



Memorandum

TO: Kevin J. Jackson, Village Manager *(K)*

FROM: Tammie Grossman, Director Development Customer Services *T Grossman*
Cedric Melton, Director Community Relations *C Melton*

FOR: Village President and Board of Trustees

DATE: October 11, 2022

SUBJECT: Residential Tenant and Landlord Ordinance Summary

Background

On January 28, 2021, the Cook County Board of Commissioners adopted Cook County Ordinance 20-3562, cited as the Residential Tenant and Landlord Ordinance (RTLO). This ordinance provides for the comprehensive regulation of the rights and obligations of tenants and landlords in Cook County. On July 19, 2021, the Village Board of Oak Park locally adopted ordinance ORD 21-60_R07.19.21 amending Village Code Chapter 12 Housing, adding a new Article 6 Residential Tenant and Landlord Ordinance.

Summary of Issues Investigated

There are two departments within the Village responsible for investigating complaints and enforcing the ordinance: Development Customer Services, who is overseeing property maintenance issues, and Community Relations, who is overseeing all other tenant/landlord issues. Both departments work together in coordinating complaint investigations related to the RTLO.

Since the adoption of the ordinance, there have been 94 property maintenance cases investigated by the Neighborhood Services Division within Development Customer Services. The property maintenance issues investigated are identified as follows:

Garbage	6
General	2
Heat	24
Hoarding	1

Insect	4
Lawn	1
Maintenance	8
Misc.	1
Multiple Issues	14
No Water	9
Notification	2
Odor	4
Parking	1
Rodent	5
Safety Issues	4
Water Leaking	8
TOTAL	94

The property maintenance cases resulted in the following dispositions, some of which are still open and being investigated:

Closed - Compliance	32
Closed - Court	9
Closed - Duplicate Case	3
Closed - No Violations	27
Notice/Order Sent	22
Referred	1
TOTAL	94

Community Relations handled a total of 24 complaints related to the RTLO, not including a number of property maintenance issues referred to Development Customer Services. All of the tenant/landlord complaints were addressed via legal avenues afforded to tenants per the RTLO and Illinois law.

Lease	10
Security Deposit	10
Rent	3
Eviction	1
TOTAL	24

If you have any questions, please contact Tammie Grossman, Director of Development Customer Services at 708.358.5422.

CC: Lisa Shelley, Deputy Village Manager
Ahmad Zayyad, Deputy Village Manager
Cedric Melton, Community Relations Director
Christina M. Waters, Village Clerk
All Department Directors