

Instructions on Distribution of Information to Tenants Under TMC 1.95

The following is a set of guidelines for landlords to follow to comply with TMC 1.95.030—Distribution of Information to Tenants.

Distributing information to tenants is required at three different phases in the rental process.

- 1) **At the time of rental application**, the landlord must provide a prospective tenant with:
 - Written rental criteria based on their own business practice.
 - Information on a tenant's right to pay security deposits, non-refundable move-in fees, and last month's rent in installments.
 - Rental Housing Code website to access information on code violations, settlement/findings on discrimination cases under and how to register to vote- www.cityoftacoma.org/rentalhousingcode.

- 2) **When a rental agreement or lease is offered**, the landlord must provide the tenant with:
 - **Installment Payment Plan Request Form**-for a tenant to request to pay security deposits, non-refundable move-in fees, and last month's rent in installments.
 - A written copy of the **“Renting in Tacoma”** booklet, which is summaries of rights and responsibilities prepared by the city. This information must also be provided to existing tenants within thirty (30) days of being made available by the City of Tacoma. **The initial distribution of information to tenants must be in written form and landlords must obtain tenant's signature documenting receipt of such information.**

- 3) **The landlord is required to serve the “Notice of Resources”** prepared by the City, if a tenant is served any notices under RCW 59.12.030 that can lead to eviction.

The “Notice of Resources” form can be accessed in the **Landlord Resources** section on the Rental Housing Code website (www.cityoftacoma.org/rentalhousingcode).

If you have any questions, please call 311 or 253-591-5000.

Thank you for your continued partnership,

City of Tacoma

Renting in Tacoma:

A Guide for Landlords and Tenants



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INTRODUCTION

Welcome to renting in Tacoma. Your landlord is required to provide you with this Renter's Handbook when you first sign a rental agreement/lease, renew a rental agreement/lease, or when the City of Tacoma updates the information in it. The Renter's Handbook provides summaries of both your renter rights and obligations and community resources.

This handbook is for general educational and informational use only. It is not a substitute for the advice of an attorney. If you have a specific legal question, you should contact an attorney.

This document is a summary of the:

- ✓ City of Tacoma's Rental Housing Code (TMC 1.95. RHC),
- ✓ City of Tacoma's Landlord Fairness Code Initiative, TMC 1.100,
- ✓ Washington State Residential Landlord-Tenant Act (RCW 59.18, RLTA),
- ✓ City of Tacoma Fair Housing Laws (TMC 1.29), and the
- ✓ City of Tacoma's Minimum Buildings and Structure Code (TMC 2.01)

The information in this handbook is accurate as of December 2023

Recent Changes to City's Rental Housing Code, TMC 1.95

On July 11, 2023, the Tacoma City Council passed Amended Substitute Ordinance 28894, which updated the Rental Housing Code (TMC 1.95, RHC) to strengthen requirements around notices to increase rent, shared housing standards, tenant screening criteria, standards for fees and deposits, business license, health and safety requirements, and rental agreement regulations.

Effective July 24, 2023, the Rental Housing Code includes:

New Requirements for Landlords as of July 2023:

- 120-day written notice needed before increasing rent
- New standards that apply to shared housing arrangements
- Standardization of tenant screening criteria
- Limitations on imposing late fees and withholding pet damage deposits
- Stronger business license, health, and safety requirements
- New rental agreement regulations
- Requirement to advise tenants of option to pay move-in fees in installments

New Protections for tenants:

- Double the amount of notice for rent increases, from 60 to 120 days
- Greater protections for subleasing tenants in shared housing arrangements
- Established maximum income-to-rent ratios
- Elimination of blanket bans on felony or drug convictions and arrest records
- Landlords prohibited from only using Social Security Numbers to screen tenants
- No late fees exceeding 1.5% of monthly rent with a maximum limit of \$75 per month
- More time to pay move-in fees
- Landlords prohibited from pursuing eviction or increasing rent without a current City business license or if the unit is dangerous or unsafe
- New limitations on pet restriction

OVERVIEW OF THE RENTAL HOUSING CODE, TMC 1.95

Tenant Screening: (TMC 1.95.035):

The City of Tacoma strives to prevent screening policies that may be discriminatory or lead to homelessness. In this endeavor, **landlords may not:**

- Require any prospective or current tenant or occupant to provide a social security number for any reason.
- Apply a blanket ban on renting to anyone who has a previous felony conviction or arrest record. Landlords must conduct an individual assessment of a tenant's criminal history, considering the type and severity of the offense and how long ago the offense occurred. See TMC 1.95.035(B)(3) for additional guidance.
- Require the adults financially responsible for the dwelling unit to demonstrate a monthly gross income greater than:
 - Three (3) times the monthly rent when the monthly rent is below the Fair Market Rents as published by the U.S. Department of Housing and Urban Development (HUD), or
 - Two and a half (2.5) times the monthly rent when the monthly rent is at or above the Fair Market Rents as published by the U.S. Department of Housing and Urban Development (HUD).
- Screen an occupant who is not a financially responsible adult for financial responsibility.

Prior to obtaining any information about a prospective tenant or occupant, a landlord must provide written notice of:

- (i) What types of information will be accessed to conduct the tenant screening.
- (ii) What criteria may result in denial of the application.
- (iii) If a consumer report is used, the name and address of the consumer reporting agency and the prospective tenant's rights to obtain a free copy of the consumer report in the event of a denial or other adverse action, and to dispute the accuracy of information appearing in the consumer report; and
- (iv) Whether or not the landlord will accept a comprehensive reusable tenant screening report made available to the landlord by a consumer reporting agency.

A landlord's evaluation of an applicant's income to rent ratio must:

- Include all income sources of a financially responsible applicant, including, but not limited to, wages, rent assistance (non-governmental only), and monetary public benefits.
- Calculate the income to rent ratio based on a rental amount that is reduced by the amount of any local, state, or federal government rent voucher or housing subsidy available to the applicant; and
- Be based on the cumulative financial resources of all financially responsible applicants for the dwelling unit.

Rental Agreement Regulations: (TMC 1.95.037):

Any rental agreement or renewal of a rental agreement entered on or after July 24, 2023, is prohibited from:

- Imposing any penalty if a tenant terminates the tenancy pursuant to law and vacates before the expiration of any minimum term for a month-to-month tenancy.
- Requiring a tenant to only paying rent electronically.
- Requiring a tenant to provide more than a 20-day notice to terminate tenancy.
- Regulating or banning dogs based on breed unless the landlord's insurance policy requires such a ban.

Any rental agreement or renewal of a rental agreement entered on or after July 24, 2023, shall:

- Describe the number of occupants allowed to occupy the unit as outlined in TMC 2.01.060.V.
- Describe uninhabitable spaces such as attics, basements, and garages that have not been properly permitted for occupancy.
- Include the name and a physical address of the landlord, in addition to any rental portals or online tools to pay rent, make request for repairs, and file complaints.
- Include a provision stating that when late fees may be assessed after rent becomes due, the tenant may propose that the date rent is due be altered to a different date of the month. Additionally, the provision shall specify that, according to RCW 59.18.170(3), a landlord shall agree to such a proposal if it is submitted in writing and the tenant can demonstrate that their primary source of income is a regular, monthly source of governmental assistance that is not received until after the date rent is due in the rental agreement; and
- If a landlord collects last month's rent from the tenant, the landlord must apply such rent to the last month of tenancy when notice to terminate is provided by either party. Last month's rent cannot be used for anything other than rent. Last month's rent cannot be combined with or used to supplement a security deposit.

Deposits: (TMC 1.95.040):

A landlord cannot collect a security deposit unless the following requirements are met:

- Rental agreement is in writing.
- Written checklist or statement specifically describing the condition and cleanliness of or existing damages to the premises and furnishings, including, but not limited to, walls, floors, counter tops, carpets, drapes, furniture, and appliances, is provided by the landlord to the tenant at the beginning of the tenancy.
- The checklist or statement shall be signed and dated by the landlord and the tenant, and the tenant shall be provided with a copy of the signed checklist or statement.
- Security deposit must be placed in a trust account and provide a written receipt and notice of the name, address, and location of the depository and any subsequent change thereof to the tenant, in compliance with the requirements of RCW 59.18.270.

Pet Deposits. A landlord may not charge a tenant more than 25 percent of one month's rent as a deposit for pets.

Trust Accounting. A landlord must place any required security deposit and any last month's rent in a trust account and provide a written receipt and notice of the name, address, and location of the depository and any subsequent change thereof to the tenant.

Installment Payments: (TMC 1.95.040):

Except when both (1) the total amount of a security deposit and non-refundable move-in fees does not exceed 25% of the first full month's rent, and (2) payment of last month's rent is not required at the inception of the tenancy, **a tenant may request in writing** to pay the total amount of the security deposit, non-refundable move-in fees, and last month's rent in installments as follows:

- For tenancies that are six (6) months or longer, a tenant may elect to pay in six (6) consecutive and equal monthly installments beginning at the commencement of the tenancy.
- For tenancies that are three (3) months to five (5) months, a tenant may elect to pay in three (3) consecutive and equal monthly installments beginning at the commencement of the tenancy.
- For month-to-month tenancies, a tenant may elect to pay the security deposit and non-refundable move-in fees in two (2) consecutive and equal monthly payments beginning at the commencement of the tenancy, and last month's rent in six (6) consecutive and equal monthly installments beginning at the commencement of the tenancy.

Failure to pay an installment of the security deposit, non-refundable fees and/or last months' rent is a breach of the rental agreement and may subject the tenant to a 10-day comply or vacate notice issued pursuant to RCW 59.12.030(4) and shall mean entire amount of any outstanding payments shall become due when next rent payment is due, unless otherwise agreed to in writing by the landlord and tenant.

Landlords may not impose any fee, charge any interest, or otherwise impose a cost on a tenant because a tenant elects to pay in installments. Installment payments are due at the same time as rent is due. All installment schedules must be in writing, signed by both parties.

Notice requirement generally – reasonable accommodation request (TMC 1.95.050):

A tenant with a disability has the right to request a written reasonable accommodation for the landlord to serve any notices required by this chapter to be served in formats other than as outlined in this code. Landlords shall review and comply with all reasonable accommodation requests, as required in TMC 1.29.120.D, received from a tenant.

Notice to increase rent requirements (TMC 1.95.060):

Landlords are required to provide a minimum of 120 days' prior written notice to a tenant whenever the monthly rent will increase by any amount, except as provided by RCW 59.18.140(3)(b) for subsidized tenancies and for deed-restricted affordable housing.

For a notice of rent increase to be valid and enforceable, a landlord must:

- Specify the percentage of the rent increase, the amount of the new rent, and the date on which the increase becomes effective.
- Serve the notice in accordance with RCW 59.12.040.
- Provide a copy of the resource summary prepared by the City as outlined in TMC 1.95.030
- Comply with the City business license requirements pursuant to TMC 6B, including having an annual business license, paying the license fee amounts, registering each dwelling unit, and certifying that each dwelling unit complies with RCW 59.18.060, as it exists or is hereinafter amended, and does not present conditions that endanger or impair health and safety of tenants.

Late Fees (TMC 1.95.065):

Any fees for the late payment of rent may not exceed: 1.5% of the unpaid monthly rent with a \$75 cap

No other fees may be charged for late payment of rent, including for the service of any notice to pay, or any legal costs, including court costs and attorneys' fees.

Landlords must provide tenants with at least a quarterly written notice outlining late fees due and how the tenant can come into compliance with paying amounts due.

Late fee notices must include detailed information regarding the month(s) for which a late fee is owed and a copy of an updated rent ledger and/or information to obtain updated information on an online rent portal.

No late fees may be assessed on any non-rent charges.

Notice to vacate requirements (TMC 1.95.070):

No landlord may issue a notice to vacate unless the landlord has complied with the City business license requirements pursuant to TMC 6B, including having an annual business license, paying the license fee amounts, registering each dwelling unit, and certifying that each dwelling unit complies with RCW 59.18.060, and does not present conditions that endanger or impair health and safety of tenants.

Unless a tenant is to be displaced due to demolition, substantial rehabilitation, or change of use, termination of any tenancy must comply with RCW 59.18.650.

Any notice to terminate a tenancy or vacate must:

- Comply with the requirements under RCW 59.12.040 for service of notice.
- Require the tenant to vacate the dwelling unit at the end of the month or period of

tenancy.

- List the name of the tenant and the dwelling unit number.
- State the reason for or condition(s) justifying the termination of tenancy.

Note: Tenants are only required to provide a 20-day written notice before the end of the rental period to terminate their tenancy.

Displacement of Tenants (TMC 1.95.070.C):

When a tenant is to be displaced due to demolition, substantial rehabilitation, or change of use, the landlord must:

- Provide the tenant with written notice to vacate at least 120 days before the end of the month or period of tenancy.
- Serve at the same time the Tenant Relocation Information Packet and further comply with the Tenant Relocation Assistance requirements in TMC 1.95.080.B.
- If a tenant requests an in-person meeting with the landlord to discuss the upcoming termination, schedule, notify tenants in writing, and hold such a meeting within 20 days of such request, at a time and location reasonably convenient for the parties.

Tenant Relocation Assistance (TMC 1.95.080):

Relocation for renting condemned Property:

As defined in RCW 59.18.085, if a rental property is deemed uninhabitable by the City of Tacoma for code violations, the landlord can be held liable to tenant for the following:

- The entire amount of deposit.
- All prepaid rent (which include last month, and monthly rent paid after date the unit is deemed uninhabitable). **Example: If unit is deemed uninhabitable on the 15th, tenant is in entitled for refund of 16th to end of rental period.**
- Relocation assistance in the amount of \$2000 or three times the monthly rent, whichever is greater, as well as costs and attorney's fees.

Relocation Assistance to Low-Income Tenants **when a rental unit is demolished, substantially rehabilitated, or changed in use:**

Landlords are required to pay relocation assistance to low-income tenants (50% median income adjusted for family size in Tacoma) who are displaced due to rental property being demolished, substantially rehabilitated, or change in use. Some restrictions apply, see TMC 1.95.080(B)(1).

The following apply:

- \$2,000 in relocation funds.
- 50/50 split between City and landlord.

Shared Housing Requirements (TMC 1.95.85):

The City recognizes that shared housing has become a more common way to secure housing but is also a tool to help prevent homelessness. In order to ensure housing security for current and future residents, healthy housing conditions, and reduce negative impacts on neighborhoods, the City enacted new standards for shared housing:

- Any landlord or master lease holder renting to four or more tenants in a dwelling unit must have separate rental agreements for each “habitable space.”
- Any master lease holder must provide contact information for their subtenants to the property owner and must provide contact information of the property owner to their subtenants.
- For any rental agreement with a master lease, the landlord and master lease holder must investigate any complaints from City of Tacoma, Tacoma Police Department, neighbors, and/or Neighborhood Councils, related to the rental property causing a nuisance, drug, or gang activity, and terminate tenancy if appropriate.
- Landlords must serve any notices outlined in TMC 1.95.070.C to the master lease holder and provide enough copies for the maximum number of residents as allowed under TMC 2.01.060.V and W, and notices must be served in accordance with RCW 59.12.040 and TMC 1.95.030.C.
- After being served notice under TMC 1.95.070.C, the master lease holder must serve copies to the subtenants.
- If the master lease holder fails to provide a notice to terminate a subtenancy, the landlord shall still be entitled to pursue an unlawful detainer action against the subtenants if necessary, provided that any subtenants who will be evicted as a result of the unlawful detainer action will be entitled to reside at the premises for an additional thirty (30) days following the date the writ of restitution is issued, or as ordered by court.

Compliance and Enforcement (TMC 1.95.090):

Retaliation Prohibited:

If the tenant exercises rights under the Washington State Residential Landlord-Tenant Act (RCW 59.18) and

TMC 1.95, such as:

- Asserting rights.
- Complaining to a government authority.
- Deducting for repairs under RCW 59.18.100.
- Lawful right to organize.

Landlords are prohibited from engaging in reprisals or retaliatory actions pursuant to RCW 59.18.240 and RCW 59.18.250, as they exist or are hereinafter amended.

Retaliatory actions include:

- Raising the rent
- Reducing services provided to the tenant
- Evicting the tenant

The law initially assumes that the above actions are retaliatory if they occur within 90 days after the tenant's action.

If you believe that your landlord has violated your rights under the Rental Housing Code (TMC 1.95). The first step is to bring it to your landlord's attention, and this should be done in writing.

If your landlord does not come into compliance, then you can file a complaint with the City of Tacoma by calling 311 or 253-591-5000. You can also file a complaint online at www.cityoftacoma.org/rentalhousingcode.

If a complaint is filed with the City of Tacoma, the complaint will be investigated and if the landlord does not come into voluntary compliance, the City may assess penalties against the landlord.

The tenant also has the right to seek civil remedies if the landlord has violated their rights under the Rental Housing Code (TMC 1.95). A tenant should seek legal advice to understand this process.

OVERVIEW OF THE LANDLORD FAIRNESS INITIATIVE, TMC 1.100

In the last election cycle, the people of Tacoma used their voices and their vote and approved the Landlord Fairness Code Initiative (LFCI), formerly known as Measure 1 and on December 8, 2023, it became city law.

Landlords are required to comply with health/safety laws (TMC 1.100.030):

- A landlord cannot raise rent if the landlord has violations under TMC 2.01.050 “Minimum Buildings and Structures Code,” or violations under RCW 59.18.060, which may make the unit uninhabitable.
- It is a defense to eviction if the landlord, at the time of eviction, is in violation of the above laws.

Landlords must not charge unfair or excessive fees (TMC 1.100.040):

- **Late fees:** The fee for late rent cannot exceed \$10 per month.
- **Move-in costs:** The total fee for all move-in costs cannot exceed one month’s rent.
- **Pet damage deposit:** The deposit cannot exceed 25% of first months’ rent, and it must be refundable if no pet damage is done to the unit.

Two separate notices are required before increasing rent (TMC 1.100.050):

- 1st notice to increase rent must be issued between 210 and 180 days before the rent increase takes effect.
- 2nd notice to increase rent must be issued between 120 and 90 days before rent increase takes effect.
- The notice shall be in a form established by the City of Tacoma, which must include the actual dollar amount of the new rent or rent increase, a description of the rental relocation assistance program and how the relocation assistance payment will be calculated, if applicable, and must be served in accordance with RCW 59.12.040.

Economic displacement relocation assistance (TMC 1.100.050):

If the tenant’s rent is raised 5% or more and the tenant can no longer afford to occupy the unit, the landlord is required to pay relocation assistance in the following amounts:

- If rent increases 5% to 7.5% — 2 times the monthly rent
- If rent increases 7.5% to 10% — 2.5 times the monthly rent
- If rent increases more than 10% — 3 times the monthly rent

At any time after receiving the 180-day notice of a rent increase of 5% or more, a tenant deciding to relocate rather than paying the rent increase may send the landlord a request for relocation assistance. Within 30 days of receiving such request, landlords must pay the relocation assistance to tenant. Payment of relocation assistance shall be per dwelling unit, not per person, and shall be split evenly among all the tenants.

In the event that the tenant is unable to relocate and remains in the dwelling unit at the increased rent, the tenant must repay the relocation assistance.

Landlords are prohibited from carrying out student/school-year, and cold weather evictions (TMC 1.00.060)

It shall be a defense to eviction if the eviction qualifies as a student/school year eviction or a cold-weather eviction.

An eviction qualifies as a student/school-year eviction if it would require the tenant to vacate their dwelling unit during the school year and the tenant or any resident of the dwelling unit is:

- a. A child or student.
- b. A person having legal custody of a child or student, including but not limited to the child's or student's parent, step-parent, adoptive parent, guardian, foster parent, or custodian; or
- c. An educator

There are some exceptions to this, including:

- Owner or family to occupy the unit.
- Condemnation or uninhabitable.
- Desire for roommate to vacate.
- Sexual harassment by tenant.
- The tenant's failure to comply with a three day or ten day notice to vacate for a drug-related activity nuisance pursuant to chapter 7.43 RCW.
- Maintenance of an unlawful business or conduct pursuant to RCW 59.12.030(5).
- The tenant's conduct has a substantial detrimental impact on, or constitutes an imminent threat to, the health or safety of other tenants in the rental building or the owner.

Landlords may not carry out an eviction during cold weather—between November 1 and April 1.

Landlords are prohibited from evicting someone based upon tenant's status as a member of the military, first responder, senior, family member, health care provider, or educator (TMC 1.100.070).

Enforcement and penalties

- Landlords who violate this chapter can be liable for penalties of not less than \$500 and up to five times the monthly rent of the dwelling unit at issue, per violation.
- A tenant can sue landlord for violations.

- A tenant or organization can sue for injunctive relief.
- A landlord can seek court order to be exempted from provisions, and allow eviction, if they can show they would experience “an undue and significant hardship” if the code were enforced.

UNDERSTANDING HOW THE RENTAL HOUSING CODE (TMC 1.95) AND THE LANDLORD FAIRNESS CODE INITIATIVE (TMC 1.100) WORK TOGETHER

The Landlord Fairness Code Initiative does not replace the Rental Housing Code. Both codes will be in effect starting December 8, 2023.

There are some conflicts between the Rental Housing Code and the Landlord Fairness Code which include:

- Late Fees – the Landlord Fairness Code caps late fees at \$10 versus a cap of \$75 in the Rental Housing Code.
- Rental Increase Notices – the Landlord Fairness Code requires two notices to increase rent starting at 210 days versus the Rental Housing Code's one notice at 120 days.

The Landlord Fairness Code Initiative and the Rental Housing Code have separate and distinct enforcement mechanisms:

The Landlord Fairness Code Initiative contains no authorization for administrative enforcement by the City, and its provisions are enforced exclusively by private rights of action.

The Rental Housing Code is enforced through City administrative processes.

As a result, there is no fundamental conflict between the Initiative and the current Rental Housing Code. In other words, **the City will enforce the Rental Housing Code related to its provision for late fees and notices to increase rent. A tenant can seek to enforce the Initiative's provisions regarding late fees and notices of rent increase through legal actions taken against the landlord.**

WASHINGTON STATE RESIDENTIAL LANDLORD-TENANT ACT

RCW 59.18 (RLTA)

Owners and tenants have legal responsibilities to each other. The Washington State Residential Landlord- Tenant Act (RCW 59.18, RLTA) outlines the rights and responsibilities for landlords and tenants.

This summary is designed to help owners and tenants gain an understanding of the state rules and regulations affecting housing and provide resource on where to get assistance if needed.

Good Faith Obligation:

State law requires landlords and tenants to act in good faith toward one another.

Most tenants who rent a place to live come under the Washington State Residential Landlord-Tenant Act. However, certain renters are specifically excluded from the law.

Residents who are generally not covered by the Act are:

- Renters of a space in a mobile home park are usually covered by the state's Mobile Home Landlord- Tenant Act (RCW 59.20). However, renters of both a space and a mobile home are usually covered by the residential law.
- Residents in transient lodgings such as hotels and motels; residents of public or private medical, religious, educational, recreational or correctional institutions; residents of a single family dwelling which is rented as part of a lease of agricultural land; residents of housing provided for seasonal farm work.
- Tenants with an earnest money agreement to purchase the dwelling. Tenants who lease a single family dwelling with an option to purchase, if the tenant's attorney has approved the face of the lease. Tenants who have signed a lease option agreement but have not yet exercised that option are still covered.
- Tenants who are employed by the landlord, when their agreement specifies that they can only live in the rental unit as long as they hold the job (such as an apartment house manager).
- Tenants who are leasing a single family dwelling for one year or more, when their attorney has approved the exemption.
- Tenants who are using the property for commercial rather than residential purposes.

Looking For Housing

Screening (RCW 59.18.257):

At the time a prospective tenant applies to reside in a dwelling unit and the landlord charges them a screening fee to check their rental history, credit history, and criminal background, the landlord shall:

- Provide the prospective tenant with the landlord's written rental criteria, charge the actual cost for screening; landlord cannot make a profit
- Provide tenant with an adverse action notice if the tenant is denied and where information was obtained that resulted in the denial
- Provide tenant with an adverse action notice if the landlord takes any other adverse action such as extra deposits or requiring a co-signer.

If the landlord fails to provide the adverse action letter the tenant can sue the landlord for up to \$100.

Illegal Discrimination:

Landlords can use screening criteria according to their own business model. However, the landlord cannot discriminate against protected classes during their screening process.

Note: Please see the City of Tacoma Fair Housing Resources page in this booklet for more information on discrimination and protected classes.

Types of Rental Agreements:

Month-to-Month Agreement:

- Can be written or oral
- If deposit or non-refundable fee is paid the agreement must be in writing
- Has no fixed time limit and continues until either landlord or tenant gives proper written notice that they want to terminate the tenancy
- Landlord can change the rules or policies with a 30-day written notice
- Landlord can increase the rent with a written 60-day notice

Fixed Term (RCW 59.18.210):

- Must be in writing to be valid
- Requires tenant to live in the unit for a specific time period
- Landlord can only increase rent or change rules if tenant agrees
- Leases for longer than a year must be notarized

Illegal Provisions in Rental Agreements:

Some provisions which may appear in rental agreements or leases are not legal and cannot be enforced under the law (RCW 59.18.230). These include:

- A provision which waives any right given to tenants by the RLTA or that surrenders tenants' right to defend themselves in court against a landlord's accusations.
- A provision stating the tenant will pay the landlord's attorney's fees under any circumstances if a dispute goes to court.
- A provision which limits the landlord's liability in situations where the landlord would normally be responsible.
- A provision which requires the tenant to agree to a particular arbitrator at the time of signing the rental agreement.
- A provision allowing the landlord to enter the rental unit without proper notice.
- A provision requiring a tenant to pay for all damage to the unit, even if it is not caused by tenants or their guests.
- A provision that allows the landlord to seize a tenant's property if the tenant falls behind in rent.

When there is a written rental agreement for a premises, the landlord must provide a fully executed copy to each tenant who signs the agreement. A landlord must provide one free replacement copy of the written agreement if requested by a tenant during the tenancy (RCW 59.18.065).

Move-in Cost:

Security Deposit:

Under the Landlord-Tenant Act, the term "deposit" can only be applied to money which can be refunded to the tenant. If a refundable deposit is collected, the law requires:

- The rental agreement must be in writing. It must say what each deposit is for and what the tenant must do in order to get the money back. (RCW 59.18.260, TMC 1.95.040).
- The tenant must be given a written receipt for each deposit. (RCW 59.18.270).
- A checklist or statement describing the condition of the rental unit must be filled out. The landlord and the tenant must sign it, and the tenant must be given a signed copy (RCW 59.18.260, TMC 1.95.040).
- The deposits must be placed in a trust account in a bank or escrow company. The tenant must be informed in writing where the deposits are being kept. Unless some other agreement has been made in writing, any interest earned by the deposit belongs to the landlord (RCW 59.18.270, TMC 1.95.040).

Non-refundable fees:

- These will not be returned to the tenant under any circumstances.
- The rental agreement must be in writing and must state that the fee will not be returned.
- Cannot legally be called a “deposit.” (RCW 59.18.285).

Last Month Rent:

- Is not a deposit and can only be used for rent payment of that month.
- Landlord cannot use for damages.

Holding Fee:

A tenant can pay the landlord a holding fee to ensure the landlord does not rent the unit to someone else before the tenant can move in. If a holding fee is paid the following apply:

- Must secure a specific dwelling unit for tenant to occupy.
- Cannot be used to be put on a waiting list.
- Tenant must be provided with a receipt and written statement outlining the terms.
- If tenant is offered the unit and moves in, the holding fee must be applied to either first months' rent or security deposit.
- If the unit is offered to the tenant and they do not move in, the landlord can keep the holding fee.
- Holding fee cannot be retained if the unit fails a tenant-based rental assistance program inspection (section 8).

Liability:

Once a tenant has signed a rental agreement, the tenant must continue to pay the rent to maintain eligibility to bring actions under the RLTA. The tenant is responsible for in the maintenance and damages they have caused at the property.

LIVING IN UNIT

Landlord Responsibilities (RCW 59.18.060):

The landlord must:

- Maintain the dwelling so it does not violate state and local codes in ways which endanger tenants' health and safety.
- Maintain structural components, such as roofs, floors and chimneys, in reasonably good repair.
- Maintain the dwelling in reasonably weather tight condition.
- Provide reasonably adequate locks and keys.
- Provide the necessary facilities to supply heat, electricity, hot and cold water.
- Provide garbage cans and arrange for removal of garbage, except in single family dwellings.
- Keep common areas, such as lobbies, stairways, and halls, reasonably clean and free from hazards.
- Control pests before the tenant moves in. The landlord must continue to control infestations except in Single-family dwellings, or when the infestation was caused by the tenant.
- Make repairs to keep the unit in the same condition as when the tenant moved in—except for normal wear and tear.
- Keep electrical, plumbing and heating systems in good repair, and maintain any appliances which are provided with the rental.
- Inform the tenant of the name and address of the landlord or landlord's agent.
- Supply hot water as reasonably required by tenant.
- Provide written notice of fire safety and protection information and ensure that the unit is equipped with working smoke detectors when a new tenant moves in. (Tenants are responsible for maintaining detectors.) Except for single family dwellings, the notice must inform the tenant on how the smoke detector is operated and about the building's fire alarm and/or sprinkler system, smoking policy, and plans for emergency notification, evacuation and relocation, if any. Multifamily units may provide this notice as a checklist disclosing the building's fire safety and protection devices and a diagram showing emergency evacuation routes.
- Provide tenants with information provided or approved by the Department of Health about the health hazards of indoor mold, including how to control mold growth to minimize health risks, when a new tenant moves in. The landlord may give written information individually to each tenant, or may post it in a visible, public location at the dwelling unit property.
- Investigate if a tenant is engaged in gang-related activity when another tenant notifies the landlord of gang-related activity by serving a written notice and investigation demand to the landlord. [RCW 59.18.180]

- Provide carbon monoxide detectors.

*The landlord does not have to pay for damages or problems that caused by tenant.

Tenant's Responsibilities (RCW 59.18.130):

A tenant is required to:

- Pay rent, and any utilities agreed upon
- Comply with any requirements of city, county or state regulations
- Keep the rental unit clean and sanitary
- Dispose of the garbage properly
- Pay for fumigation of infestations caused by the tenant
- Properly operate plumbing, electrical and heating systems
- Not intentionally or carelessly damage the dwelling
- Not permit "waste" (substantial damage to the property) or "nuisance" (substantial interference with other tenant's use of property)
- Maintain smoke and carbon monoxide detection devices including battery replacement
- Not engage in activity at the premises that is imminently hazardous to the physical safety of other persons on the premises and that entails a physical assault on a person or unlawful use of a firearm or other deadly weapon resulting in an arrest [RCW 59.18.352]
- When moving out, restore the dwelling to the same conditions as when the tenant moved in, except for normal wear and tear

Landlord's Access to Rental Unit (RCW 59.18.150):

The landlord must give a tenant at least two days' written notice of their intent to enter the unit at reasonable times. The notice must state:

- The dates of entry
- Either the exact time of entry OR a period during which it will happen, including earliest and latest possible times
- A phone number for you to call to object to the entry date and time or to ask to reschedule

The landlord only has to give one day's notice to enter to show the unit to prospective tenant or purchaser.

Tenants cannot refuse the landlord entry to repair, improve or service the unit. In the case of emergency or abandonment, the landlord can enter without notice.

The landlord still must get the tenant's permission to enter, even if the required advance notice has

been given. If the landlord does not serve the tenant with proper notice to enter the rental unit, a tenant can serve the landlord with a written notice documenting the date and time of the violation and the landlord shall be liable for up to one hundred dollars for each violation after receipt of the notice. The tenant can sue the landlord in small claims court.

If a tenant unreasonably denies the landlord access to the unit after proper notice has been served, the landlord can serve the tenant with a non-compliance notice and the tenant shall be liable for up to one hundred dollars for each violation after the notice is served.

Paying Rent:

A landlord must provide a receipt for any payment made in the form of cash by a tenant. Upon the request of a tenant, a landlord must provide a receipt for any payment made by the tenant in a form other than cash (RCW 59.18.063).

A landlord may not charge a late fee for rent paid within five days past its due date. If rent is not paid by the 6th of the month, the landlord can charge late fee on the 7th (RCW 59.18.170).

Rental Agreement Changes:

Month-to-Month Agreement (RCW 59.140):

Landlord can change the provisions of month to month rental agreement, such as rules (for example smoking policy) by serving the tenant with at least a 30 days written notice.

- These changes can only become effective at the beginning of a rental period (the day rent is due).
- Notice which is less than 30 days will be effective the following rental period.

If the landlord wishes to convert the unit to a condominium, the tenant must be given a 90-day notice. (RCW 59.18.200)

Fixed Term Lease:

Under a lease, in most cases, changes during the lease term cannot be made unless both landlord and tenant agree to the proposed change.

If the landlord does not serve you with proper notice for a change in the lease, or if you are on a fixed term lease, dispute the notice in writing. If the landlord does not rescind the notice or come into compliance, seek legal advice.

Repairs:

It is the landlord's legal duty to make repairs unless the damage is caused by the tenant or their guest (including accidental damage).

The process:

Notify the landlord with a **written repair request**.

- Describe the problem and what needs fixing.
- Include your name, address and apartment number. If the landlord is a management company, include the name of the unit's owner, if you know it.
- Try to hand deliver the letter or mail it "certified mail," and "return receipt" at the post office. This will make it easier to prove the landlord got the letter.
- Make a copy of the letter for yourself.

After you give the landlord the written repair request, the landlord must begin to make the repairs within the following timeframes:

- If you have no hot or cold water, heat, or electricity, or there is a life-threatening problem, the landlord has 24 hours to start repairs. (RCW 59.18.070 (1)).
- If your refrigerator, stove, oven, or plumbing fixture is broken, the landlord has 72 hours to start repairs. (RCW 59.18.070 (2)).
- For all other repairs, the landlord has ten days to fix the problem (RCW 59.18.070 (3)).

The landlord must make sure the repairs are completed promptly. If completion is delayed due to circumstances beyond the landlord's control, including the unavailability of financing, the landlord shall remedy the defective condition as soon as possible.

Tenant's Options (RCW 59.18.090):

If repairs are not started within the required time and if the tenant is paid up in rent and utilities, the following options can be used:

1. Tenant can give written notice to the landlord and move out immediately. Tenants are entitled to a pro-rated refund of their rent, as well as the deposits they would normally get back.
2. Litigation or arbitration can be used to work out the dispute.
3. The tenant can hire someone to make the repairs. In many cases the tenant can have the work done and then deduct the cost from the rent. (RCW 59.18.100).
4. The tenant can make the repairs and deduct the cost from the rent, if the work does not require a licensed or registered tradespersons. The same procedure is followed as for (2) above. However, the cost limit is one half of one month's rent.
5. Rent in Escrow - After notice of defective conditions, and after appropriate government certification of defect, and waiting periods have passed, then tenants may place their monthly rent payments in an escrow account. It is wise to consult an attorney before taking this action.
6. Request Code Inspection of the property

A tenant **must be current in the payment of rent including all utilities** to which the tenant has agreed in the rental agreement to pay before exercising any statutory remedies, such as repair options. (RCW 59.18.080).

Illegal Actions by the Landlord:

The law prohibits a landlord from taking certain actions against you while living in the rental unit:

Lockouts (RCW 59.18.290):

No matter what, even if you are behind in rent, the landlord cannot:

- Lock you out of the unit
- Change locks
- Add new locks
- Keep you from entering the unit in any other way

Utility Shut-offs (RCW 59.18.300):

A landlord can only shut off utilities to make repairs. The landlord cannot shut off tenants' utilities because they owe rent to try to make the tenant move out. It is also illegal for the landlord to purposely not pay the utility bills to get the service turned off. A tenant can sue the landlord if they shut off the utilities. If the tenant wins, they can be awarded up to \$100 for each day it was off.

Taking Your Property:

The landlord can only take your property if you abandon the unit (RCW 59.18.310).

If the landlord takes your property, first contact the landlord in writing. If the landlord does not return your property, you can sue the landlord. The judge can award you up to \$500 for each day the landlord withholds the property.

*It is illegal for a rental agreement to say the landlord can take your property.

Renting condemned property (RCW 59.18.085):

The landlord may not rent units which are condemned or unlawful to occupy due to existing uncorrected code violations. If a rental property is deemed uninhabitable by a City of Tacoma, the landlord can be held liable to tenant for the following:

- The entire amount of deposit;
- All prepaid rent; and
- Relocation assistance in the amount of \$2000 or three times the monthly rent, whichever is greater, as well as costs and attorney's fees.

Retaliatory Actions (RCW 59.18.240 -.250):

If the tenant exercises rights under the law, such as complaining to a government authority, or deducting for repairs the law prohibits the landlord from taking retaliatory action such as:

- Raising the rent
- Services provided to the tenant

- Evicting the tenant.

Non-Compliance:

While living in the unit, if the tenant is found to be out of compliance with their rental/lease agreement, the landlord has the right to serve them with a non-compliance notice. This notice gives the tenant the opportunity to come into compliance with the rental agreement or the landlord can start the eviction process.

These notices include:

14-day pay or vacate notice (RCW 59.12.030(3)):

If the tenant is even one day behind in rent, the landlord can issue a 14-day notice to pay or vacate notice. If the tenant pays all the rent due within fourteen days, the landlord must accept it and cannot evict the tenant. However, the landlord is not required to accept a partial payment.

10-day comply or vacate notice (RCW 59.12.030(4)):

If a tenant breaks a term of the rental agreement such as unauthorized guest, unauthorized pets, or excessive noise, the landlord can issue a 10-day comply or vacate. This notice gives the tenant the opportunity to come into compliance.

If tenant does not come into compliance with the rental agreement within ten days after receiving the notice, the landlord can start the eviction process.

If a tenant comes into compliance within ten days after receiving the notice, the landlord must stop the eviction process.

If tenant does not agree with notice, they must respond in writing and provide any documents supporting they are in compliance to the landlord.

If the property is sold:

The sale of the property does not automatically end a tenancy. When a rental unit is sold, tenants must be notified of the new owner's name and address, either by certified mail, or by a revised posting on the premises. All deposits paid to the original owner must be transferred to the new owner, who must put them in a trust or escrow account. The new owner must promptly notify tenants where the deposits are being held.

Threatening Behavior by a Tenant or Landlord (RCW 59.18.352 and 354):

If one tenant threatens another with a firearm or other deadly weapon, and the threatening tenant is arrested as a result of the threat, the landlord may terminate the tenancy of the offending tenant (although the landlord is not required to take such action).

If the landlord does not file an unlawful detainer action, the threatened tenant may choose to give written notice and move without further obligation under the rental agreement.

If a landlord threatens a tenant under similar circumstances, the tenant may choose to give notice and move. In both cases, the threatened tenant does not have to pay rent for any day following the date of leaving and is entitled to receive a pro-rated refund of any prepaid rent.

Moving Out

Termination of Tenancy:

Washington is a “Just Cause Eviction” (JCE) State. It requires the landlord to have a legal reason or just cause to terminate your month-to-month rental agreement or decline to renew your lease. Your landlord must serve you with a written notice, commonly called a Notice to Terminate Tenancy and state specific just cause, as outlined in RCW 59.18.650.

Those legal reasons include:

- When tenant pays rent late and receives a 14-day pay or vacate notice.
- When tenant is in violation of rental agreement and receives a 10-day comply with the rules in your rental agreement or vacate and you fail to comply.
- When tenant is committing waste, nuisance or illegal drug/gang activity and receives a 3-day notice to vacate. This notice does not have opportunity to comply.
- When the owner or member of family wants to occupy the unit and serves the tenant a 90-day notice to vacate.
- When the owner elects to sell the dwelling unit and serves the tenant a 90-day notice to vacate.
- When the owner wants to demolish, substantially rehabilitate, or change use and serves the tenant a 120-day notice to vacate.
- When property has been condemned or deemed uninhabitable by code enforcement and the tenant is served a 30-day notice to vacate.
- When the owner or lessor wants a roommate to vacate and serves the tenant with a 20-day notice to vacate.
- When tenant is a part of a transitional housing program that has expired, and tenant is served a 30-day notice to vacate.
- When tenant fails to comply with signing a new rental agreement and is served a 30-day notice to vacate.
- When tenant intentionally or knowingly omits or give misinformation on their application at the start of tenancy and is served a 30-day notice to vacate.
- When owner has an economic or business reason to end the tenancy and serves the tenant

with a 60-day notice to vacate.

- When tenant has received four or more 10-day comply or vacate notices in a 12-month rental period for violation of rental agreement and is served a 60-day notice to vacate.
- When tenant fails to register or disclose, they are a sex offender and is served a 60-day notice to vacate.
- When tenant has sexually harassed the property owner, property manager, employee, or another tenant and served a 30-day notice to vacate.
- When tenant does not comply with applying or signing a rental agreement after the original tenant vacates the unit and is served a 30-day notice to apply or vacate.

Month-to-month Rental Agreement (RCW 59.18.200):

When a tenant wants to end a month-to-month rental agreement, written notice must be given to the landlord.

- The notice must be received at least 20 days before the end of the rental period (the day before the rent is due). The day which the notice is delivered does not count.
- A landlord cannot require a tenant to give more than 20 days' notice when moving out.
- If a tenant moves out without giving proper notice, the law says the tenant is liable for rent for the lesser of 30 days from the day the next rent is due, or 30 days from the day the landlord learns the tenant has moved out.
- The landlord has a duty to try and find a new renter. If the dwelling is rented before the end of the 30 days, the former tenant must pay only until the new tenant begins paying rent.
- When a landlord wants to end a month-to-month rental agreement, written notice must be given to the tenant and state reason as required by RCW 59.18.650.
- Landlord cannot require a tenant to vacate in the middle of a rental period.

Fixed-Term Leases (RCW 59.18.220):

If the tenant vacates at the expiration of a lease, in most cases it is not necessary to give the landlord a written notice. However, the lease should be consulted to be sure a formal notice is not required. If a tenant stays beyond the expiration of the lease, and the landlord accepts the next month's rent, the tenant then is assumed to be renting under a month-to-month agreement.

A tenant who vacates before a lease expires is responsible for paying the rent for the remainder of the lease term or until the unit is re-rented.

Note: City of Tacoma requires a landlord to require a notice to terminate expire at the end of a rental period or end of month.

Proper Notice to Leave for Month-to-Month Agreements—Armed Forces

Exception (RCW 59.18.200):

A month-to-month tenancy can be terminated with less than 20 days written notice when the tenant is a member of the armed forces (including the National Guard or armed forces reserve), if the tenant receives reassignment or deployment orders that do not allow for a 20-day notice. In these circumstances, the tenancy may also be terminated by the tenant's spouse or dependent.

Proper Notice to Leave for Leases—Armed Forces Exception (RCW 59.18.220):

A lease can be terminated when the tenant is a member of the armed forces (including the National Guard or armed forces reserve), if the tenant receives reassignment or deployment orders, provided the tenant informs the landlord no later than seven days after the receipt of such orders. In these circumstances, the tenancy may also be terminated by the tenant's spouse or dependent.

Domestic Violence Protection (RCW 59.18.570-590):

If a tenant or a household member is a victim of an incident of domestic violence, sexual assault, unlawful harassment, or stalking, the tenant may:

- Terminate their rental agreement without penalty.
- Change the locks on their unit at their own expense.
- Or has the option to do both.

The tenant must notify the landlord in writing that they or a household member were a victim of one of the above crimes and:

- Provide a copy of a valid order for protection or a report of the incident from a qualified third party to the landlord. Qualified third parties include law enforcement officers, court officials, licensed mental health professionals, doctors, and victim advocates.
- Must terminate the rental agreement within 90 days of the incident leading to the protection order or report to a qualified third party.
- Make the protection order or third party's report available to the landlord within 7 days of the tenant moving out of the unit or at the same time the tenant gives notice to the landlord that the locks have been changed

Return of Deposits (RCW 59.18.280):

After a tenant vacate the rental unit, the landlord has 30 days to

- Return your entire deposit, or
- An itemized statement stating why the landlord is retaining any portion of the deposit

If the landlord does not return the deposit or itemized statement with 30 days of a tenant vacating the unit. The tenant must:

- Send the landlord a demand letter.

- Take to small claims court.

If the landlord provides the tenant with a partial payment and itemized statement that the tenant does not agree with it. The tenant must:

- Dispute the statement in writing.
- Take to small claims court.

Additional information on getting your security deposit back is available at www.washingtonlawhelp.org.

Designation of an Individual to Act On Behalf Of a Tenant upon the Death of the Tenant (RCW 59.18.590):

A tenant who is the sole occupant of a dwelling unit can designate a person to act on the tenant's behalf upon the death of the tenant independently or at the request of a landlord. The designation must:

- Be in writing separate from any rental agreement.
- Include the designated person's name, mailing address, an address used for the receipt of electronic communications, a telephone number.
- Include a signed statement authorizing the landlord in the event of the tenant's death to allow the designated person to access the tenant's dwelling unit, remove the tenant's property, receive refunds of amounts due to the tenant, and to dispose of the tenant's property consistent with the tenant's last will and testament and any applicable intestate succession law.
- Includes a conspicuous statement that the designation remains in effect until it is revoked in writing by the tenant or replaced with a new designation.

The designated person's right to act on the behalf of the deceased tenant terminates upon the appointment of a personal representative for the deceased tenant's estate or the identification of a person reasonably claiming to be a successor of the deceased tenant pursuant to law.

Abandonment Related To Failure To Pay Rent (RCW 59.18.310):

Abandonment occurs when a tenant has both fallen behind in rent and has clearly indicated by words or actions an intention not to continue living in the rental.

When a rental has been abandoned, the landlord may enter the unit and remove any abandoned property. It must be stored in a reasonably secure place. A notice must be mailed to the tenant saying where the property is being stored and when it will be sold. If the landlord does not have a new address for the tenant, the notice should be mailed to the rental address, so it can be forwarded by the U.S. Postal Service.

If the tenant does not reclaim the property, the landlord can sell the property:

- If the total value of property is less than \$250, the landlord must mail a notice of the sale to the tenant and then wait seven (7) days. Family pictures, keepsakes and personal papers cannot be sold until forty-five (45) days after the landlord mails the notice of abandonment to the tenant.
- If the total value of the property is more than \$250, the landlord must mail a notice of the sale to the tenant and then wait forty-five (45) days. Personal papers, family pictures, and keepsakes can be sold at the same time as other property.

The money raised by the sale of the property goes to cover money owed to the landlord, such as back rent and the cost of storing and selling the goods. If there is any money left over, the landlord must keep it for the tenant for one (1) year. If it is not claimed within that time, it belongs to the landlord.

If a landlord takes a tenant's property and a court later determines there had not actually been abandonment, the landlord could be ordered to compensate the tenant for loss of the property, as well as paying court and attorney costs.

EVICCTIONS

(UNLAWFUL DETAINER ACTION)

If a tenant continues to occupy the rental unit after the expiration of the notice to vacate under RCW 59.18.650, the landlord has the right to start the eviction process (**EXCEPT be sure to understand the defense to evictions in the Landlord Fairness Code Initiative, TMC 1.100.060 and .070, outlined earlier in this document**).

Notice: In order for a landlord to take legal action against a tenant who does not move out, violation notice must be given in accordance with RCW 59.12.040.

- Personally, serving a copy to person(s) on the rental agreement.
- Leave copy with someone of a suitable age and also mailing a copy.
- Posting a copy in a conspicuous place on the premises and mailing a copy.

Starting eviction lawsuit: In order to properly start the Unlawful Detainer (Eviction Lawsuit) the landlord must first **HAVE** the tenant served with an Eviction Summons and Complaint for the Unlawful Detainer.

The Summons and Complaint must be personally served to the tenant. When the landlord is unable to personally serve the tenant, the landlord may use alternative means of service which include posting and mailing.

***Note:** The landlord can have the tenant served with the Summons and Complaint before they file it with the court. A tenant must still respond to the Summons and Complaint whether it is filed with the court in order to be in compliance. The response must be in writing. An email or a text is not enough. The response requirements are in the Summons. The tenant can hand-deliver the response or can use a fax number provided in the summons to fax the tenant's response. Save the transmission record.

This notice is intended to provide general information only. It is not a substitute for legal advice. It is very important that the tenant seek legal advice as soon as they possible. However, it is critically important for the tenant to respond in writing to the summons and complaint by the deadline to avoid a default judgment.

Tenants can find additional information on the eviction process by referring to publication "Eviction and Your Defense" at www.washingtonlawhelp.org

FAIR HOUSING IN TACOMA

KNOW YOUR TENANT RIGHTS

City of Tacoma fair housing law, per Tacoma Municipal Code Chapter 1.29, makes it illegal to discriminate in

the rental sale, financing, insurance, or advertising of housing because of:

- Race
- Color
- Sex
- Religion
- National Origin or Ancestry
- Familial Status
- Disability
- Marital Status
- Age (Over 40)
- Sexual Orientation/Gender Identity
- Veteran/Military Status
- Source of Income

Have you ever...

- Been denied an apartment or the purchase of a home?
- Had a landlord ask about your disability?
- Been denied housing because of your service animal?
- Had a housing provider tell you that families with children can only live on the ground floor?
- Been asked what country you are from?
- Found your maintenance requests go unanswered when your neighbors get their requests done immediately?
- Denied an application for housing because you receive rental assistance from Section 8 or another subsidy program?

To file a complaint or ask questions:

- Contact TacomaFirst311 (call 3-1-1 within City limits or 253-591-5000) and ask to complete Fair Housing Intake.
- The Fair Housing Coordinator will help you draft your complaint.
- The complainant must submit a signed complaint to the Office of Equity and Human Rights within one year of the alleged date of discrimination.

The law protects the person who filed the complaint and anyone who participates in the investigation from retaliation.

STANDARDS FOR PROPERTIES AND BUILDINGS

City of Tacoma protects the health, safety, and welfare of Tacoma residents by enforcing Tacoma Municipal Code (TMC) 2.01 “Minimum Buildings and Structures Code”, and 8.30 “Public Nuisances”. These community standards for property and building maintenance define the following issues as code violations:

Nuisance Properties:

These types of properties may be a health and sanitation hazard, fire hazard, and may have rodents. Nuisance properties may have large piles of junk and debris, broken down vehicles and overgrown vegetation. See TMC 8.30.

Substandard Buildings:

Substandard building can be occupied but have building code violations related to building safety and minimum building standards that must be corrected. Issues present on a substandard building might include broken windows, peeling paint, missing or clogged gutters, or a leaking roof. See TMC 2.01.

Derelict and Unfit Buildings:

Derelict buildings cannot be occupied, are buildings which are not safe for people to live in and may be abandoned. Any building that does not have active utilities is a derelict building that must not be occupied. See TMC 2.01.

Identifying and Reporting Code Violation Concerns:

If you identify a property that is in violation of City code, you can report the issue to TacomaFirst311 (call 3-1-1 within City limits or 253-591-5000). Reports may be made anonymously.

You may also look online for information about current and previous violations by searching for an address at www.cityoftacoma.org/codeviolations.

Code Compliance Action on Reported Concerns:

Code Compliance staff inspect all reported concerns. If a code violation is found, staff works with the property owner to correct the issue. If the property owner does not make timely repairs, the City may issue civil penalties (fines). In some instances, if the property owner refuses to take action, the City may request a warrant to abate nuisance conditions at the expense of the property owner.

Learn More about Code Compliance:

Code Compliance also handles Graffiti (TMC 8.30 and 8.122), Public Nuisance Vehicles (TMC 8.23) Noise Violations (TMC 8.122) and enforcement of other community issues. To learn more about Code Compliance, visit www.cityoftacoma.org/code.

RESOURCES

CITY OF TACOMA—LANDLORD-TENANT PROGRAM

The primary function of the Program is to provide information and referrals to both landlords and tenants on their rights and responsibilities according to the Washington State Residential Landlord-Tenant Act (RCW 59.18) and the Rental Housing Code (TMC 1.95). This service is free and available to both property owners and tenants within the Tacoma city limits.

Landlord-Tenant Coordinator

Can be contacted during regular business hours by calling TacomaFirst311 (call 3-1-1 within City limits or 253-591-5000).

Walk-In Wednesdays

9 AM - 1 PM

747 Market Street Tacoma, WA 98402 - Located in the Customer Support Center

Legal Resources:

TACOMAPROBONO Community Lawyers

Tacomaprobono provides low-income individuals with free legal advice on civil legal aid issues. If you need legal advice about a landlord-tenant problem (rental agreements, moving, deposits, repairs, eviction, etc.) or any other type of housing issue, call Tacomaprobono's Housing Justice Project at (253) 572-5134, or e-mail hjp@tacomaprobono.org for an online application link.

Starting in 2021, if you are going through the eviction process in Washington, and you have a net income of 200% of the federal poverty line or below, you qualify for free legal representation in court. It's your right—protected by law. You do not have to face your landlord alone.

Call the Eviction Defense line at 1-855-657-8387 or apply online at [Eviction Help | Northwest Justice Project \(nwjustice.org\)](#). Interpreters available.

CLEAR

If you reside outside of King County, the CLEAR Hotline provides telephone consultations with free attorneys for low-income persons and seniors. You can reach the [CLEAR Hotline](#) at [1-888-201-1014](tel:1-888-201-1014) on weekdays between 9:15 am and 12:15 pm. Seniors (age 60 and over) can also call CLEAR*Sr at [1-888-387-7111](tel:1-888-387-7111). If you are deaf or hard of hearing, please call the CLEAR intake line at 1-888-201-1014 using your preferred TTY or video relay service.

WASHINGTONLAWHELP.ORG

WashingtonLawHelp is an online guide to free civil legal aid information for Washington. This website provides legal education materials and tools that provides basic information on numerous legal problems, and in some cases, detailed instructions and forms to help represent yourself in court.

Moderate Means Program

The Moderate Means Program offers referrals to attorneys who offer reduced-fee services in family, housing, consumer, and unemployment law for people who are low-income but do not qualify for the other services above. **Apply Online** or call 855-741-6930.

Housing Resources:

211

Start by calling [Washington State 211](#) at **2-1-1** from a landline, **206-461-3200** or **800-621-4636** or **206-461-3610** for TTY/hearing impaired calls. You'll be asked to explain your situation and give your address and zip code for referrals to agencies serving the area where you live. The staff at the Community Information Line will tell you about agencies that can help with rental and move-in costs. They can also refer you to other resources such as financial education classes.

Associated Ministries:

Rapid Rehousing Program
(253) 682-3401

Fair Housing Resources:

City of Tacoma Human Rights Division: 311 or 253-591-5000- Fair Housing enforcement and information for tenants within Tacoma city limits.

Washington State Human Rights Commission: **800-233-3247** — Enforces the law against discrimination and investigates complaints regarding civil rights violations.

Fair Housing Center of Washington: **888-766-8800** — Provides support and education for renters filing discrimination complaints or requesting reasonable accommodations from their landlords.

Dispute Resolution:

Pierce County Center For Dialog & Resolution

717 Tacoma Ave

S Tacoma WA

98402

Phone: 253-572-3657

Fax: 253-572-3579

URL: www.centerforresolution.org

Email: info@centerforresolution.org