



Montgomery County Department of Housing and Community Affairs
Division of Housing/Office of Landlord-Tenant Affairs
1401 Rockville Pike, 4th Floor, Rockville, MD 20852
Telephone: 240-777-0311; TDD 711; FAX: 240-777-3691
Web: www.montgomerycountymd.gov/dhca
Email: olta.intake@montgomerycountymd.gov

Dear Tenant/Landlord (**Complainant**):

Attached, please find the Montgomery County Landlord-Tenant (OLTA) Complaint Form. This form is for residential tenancies only. To help us better serve you, please follow these steps when completing the form:

- 1. Complete the form in its entirety** by writing as legibly as possible and providing accurate information in each part. Hereinafter, you will be referred to as the Complainant and the other party as the Respondent.
 - When providing the names of the Tenant(s), all leaseholders must be listed.
 - When providing the name of the Landlord(s), make sure to include the Landlord's full name as well as the Property Manager and Community name (if applicable).
 - Please provide a detailed, but concise, description of the complaint and attach additional pages, if necessary.
 - Please be advised that complaints filed with OLTA become a matter of public record.
- 2. Please provide any applicable supporting documentation** to illustrate the allegations in your Complaint along with the Complaint Form. Such documents may include, but are not limited to, the following:
 - Lease agreement (including all addenda and renewals),
 - Notices and Correspondence between the Complainant and the Respondent,
 - Any related notices or court filing(s),
 - Work orders and/or receipts for repairs, and
 - Photographs, videos, or any other documentation in support of the Complaint.
- 3. Send a copy of the completed Complaint Form and Respondent letter (page 3) to the Respondent** to put the Respondent on notice and provide an opportunity for parties to resolve the dispute while the case is being processed with OLTA.
- 4. If you have questions regarding this process**, please contact the Office via:
 - MC311 by phone at 240-777-0311 (outside of the County) or 311 (within the County)Or
 - Email at olta.intake@montgomerycountymd.gov.
- 5. After OLTA receives and processes your completed complaint form and supporting documents, you will be notified in writing of the case number and contact information for the Investigator assigned to your case.** Please keep a copy of that correspondence for your records. Once the case is assigned, we ask that you discontinue correspondence with MC311 and OLTA Intake regarding this matter and, instead, contact the Investigator directly.

Please note that there is an abundance of easily accessible and helpful information available 24/7 on our webpage that may assist you in resolving the matter.

Visit us at www.montgomerycountymd.gov/dhca.



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LANDLORD-TENANT COMPLAINT FORM

PART I: Person(s) Filing the Complaint (Complainant)

Check one Landlord Tenant

 First Name Last Name Pronoun

 First Name Last Name Pronoun

 Address

 City State Zip Code

 Daytime Phone Evening Phone

 Email Address

PART II: Person(s) Complaint is Against (Respondent)

Check one Landlord Tenant

 First Name Last Name

 First Name Last Name

 Address

 City State Zip Code

 Daytime Phone Evening Phone

 Email Address

PART III: Rental Property (Address of rental unit involved in the dispute.)

 Address Unit #

 City State Zip Code

PART IV: Property Type Check One

Single Family (House/Townhouse)
 Multi-family (Apartment/Condo/ADU)

 Name of Complex/Community (If applicable)

PART V: Complaint

1. The issue involves (check one or more): Security Deposit Lease Notice to Vacate Condition of Property Other

2. State specific complaint. Attach additional pages if necessary. _____

3. State what action(s) will resolve your complaint. _____

PART VI: Have you filed any other complaint related to this matter? (Check all that apply.) No Landlord-Tenant Affairs
 Code Enforcement District Court State Attorney General Fair Housing/Human Rights Other _____

PART VII: Have you notified the other party of your complaint? No Yes When? _____

PART VIII: I hereby certify that the statements made on this form and in the attached documents are true and complete to the best of my knowledge, information, and belief, and will become a matter of Public Record. ***(All Complainants must sign this complaint form.)***

Signatures _____ Date _____
 _____ Date _____



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Dear Landlord/Tenant (**Respondent**):

If you receive this form from your tenant/landlord, it means a complaint may soon be, or has already been, filed against you with the Office of Landlord-Tenant Affairs (OLTA) in reference to a rental property in Montgomery County, Maryland. Hereinafter, you will be referred to as the Respondent and the other party as the Complainant. Complainants have been instructed to give Respondents a copy of the complaint form and allow at least seven (7) days for a direct response from you in an effort to resolve the matter before it has been fully processed by our office.

Please respond to the Complainant within seven (7) days of your receipt of this form. If your response does not resolve the complaint, or if you choose not to respond directly to the Complainant, they then have the option of continuing with OLTA for investigation of the complaint. Please be advised that complaints filed with OLTA become a matter of public record.

After OLTA receives and processes the complaint, the Complainant will be contacted. Subsequently, you will be contacted and provided with the case number, the Investigator’s contact information and a request for information.

If you have general questions regarding the process or if you would like more information about OLTA, please contact us via:

- Phone - 240-777-0311 (outside Montgomery County) or 311 (within Montgomery County)
- Or
- Email - olta.intake@montgomerycountymd.gov.

Alternatively, you may visit our website at www.montgomerycountymd.gov/dhca where you can review the process and retrieve additional information.

When contacting OLTA specifically regarding the complaint, please be sure to indicate the Complainant’s name and the address of the rental property associated with the complaint on any correspondence, as well as the case number, once assigned. Our staff is generally available to assist from 8:30 am to 5:00 pm Monday through Friday, excluding holidays. Once the case is assigned, we ask that you discontinue correspondence with MC311 and OLTA Intake regarding this matter and, instead, contact the Investigator directly.

If the complaint is filed, you may complete this information and keep this page for your reference.

Complaint Number (5 digits): _____

Assigned Investigator: _____

Phone: (240) 777- _____

Email address: _____@montgomerycountymd.gov

Please note that there is an abundance of easily accessible and helpful information available 24/7 on our webpage that may assist you in resolving the matter.

Visit us at www.montgomerycountymd.gov/dhca.