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[Dispute Resolution Letter Template]

[Property Owner or Property Manager Letterhead]

[Property Owner or Entity Name]

[Property Address]

[City, State, Zip Code]

[Phone Number] • [Email Address]

[Date]

To:

[Tenant Name(s)]

[Rental Unit Address]

[City, State, Zip Code]

Re: Response to Tenant Concern

Dear [Tenant Name(s)],

This letter is sent to formally acknowledge receipt of your recent communication dated [Insert Date], in which you raised a concern regarding [briefly describe issue – e.g., noise disturbances, maintenance delays, neighbor conflict, etc.]. We appreciate that you brought this matter to our attention and recognize your right to do so under California law.

After reviewing the circumstances surrounding your concern, we have conducted a preliminary assessment that included reviewing the relevant lease terms, speaking with applicable parties, and, where appropriate, conducting an inspection or review of our property records. We are committed to addressing tenant concerns in a timely, professional, and fair manner, and this matter has been given due attention.

At this time, our response is as follows: [Insert findings, decisions, or actions taken. For example: “We agree that the matter warrants further investigation and have scheduled a maintenance inspection for [Insert Date].” OR “Based on the information available, we do not find a lease violation or condition requiring correction, but we remain open to additional documentation or discussion.”]

Please be assured that our office follows all applicable legal standards when reviewing tenant complaints. In particular, we are mindful of the protections afforded to you under California Civil Code § 1942.5, which prohibits any form of retaliation for good-faith complaints regarding habitability, safety, or quiet enjoyment. Additionally, under the Oakland Municipal Code § 8.22.640(A), Property Owners have an affirmative duty to respond to tenant concerns in a timely and lawful manner, and we intend to do so.

Should you believe that our understanding of the situation is incomplete or if you have new information to share, we welcome a written reply within ten (10) days of the date of this letter.

Our goal is to reach a fair and constructive resolution and to support the continued peaceful enjoyment of your home.

Thank you again for taking the time to communicate with us. We remain available should you have questions or wish to discuss the matter further.

Sincerely,

[Property Owner/Manager Name]

[Title]

On behalf of [Property Owner or Management Company]