



## **What to know about Housing Inspection Services**

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**Housing Inspection Services (H.I.S) is the division within the Department of Building Inspection that enforces the San Francisco Housing Code and other related City codes.**

**The San Francisco Housing Code contains minimum maintenance requirements for residential buildings to safeguard public welfare.**



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- **H.I.S. is operating remotely during the pandemic and responding to essential habitability complaints.**
  - **If you are a tenant experiencing issues with heat, hot water, exiting, or other habitability issues, you can file a complaint at the following address:  
[sfdbi.org/filing-complaint](https://sfdbi.org/filing-complaint)**
  - **Complete the form by entering your address and contact information (which will be held confidentially)**
  - **If it's essential, we'll call you back within 1-3 business days.**
  - **Please understand that we need to keep our staff safe during this pandemic but we are working diligently to address your issues.**
  - **The 311 service also accepts complaints on our behalf.**

