

# Clark County Landlord-Tenant Hotline Study

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The Southern Nevada Health District (SNHD) began operation of a Landlord-Tenant Hotline to address residential habitability complaints in 2011. In October 2013, the UNLV School of Community Health Sciences received a three-year grant from the Department of Housing and Urban Development to study healthy homes issues in rental housing. This study examined the Hotline operation and found that it received almost 5,000 calls from March 2014 to July 2016. Callers with complaints covered by the Nevada Revised Statute (NRS) Chapter 118A, habitability of a dwelling, were eligible for participation in the Clark County Landlord-Tenant Hotline Study (CCLTHS).

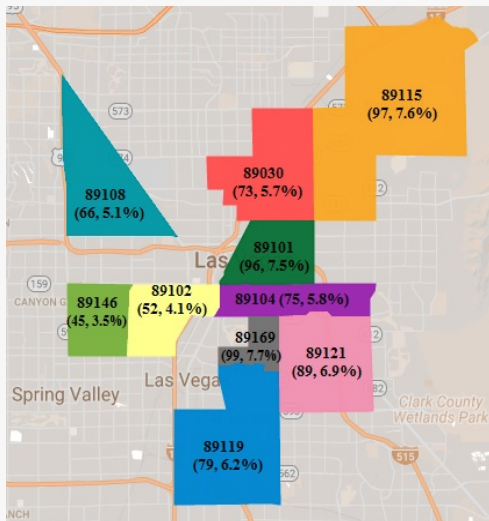


Figure 1. Top ten zip codes

## PARTICIPANT DEMOGRAPHICS

The study collected additional data on 1,283 participants. Callers were typically 38±13.9 years old, female (75%), and the majority identified as Non-Hispanic or Latino, Black/African American, or White.

## HOUSING DEMOGRAPHICS

Participants typically had been in their rental unit for a mean of 1.17 ± 2.19 years. The mean year of construction for units was 1982 ± 13.5 years.

The majority of participants lived in multifamily dwellings (82.7%); participants did reside in single-family dwellings (15.3%) and mobile homes (2.0%) as well. Of the multifamily dwellings, most were apartment complexes (76.0%).

The top ten zip codes reported from were: 89169, 89115, 89101, 89121, 89119, 89104, 89030, 89108, 89102, and 89146. A geographic representation of these zip codes can be seen in Figure 1.

## COMPLAINTS

The top complaints reported to the Hotline during the study can be seen in Table 1. Based on the NRS 118A, these complaints were primarily non-essential services (74.8%) versus essential services (14.0%). Since participants could report multiple complaint types, 11.1% they had both essential and non-essential service issues. Based on follow-up data, essential service complaints were resolved 65% of the time compared to non-essential services that were only resolved 33% of the time.

## SITE INSPECTIONS

SNHD inspectors conducted 290 site inspections of participant dwellings and validated the presence of the complaint(s) (195, 67.2%), or partially validated (51, 17.6%), if more than one reported complaint, by inspectors at the time of the site inspection.

## CONCLUSIONS

Operation of a landlord-tenant hotline to provide callers with information pertaining to local habitability laws and essential service complaint inspections are, at minimum, a positive community benefit to helping residents resolve their habitability concerns in rental housing.

Table 1. Top Complaints

Complaint <sup>1</sup>	Number	Percent
General Maintenance	596	46.5%
Mold	512	39.9%
Cockroaches	382	22.0%
HVAC Outage	250	19.5%
Bedbugs	173	13.5%
Other	102	8.0%
Water Outage	65	5.1%
Sewage and Odor (Tie)	56	4.4%
Rodents	42	3.3%

<sup>1</sup> Each caller could report multiple complaints.