floor in imminent danger or falling
- Natural or Liquid Propane (LP) gas or fuel oil leaks
- Any electrical problem or condition that could result in shock or fire
- Utilities not in service
- Conditions that present the imminent possibility of injury
- Obstacles that prevent safe entrance or exit from the unit
- Absence of a functioning toilet in the unit
- The presence of sewage blockage and ingress to the living area

The responsible party must correct life threatening conditions within 24 hours of notification.

Please contact the Inspection Supervisor, Steve Rosa, at 768-7377 if you have additional questions regarding complaint inspections.