



# REFERRALS

## Rent Stabilization Bulletin

The following information and telephone numbers are for agencies within the City and County of Los Angeles that provide assistance in rental related issues and concerns. Please note that at this writing only the City of Los Angeles, West Hollywood, Beverly Hills and the City of Santa Monica have existing Rent Stabilization Ordinances in the County of Los Angeles. All other jurisdictions fall under the provisions of the State of California Code of Civil Procedures that address Landlord/Tenant matters.

### CITY OF LOS ANGELES

#### BUILDING/DEMOLITION PERMITS

**DEPARTMENT OF BUILDING AND SAFETY** ..... 311  
 201 N. Figueroa St., 4th floor, Los Angeles, CA 90012  
**Website:** ..... [www.ladbs.org](http://www.ladbs.org)  
 Obtain demolition and construction permits and Certificates of Occupancy.  
 It also issues building code citations for non-rental, single family residences and commercial buildings.

#### CITY ORDINANCES

**CITY CLERK**..... (213) 978-1133  
 200 N. Spring Street, Rm. 395, Los Angeles, CA 90012  
**Website:** ..... [cityclerk.lacity.org](http://cityclerk.lacity.org)  
 Obtain copies of City ordinances, municipal codes, Council agendas and schedules for City Council sessions.

**CITY ATTORNEY** ..... (213) 978-8100  
 200 N. Main Street, Room 1800, City Hall East, Los Angeles, CA 90012

**Website** ..... [atty.lacity.org](http://atty.lacity.org)

**CIVIL INFORMATION** ..... (213) 978-7000

**CRIMINAL INFORMATION** ..... (213) 978-7840

**CODE / HOUSING ENFORCEMENT**..... (213) 978-1870

6640 VAN NUYS BLVD.  
 VAN NUYS, CA 91405

2215 N. BROADWAY AVE.  
 LOS ANGELES, CA 90031

690 KNOX ST., SUITE 125  
 LOS ANGELES, CA 90502

3550 WILSHIRE BLVD.  
 15<sup>TH</sup> FLOOR  
 LOS ANGELES, CA 90010

8475 S. VERMONT AVE.  
 2<sup>ND</sup> FLOOR  
 LOS ANGELES, CA 90044

1645 CORINTH AVE.  
 SUITE 104  
 LOS ANGELES, CA 90025



CITY OF LOS ANGELES  
 ERIC GARCETTI, MAYOR



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### CONDOMINIUM CONVERSIONS

**PLANNING DEPARTMENT** ..... (213) 482-7077

201 N. Figueroa St., Fourth Floor, Los Angeles, CA 90012

**Website:** ..... [cityplanning.lacity.org](http://cityplanning.lacity.org)

Information is available on condominium conversions, new condominiums, commercial conversion, conversion, zoning, non-payment of relocation assistance for condo-conversions, and demolition for condo-construction and mobile home closures.

**DISPUTE RESOLUTION PROGRAM** ..... (213) 978-1880

Office of the City Attorney

222 S. Hill Street, 6<sup>th</sup> Floor, Los Angeles, CA 90012

19040 Van Owen, Reseda, 91335 (818) 756-9601

Free mediation services available to resolve complaints between landlord and tenants.

### SERVICES FOR DISABLED

**CITY DEPARTMENT ON DISABILITY.** ..... (213) 202-2764

201 N. Figueroa St., Suite 100, Los Angeles CA 90012

**Website:** ..... [disability.lacity.org](http://disability.lacity.org)

Assistance is available for persons with disabilities or those who have conflicts involving a person or persons with disabilities, including mediation services.

**WESTERN LAW CENTER FOR DISABILITY RIGHTS - Litigation** ..... (213) 736-1031

919 S. Albany, FH - 214, Los Angeles CA 90015

**Website:** ..... [clrcintake.org](http://clrcintake.org)

### **LOS ANGELES HOUSING AND COMMUNITY INVESTMENT DEPARTMENT**

**PUBLIC INFORMATION HOTLINE AND:** ..... (213) 808-8888

**HABITABILITY COMPLAINTS (CODE ENFORCEMENT)** ..... TOLL FREE (866) 557-RENT

**Website:** ..... [hcidla.lacity.org](http://hcidla.lacity.org)

**Affordable Housing Trust Fund**..... (213) 808-8979

Low interest rate construction and permanent financing for apartments. Loan assistance programs for non-profit developers. A list of affordable rentals for low or moderate-income households is available.

**Bond-Financed Affordable Rental Construction Program** ..... (213) 808-8951

Financing provided through the sale of tax-exempt bonds for the construction of affordable rental units.

**Density Bonus** ..... (213) 808-8843

Permit clearances and covenant preparation.



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**Handy Worker Program** ..... (213) 808-8803  
This program provides free house painting and minor repairs to low income owners via several community-based organizations citywide.

**Hearings** ..... (213) 808-8681  
This section schedules hearings for code violations and habitability complaints, as well as landlord and tenant appeals of rent adjustment decisions.

**Home Ownership Assistance Programs** ..... (213) 808-8800  
Mortgage financing for the purchase of owner occupied homes is provided to households earning up to 80% of the area median income.

**Housing Development** ..... (213) 808-8957  
Funding for pre-development, acquisition and gap financing is provided for the construction of new affordable housing units.

**Housing Opportunities for Persons with Aids (HOPWA)** ..... (213) 808-8805  
For individuals and their families with HIV/AIDS: Emergency Hotel/Motel Vouchers Supportive Services in Emergency and Transitional Housing, Short Term Rent, and Mortgage and Utility Assistance Program.

**Neighborhood Preservation Program**..... (213) 808-8802  
Low-interest loans are provided to rehabilitate existing single and multifamily dwellings.

**REAP Final Accounting**..... (213) 808-8523

**Systematic Code Enforcement Program (SCEP)** ..... (213) 808-8888  
**TOLL FREE (File Tenant Habitability Complaints)** ..... (866) 557-RENT  
Systematic inspections, guarantee that those who reside in rental units in Los Angeles have a safe, livable space, which meets the City and State codes for habitability. Code Enforcement Section assists with plumbing, electrical safety, and structural defects or problems and cites for violations of the Building and Safety Codes of the City of Los Angeles, Section 1941.1 of the California Civil code, and the Uniform Housing Code of the State of California.

**Tenant Monitoring Unit** ..... (213) 922-9664  
Various regulatory agreements and covenants, which require setting aside units at affordable rents as a condition of receiving development assistance, are monitored and enforced.

### COMMUNITY SERVICES

**LOS ANGELES COUNTY INFOLINE** ..... (800) 339-6993  
**Website:** ..... [www.211la.org](http://www.211la.org)  
A 24-hour link to community services: food, shelter, legal, senior citizen, battered women, and mental health.  
**Los Angeles** ..... (323)686-0950



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- San Gabriel Valley Area .....(626)350-6833
- San Fernando Valley Area .....(818)501-4447
- Burbank/Glendale Area .....(818)501-4447
- West Los Angeles Area .....(310)551-2929
- South Bay/Long Beach Area.....(310)603-8962
- Airport Area .....(310)671-7464
- From All Area Codes .....(800)339-6993
- TDD (For the Hearing Impaired) .....(800)660-4026

### ENVIRONMENTAL HEALTH AND LIVING CONDITIONS

**LOS ANGELES COUNTY ENVIRONMENTAL HEALTH .....(888) 700-9995**  
**Website: ..... [www.lapublichealth.org](http://www.lapublichealth.org)**  
 County Health Department assists with problems with maintenance, rats, mice, lack of hot water, heating, cockroaches, sanitation, habitability (living conditions), and illegal utility shutoff.

**LOS ANGELES COUNTY INFORMATION AND REFERRAL .....(800) 427-8700**  
 5050 Commerce Drive, Baldwin Park, CA 91706

**RAT CONTROL (IN MULTIPLE FAMILY BUILDINGS).....(626)430-5461**

### COURT ISSUES

**LOS ANGELES SUPERIOR COURT ..... (213) 974-6135**  
 110 N. Grand Ave., Los Angeles 90012  
 Hours: 8:30 a.m. to 4:30 p.m.  
**Website: .....[www.lasuperiorcourt.org](http://www.lasuperiorcourt.org)**

**UNLAWFUL DETAINER (Room 426).....(213) 974-5173**  
 (For Owners to set Hearing)

**SMALL CLAIMS COURT (Room 429).....(213) 972-3930**

**SMALL CLAIMS ADVISORS (County of LA) .....(213) 974-9759**  
 500 W. Temple St., Room B-96, Los Angeles 90012  
 Recorded information provides free procedural advice only, no legal service, 24 hours a day.

**LOS ANGELES COUNTY BAR ASSOCIATION.....(213) 627-2727**  
**Website: .....[www.lacba.org](http://www.lacba.org)**

### HOARDERS

**HOARDING .....(800) HOARDERS**  
**Website .....[HOARDINGCLEANUP.COM](http://HOARDINGCLEANUP.COM)**



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### HOUSING DISCRIMINATION

**HOUSING RIGHTS CENTER** ..... (213)387-8400 or (800)477-5977  
3255 Wilshire Blvd., Suite 1150, Los Angeles, CA 90010

**Website:** ..... [www.housingrightscenter.org](http://www.housingrightscenter.org)

Open: Monday - Friday 8:30 a.m. - 5:00 p.m.

This is the sole agency for fair housing referrals for constituents of the city of Los Angeles. Hotline accepts housing discrimination complaints and provides predatory lending information. Investigates, counsels, and provides legal assistance with housing discrimination complaints. Counsels and gives referrals on predatory lending issues. All services are free with no income limits. Callers will be referred to the nearest office in Los Angeles, San Fernando Valley, South LA, Harbor, Pasadena, Long Beach, or the San Gabriel Valley.

**STATE OF CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT & HOUSING/ HOUSING COMPLAINTS SECTION** ..... (800) 884-1684

**Website:** ..... [www.dfeh.ca.gov](http://www.dfeh.ca.gov)

Investigate and conciliate housing discrimination harassment complaints.

**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)**

**LOS ANGELES AREA OFFICE** ..... (213) 894-8000  
611 W. 6th Street, Los Angeles, CA 90017

**Website:** ..... [www.hud.gov](http://www.hud.gov)

HUD enforces the Federal Fair Housing Act, conducts investigations of certain housing discrimination complaints, and makes referrals to the Department of Justice for prosecution of worthy cases.

### LANDLORD SERVICES

**APARTMENT ASSOCIATION OF GREATER LOS ANGELES**

621 S. Westmoreland, Los Angeles, CA 90005 ..... (213) 384-4131

**Website:** ..... [www.aagla.org](http://www.aagla.org)

Attorney referral services, forms and free advice for members only. Call to obtain membership information.

**APARTMENT OWNERS ASSOCIATION OF SOUTHERN CALIFORNIA**

6060 Sepulveda Blvd., Suite 202, Van Nuys, CA 91411 ..... (818) 988-9200

5455 Wilshire Blvd., Suite 1009, Los Angeles, CA 90036 ..... (323) 937-8811

4611 E. Anaheim, Suite A; Long Beach, CA 90804 ..... (562) 597-2422

Outside L.A. County ..... (800) 827-4262

**Website:** ..... [www.aoausa.com](http://www.aoausa.com)

Forms, free consultation, legal referral, credit and eviction reports, monthly magazine.

**THE MINORITY APARTMENT OWNERS ASSOCIATION**

11215 S. Western Ave., Los Angeles, CA 90047 ..... (323) 754-4334

Provides attorney services, forms and free advice for members only, including help with credit checks.



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### LEGAL SERVICES

These referrals are provided for public information. The cost and type of service should be verified.

**BET TZEDEK LEGAL SERVICE..... (323) 939-0506**

3250 Wilshire Blvd. 13<sup>th</sup> Floor, Los Angeles, CA 90010-1509

Monday - Friday 9:00 a.m. 5:00 p.m.

**Website:** ..... [www.bettzedek.org](http://www.bettzedek.org)

Call for appointment. No walk-ins. Free legal assistance for low-income people, including seniors and disabled. Counseling or legal representation is available depending on the case. Handle housing issues and a wide range of other legal needs.

**CALIFORNIA LAWYERS FOR THE ARTS..... (310) 998-5590**

1641 18th Street, Santa Monica, CA 90404

Monday - Friday 10:00 a.m. - 5:00 p.m.

**Website:** ..... [www.calawyersforthearts.org](http://www.calawyersforthearts.org)

Legal referral service that provides mediation, arbitration, workshops, and seminars for the arts. Attorneys are on staff.

**CENTER FOR CIVIC MEDIATION..... (213) 896-6533**

1055 W. 7<sup>th</sup> st., Suite 2700, Los Angeles, CA 90017

**Website:** ..... [www.centerforcivicmediation.org](http://www.centerforcivicmediation.org)

Provides a neutral third party to assist and make agreements during landlord/tenant disputes - no lawyers.

**DISPUTE SETTLEMENT SERVICE ..... (213) 974-0825**

(Los Angeles County Department of Consumer Affairs)

500 West Temple Street, Room B-96, Los Angeles, CA 90012-2706

Free dispute mediation available to vendors and consumers, two or more businesses, landlords and tenants, and neighbors.

**EVICTION DEFENSE NETWORK..... (213) 385-8112**

1930 Wilshire Boulevard, Suite 208.....Fax: (213) 385-8181

Los Angeles, CA 90057

**INNER CITY LAW CENTER ..... (213) 891-2880**

1309 East Seventh Street, Los Angeles, CA 90021

Opens 9:00 a.m. to 5:00 p.m.

Free legal services to low-income residents of the City of Los Angeles. Call for information.



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**LEGAL AID FOUNDATION OF LOS ANGELES.....(800) 399-4LAW**  
 Evictions, utility shut-offs, lockouts  
 1102 Crenshaw Blvd., Los Angeles, CA 90019

**Website:** ..... [www.lafla.org](http://www.lafla.org)

**Other housing matters..... (213) 640-3881**  
 Free legal assistance. Advises and provides assistance in filling out documents and legal representation depending on the case.

**SUPERIOR COURT FILING CASES ..... (213) 830-0803**  
 110 N. Hill St., Room 115, Los Angeles, CA 90012  
 (8:30 a.m. - 4:30 p.m.)

Provide assistance with Unlawful Detainers. Fee requested based on income.

**FILING CASES..... (213) 974-5195**

**LAWYER REFERRAL & INFORMATION SERVICES OF LOS ANGELES COUNTY .(213) 243-1525**

**MENTAL HEALTH ADVOCACY SERVICES ..... (213) 389-2077**

**Website:** ..... [www.mhas-la.org](http://www.mhas-la.org)

3255 Wilshire Blvd., Suite 902, Los Angeles, CA 90017

Free legal service to developmentally & mentally disabled people with low incomes.

**SAN FERNANDO VALLEY NEIGHBORHOOD LEGAL SERVICES..... (800) 433-6251**

**13327 Van Nuys Blvd., Pacoima CA 91331 ..... (818) 896-5211**

Monday - Friday: 9:00 a.m. - 5:00 p.m.

**Website:** ..... [www.nls-a.org](http://www.nls-a.org)

Call for advice or appointment. Free legal assistance to low-income people living in the San Fernando, Santa Clarita, and Antelope Valleys, Glendale, and Burbank. Also call if your case is filed in the Van Nuys Court. Counseling and help preparing legal briefs, filling out papers, and representation may be available depending on the case.

**SAN GABRIEL VALLEY LAWYER REFERRAL.....(877) 48-REFER**

**1175 E. Garvey, Suite 105; Covina, CA 91724 ..... (877) 487-3337**

9:00 a.m. - 5:00 p.m.

**Website:** ..... [www.sgvlawyer.org](http://www.sgvlawyer.org)

Inexpensive legal service is provided. They will arrange an interview with a lawyer for a \$35 fee for the first consultation.

**Other Legal Services** offices providing free legal assistance to low-income people. Call for information.

**Asian Pacific Legal Center ..... (213) 977-7500**

**Compton (Community Legal Services) ..... (310) 638-5524**

**Long Beach (Legal Aid Foundation of LA) ..... (562) 435-3501**

**Norwalk ..... (562) 864-9935**

**LA Free Clinic ..... (323) 653-1990**



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### OTHER CITIES WITH RENT CONTROL

**CITY OF SANTA MONICA** .....(310) 458-8751  
1685 Main Street, Suite #202, Santa Monica, CA 90401  
**WEBSITE:** .....[www.santa-monica.org/rentcontrol](http://www.santa-monica.org/rentcontrol)

**CITY OF BEVERLY HILLS** .....(310) 285-1031  
455 N. Rexford, Beverly Hills, CA 90210  
**WEBSITE:** .....[www.beverlyhills.org/rent](http://www.beverlyhills.org/rent)

**CITY OF WEST HOLLYWOOD** .....(323) 848-6450  
8300 Santa Monica Blvd., West Hollywood, CA 90069  
**WEBSITE:** ..... [www.weho.org](http://www.weho.org)

### STATE LAW

State law - California Civil Code - covers security deposits, 24-hour notice for entry, evictions, conditions of habitability, rental/lease agreements, abandonment of property, privacy, repair and deduct, moving out procedures, and method of service for 3-day and 30-day notices. For cities and jurisdictions that do not have Rent Stabilization Ordinances (*Rent Control*), landlord tenant matters and complaints can be referred to:

**STATE DEPARTMENT OF CONSUMER AFFAIRS** ..... (800) 952-5210  
(State of California) The State of California Department of Consumer Affairs publication, *California Tenants*, is a practical resource for both landlords and tenants with information about rental applications, unlawful discrimination, security deposits, repair responsibilities, rent increase, termination of leases, and eviction notices. It also includes a checklist for use before moving in or out of a rental unit.  
**WEBSITE:** ..... [www.dca.ca.gov](http://www.dca.ca.gov)

**LOS ANGELES COUNTY CONSUMER & BUSINESS AFFAIRS**  
500 W. Temple St., Rm. B-96, Los Angeles .....(213) 974-1452  
**WEBSITE:** ..... <http://consumer-affairs.co.la.ca.us>  
VAN NUYS BRANCH (open T, W, F) .....(818) 901-3829  
EAST L.A. BRANCH (open M, W, Th) .....(323) 260-3315  
SAN GABRIEL BRANCH (open M, Th, F) .....(626) 575-5426

### RENTERS REBATE

**STATE FRANCHISE TAX BOARD** .....(800) 852-5711  
300 S. Spring St., Suite 5704, Los Angeles 90013-1204  
**WEBSITE:** .....[www.ftb.ca.gov](http://www.ftb.ca.gov)  
For rent rebates for people age 62 or older, blind or disabled. Apply between the dates of May 16 and September 2 each year to obtain a rebate.





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## Rent Stabilization Ordinance Bulletin

### UNLAWFUL DETAINERS

#### LOS ANGELES SUPERIOR COURT, CIVIL BRANCH

110 N. Grand Ave., Rm. 426, Los Angeles 90012..... (213) 974-6135  
Hours: 8:30 a.m. - 4:30 p.m.

### TENANT SERVICES

#### COALITION FOR ECONOMIC SURVIVAL .(213) 252-4411

514 Shatto Place, Suite 270, Los Angeles, CA 90020

FAX: ..... (213) 252-4422

WEBSITE: ..... <http://www.cesinaction.org>

Conducts Tenants’ Rights clinic at the Community Building in Plummer Park on Wed. 7:00 p.m. or Sat. 10:00 a.m. Donations requested. No one turned away due to lack of funds. First come first served. Walk-in only. No income limits. All housing problems. Provides counseling and advice, eviction assistance. (No telephone counseling)

#### INQUILINOS UNIDOS ..... (213) 483-7497

1930 Wilshire Blvd., Suite #801, Los Angeles, CA 90057, CA 90057

Mondays 5:00–6:30 p.m.

Donations requested. No one turned away due to lack of funds. First come first served. Walk-in only. No income limits. All housing problems. Counseling and advice, legal brief service only. No responses to eviction actions.

#### NAACP ..... (310) 397-1171

P.O. BOX 56408, Los Angeles, CA 90056

WEBSITE: ..... [www.naacp-losangeles.org](http://www.naacp-losangeles.org)

Only serves South Central LA City residents with immigration, illegal evictions.

**TENANT HABITABILITY COMPLAINTS** - See Los Angeles Housing and Community Investment Department/ Systematic Code Enforcement

THIS INFORMATION IS OFFERED FREE OF CHARGE TO THE GENERAL PUBLIC.

While this publication is designed to provide accurate and current information about the law, readers should consult an attorney or other expert for advice in particular cases, and should also read the relevant statutes and court decisions when relying on cited material. Laws and guidelines are frequently amended. The HCIDLA recommends that you verify information in the event that new changes are not yet reflected in this publication. The HCIDLA does not assume and hereby disclaims any liability to any party for any loss, damage, or disruption caused by errors or omissions, whether such errors or omissions result from negligence, accident, or any other cause.

AUXILIARY AIDS AND SERVICES: “As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.”