

Town of Wallingford FAIR RENT COMMISSION

Complaint Procedure

1. Complaints shall be submitted to the Law Department:
 - a. electronically through portal (when operational) or by email; or
 - b. mail or in person
2. Law Department shall send a copy of complaint to Landlord with a Landlord Response form. The Response is due within ten (10) days of receipt. A letter to both parties shall be sent advising them of the opportunity to resolve the complaint in advance of the hearing and providing information on the hearing process.
3. A hearing will be scheduled within thirty (30) days of receipt of a complaint. Parties will be advised to submit any written documents five (5) days in advance of the hearing and the Law Department will send them to the other party. Parties may bring documents to the hearing. They must bring eight (8) copies.

The hearings shall be recorded.

4. Each party may, but are not required to, be represented by an attorney. An attorney for a party cannot testify at a hearing. Each party may bring witnesses. The tenant will present their case first. The landlord may ask the tenant questions through the Chairperson.

The landlord will then present their case. The tenant may ask the landlord questions through the Chairperson.

The Commission members may ask questions of either party or witnesses throughout the hearing. There is no public comment allowed during the hearing.

5. Upon the conclusion of taking testimony, the Chairperson will close the hearing. The Commission shall review the information presented and discuss the case. Once the hearing is closed, only alternates seated to hear the matter may participate in the deliberations and vote on the complaint. The Commission shall render a decision by motion made and seconded with a majority vote of the voting members. The Commission may continue the matter to another meeting if it needs additional time to complete the hearing or render a decision.

In the absence of a meeting, the Chairperson may extend the deadlines.

6. The Law Department will send the parties a notice of decision, including advising the parties that they may appeal the decision to the Superior Court.