



Landlord Letter

September 2026

Fair Housing Complaints: The Process

This month we wanted to walk through the fair housing complaint process so you know what to expect if a complaint arises. Any housing provider knows, it's not a matter of IF a complaint will come, but WHEN one will be made. Understanding the process and acting quickly can make it easier to respond effectively.

Complaint Notice: To begin, contact legal counsel immediately! The process generally begins when you receive a notice and a copy of the complaint. Review the allegations, note every deadline, and contact an experienced attorney. The letter will usually state a response deadline and schedule a conciliation conference (mediation).

Written Response: A response is usually due within ten days. Deadlines and extension rules can vary, so confirm the dates and deadlines in your letter and make sure you comply with them.

Conciliation or Mediation: Attending mediation early may provide an opportunity to resolve the dispute before a full investigation takes place. Even when settlement appears unlikely, mediation can provide you with more information about the case.

Request for Information: The fair housing office may request documents and other information related to the complaint. Responses should be accurate, complete and submitted on time. An experienced attorney can also help determine what additional information would help your case.

Investigation: An investigator will review the complaint, your response, and the other documents you've provided. The investigator may also interview witnesses to determine what happened. Your attorney can help ensure the key facts and legal issues are presented clearly.

(Continued on page 2)

DO's & DON'Ts of Hiring an Attorney



DO

- Ask questions to gauge their knowledge about evictions.
- Give them the details of your case to allow them to give detailed advice.



DON'T

- Hire an attorney that is NOT experienced in your situation.
- Assume certain information or documents are not important (give them everything).

(Continued from page 1)

Determination: After the investigation, a ruling (or determination) will be issued that answers one yes or no question – Is there good cause to believe that the landlord discriminated against the tenant? A finding of “no cause” usually closes the complaint, while a finding of “cause” means that discrimination took place and the case continues.

Damages Phase: If discrimination is established, the next phase of the case will focus on financial damages that the discrimination created (e.g., tenant’s moving expenses, increased rent at a new place, etc.). This process may include another round of mediation as well. In the end, the ruling will determine an amount owed by the landlord for the discrimination that occurred.

Appeals: If either party is not satisfied with the case, they may also have options to seek an appeal. The appeal may stay with the fair housing office, or could be sent to the court system.

The most important takeaway is simple: act quickly and seek legal counsel as soon as you receive a fair housing complaint. Procedures and deadlines vary, and early guidance can help protect your rights throughout the process.

Attorney Jeremy Shorts



Know Your Notice

•No Cause—Lease Termination•

Purpose: Used to terminate your lease at the end of the initial term or during a month to month tenancy.

Like other eviction notices, it must be served in person, posted or sent via certified mail. It cannot be given verbally, texted or emailed.

You normally can't terminate a lease in the middle of a month. If a 15 day notice is given March 20, the lease would terminate April 30.

Even if both the landlord and tenant have verbally stated a termination date, it is best practice to follow up with a written no cause notice.

Unless your lease requires more or less time, Utah law only requires 15 days notice to terminate a lease (but most written leases require 30 days notice).



Dear Attorney,

I have a commercial property where the tenant is behind on their rent. I'm familiar with the residential eviction process, should I do anything different with my commercial property?

Utah law is similar when dealing with residential or commercial evictions. However, there are two primary issues that we commonly see in commercial leases.

First – Serving Notices. Utah’s statutes require the eviction notice to be served to the property via one of four methods: personal service, substitute service, posting it on the property, or certified mail. However, commercial leases often have a “Notices” section that outlines how notices should also be served. If your lease has any specific requirements for notices (e.g., must be sent certified mail to specific people at specific addresses), make sure you send additional copies as required by the lease.

Second – Curing Defaults. Utah law requires three business days to cure defaults in payments. However, commercial leases often have an extended cure period (e.g., “Tenant shall have 10 days to cure any balance due.”). In this situation, the three business days would be extended to ten days. In our free eviction notice on our website, this is why it states that the tenant must pay the balance “within three business days (or the appropriate cure period as stated in the lease)”.

Finally – Read through your entire lease and make sure that your actions, decisions, and notices comply with the requirements of the lease.



Courtroom Chronicles

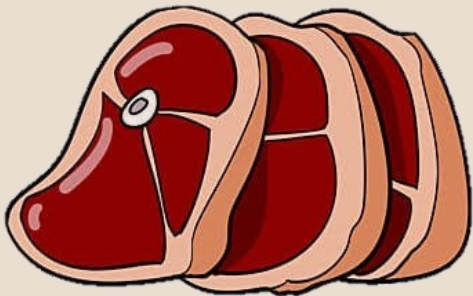
Terrible Tenant

Gratefully, most tenants act reasonably as they move out of the property. It might not be perfectly clean and without damage, but it's rare that there is malicious damage. However, no one calls their eviction attorney when everything goes right, we only hear about the problems.

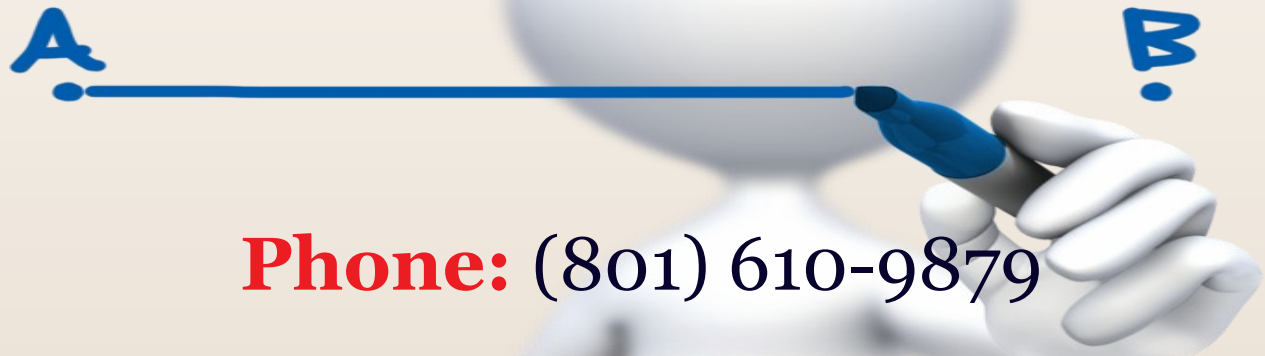
In one of our rare cases, the tenant punched holes in the walls. We wished they would have stopped there, but they didn't. Apparently the tenant didn't have room to pack some of the food from the freezer, so they packed the walls with meat! Walking through the house, they placed several steaks and

other meat in various holes in the walls.

I'm sure the tenant was hoping the walls would be repaired with the meat left inside. Imagine the smell if that wouldn't have been caught! Luckily, the landlord noticed what had been done, and was able to remove the meat before it had rotted.



Let us help you connect the eviction dots.



Phone: (801) 610-9879

Email: info@utahevictionlaw.com

Calendar of Events



- September 7 — Labor Day
- September 22—Fall begins!



***Evictions in
Weeks, Not
Months!***

Parting Thoughts

- Have an eviction question?
Email us for a future newsletter!
- Help us build our online presence! You can “Like” our Facebook page (www.facebook.com/utahevictionlaw).
- You can also give us a Five Star Google Review (search “Utah Eviction Law Reviews” and click on our Google Plus link).

