

- ✓ Encourage formation of a "watch" group
- ✓ Get help from the SDPD if crime or disorder problems arise
- ✓ Educate tenants in crime prevention measures



### Resolving Problems

#### TALK WITH THE LANDLORD

Communication is the key to avoiding and resolving problems. If you have a problem with your **rental unit**, it's usually best to talk with your **landlord** before taking other action. Your landlord may be willing to correct the problem or to work out a solution. By the same token, the landlord (or the landlord's agent or manager) should discuss problems with the **tenant** before taking formal action. The tenant may be willing to correct the problem once he or she understands the landlord's concerns.

#### GETTING HELP FROM A THIRD PARTY

Resources are available to help tenants and landlords resolve problems. Check which of the following agencies are available in your area, review their Web sites to determine if they can offer you assistance, or call or write them for information or assistance:

- ✓ Local consumer protection agency. See the *City and County Government* listings in the white pages of the phone book.
- ✓ Local housing agency. See the *City and County Government* listings in the white pages of the phone book.
- ✓ Local district attorney's office. See the *County Government* listings in the white pages of the phone book.
- ✓ City or county rent control board. See the *City and County Government* listings in the white pages of the phone book.
- ✓ Local tenant association, or rental housing or apartment association. Check the white (business) and Yellow Pages in the phone book.
- ✓ Local tenant information and assistance resources.
- ✓ Local dispute resolution program. For a list go online to [www.dca.ca.gov/consumer/mediation\\_programs.shtml](http://www.dca.ca.gov/consumer/mediation_programs.shtml).

#### SDPD DIVISIONS

For general information please contact your local police substation.

<b>Central Division</b>	<b>(619) 744-9500</b>
<b>Eastern Division</b>	<b>(858) 495-7900</b>
<b>Mid-City Division</b>	<b>(619) 516-3000</b>
<b>Northeastern Division</b>	<b>(858) 538-8000</b>
<b>Northern Division</b>	<b>(858) 552-1700</b>
<b>Northwestern Division</b>	<b>(858) 523-7000</b>
<b>Southeastern Division</b>	<b>(619) 527-3500</b>
<b>Southern Division</b>	<b>(619) 424-0400</b>
<b>Western Division</b>	<b>(619) 692-4800</b>

For more information, online visit: [www.sandiego.gov/police/](http://www.sandiego.gov/police/)

December 8, 2017

The City of  
**SAN DIEGO**



**SAN DIEGO POLICE DEPARTMENT**

# Landlord/ Tenant Issues

This brochure contains information regarding relations between Landlord and Tenants and is general information only. For specific issues there are links provided to give you more information.

- **PREMISES LIABILITY**
- **Responsibilities of Property Managers in Preventing Crime in Multi-Unit Rental Housing**
- **Resolving Problems**

