



OFFCAMPUS.UCONN.EDU

LANDLORD INFORMATION SHARING PROGRAM

INSTRUCTIONS AND PROCESS

INSTRUCTIONS FOR DOCUMENTING INFORMATION ABOUT YOUR LANDLORD

1. Complete the attached Tenant Concern Form. Please be sure to include current contact information for both yourself and your landlord. Incomplete documentation will not be accepted.
2. Clearly explain your concerns on the form provided or by attaching a separate typed letter. Use facts to describe the situation that is the basis for your documentation – do not simply provide an opinion of your landlord with no supporting factual basis.
3. Write clearly, using complete sentences. Use professional language to describe your situation.
4. Return your form to the Office of Off-Campus Student Services, Wilbur Cross Building room 203, 233 Glenbrook Road, Unit 4183, Storrs, CT, 06269.
5. OCSS staff would also like to hear about any positive interactions that you might have with your landlord. If you have a positive experience that you would like us or other students to know about, please submit a letter including current contact information for both yourself and your landlord. Clearly explain the interaction, using facts to describe the situation. OCSS staff will keep a copy of your letter for viewing in our office in the Wilbur Cross Building. Your name, contact information, and any other identifying information will be redacted from the letter.

WHAT HAPPENS ONCE YOU FILE A TENANT CONCERN FORM?

- OCSS staff will review your completed Tenant Concern Form. If it includes unprofessional language or is not appropriate to share with other students, it will be returned to be revised.
- OCSS staff will forward a copy of your Tenant Concern Form to your landlord. Your landlord may respond to your concerns directly or may respond by sending a letter to the OCSS. If OCSS receives a response, a copy will be mailed to you.

- OCSS staff will keep a copy of your Tenant Concern Form and your landlord's response in our office in the Wilbur Cross Building. Your name, contact information, and any other identifying information will be removed from the Tenant Concern Form and response.
- Your Tenant Concern Form will be saved in a file under your landlord's name. Other students will be able to view Tenant Concern Form and your landlord's response when they are searching for off-campus housing.

Sometimes your landlord may not respond to your concerns or issues, or may respond unfavorably. OCSS staff will work with you throughout the process to seek a resolution to your problem. When appropriate, OCSS staff will refer you to agencies that are better able to assist you, such as your town services, another University office or an attorney, etc.

***One purpose of this program is to provide students with a method for communicating with each other from year to year about their rental housing challenges and successes. We encourage students viewing the landlord files to consider not only the number and type of concerns or issues raised, but the landlords' responses to them. Please note that the views expressed in these materials are solely those of student tenants and their landlords and not those of the University of Connecticut.**