

Checklist

Documentation needed to initiate your complaint. Complaints will not be processed without the required documentation (Additional documentation may be required, any refusal or failure may result in your complaint being closed.)
Questions, please call (860) 240-8154

Enclose copies of the following for all types of complaints listed below:

- Proof that you paid a security deposit (receipt or front and back of cancelled check)
- Copy of rental agreement(s) if available
- Copy of any correspondence received or sent regarding the complaint

In addition, enclose copies of the following for each type of complaint you checked off on the previous page

1) I am a former tenant and my landlord failed to return my security deposit.

- Proof that you provided your landlord written notice of your forwarding address. The best way is via a letter sent by certified mail with return receipt.

2) I am a current tenant, 62 years age or older, and my landlord is holding a security deposit in excess of one month's periodic rent.

- Proof of Age (copy of state or federal ID)
- Letter asking that overage be returned, must provide landlord with proof of age
- Certified Mail Receipt
- Certified Mail Return Receipt

3) I am a current tenant, under the age of 62, and my landlord is holding a security deposit in excess of two months' periodic rent.

- Letter asking that the overage be returned
- Certified Mail Receipt
- Certified Mail Return Receipt

4) I am a current tenant and my landlord has not provided information regarding my escrow account

- Letter to the landlord asking for written notice stating the amount of the security deposit and the name and address of the financial institution where the security deposit is being held
- Certified Mail Receipt
- Certified Mail Return Receipt