

**HOUSING INVESTIGATOR (8516)**  
**TASK LIST 2018**

**INVESTIGATION**

1. Investigates complaints received from tenants regarding potential violations to the City's Rent Stabilization Ordinance (RSO) and/or Housing Code, including but not limited to illegal eviction, illegal rent increase, non-payment of relocation assistance, reduction of services, non-registration of units, or the operation of multi-family rental housing under sub-standard conditions, by examining relevant documents such as property cases, permits, inspection reports, lease agreements, eviction documents, or bank statements and/or interviewing all relevant persons, including tenants, property owners, property management agents, attorneys, or City employees such as Housing Inspectors in order to develop reliable and admissible information on complaints received of alleged violations of the City's Rent Stabilization Ordinance (RSO) and/or Housing Code.
2. Communicates with landlords and tenants over the phone, in person, and via email regarding complaints within the parameters of the City's Rent Stabilization Ordinance (RSO) and/or Housing Code in order to obtain necessary information when investigating claims or to acquire compliance with the City's Rent Stabilization Ordinance (RSO) and/or Housing Code by informing them of proper procedures to be taken.
3. Gathers documentary evidence relevant to investigations of tenant complaints, including but not limited to affidavits of witnesses, bank records, lease agreements, correspondence between the tenant and landlords, eviction documents, court documents, rent receipts/ proof of rent payments, utility bills, permits and government orders to comply, from various sources, such as the internal database system, the City of Los Angeles Department of Building and Safety (LADBS) website, Billing Information Management System (BIMS), Code Regulatory Inspection System (CRIS), Rent Escrow Account Program (REAP), or by requesting for such documents from tenants, landlords, or property management companies, and analyzes evidence as a part of the investigation, in order to make a determination on cases.
4. Writes notices to tenants and/or landlords to inform them of investigation findings, case closure, confirmations of compliance with the City's Rent Stabilization Ordinance (RSO) and/or Housing Code, or to request for additional evidence or documentation, and submits to lead Housing Investigator and/or supervising Senior Housing Investigator for review and approval in order to address tenant complaints and complete investigations in a timely manner.
5. Writes reports of investigative findings, which include case summaries, evidence gathered, and recommendations made based on findings, and submits to lead Housing Investigator and/or supervising Senior Housing Investigator for review and approval in order to provide a comprehensive and accurate record of investigations.

6. Prepares documentation for referral of cases to the City Attorney for criminal prosecution, such as cases in which the landlord does not agree with final determinations and/or fails to comply with the City's Rent Stabilization Ordinance (RSO) and/or Housing Code, by writing detailed investigation reports summarizing the case and gathering supporting documentation in order to provide all necessary information to the City Attorney regarding determinations made.
7. Appears in court or in other authorized proceedings such as mediations and hearings, by serving as an expert witness, as needed, in order to present evidence to support administrative or judicial actions.
8. Performs calculations of landlord-tenant transactions, such as rent increases or reductions, payments of tenant relocation assistance, or transfer of utility payments from landlord to tenant per Rent Adjustment Commission (RAC) regulations by using a calculator or by inputting information from financial documents such as rent receipts and utility bills into existing formulas in Microsoft Excel worksheet in order to determine if tenant charges and payments are accurate, and/or whether reimbursements are owed to the tenant, and in compliance with the City's Rent Stabilization Ordinance (RSO).
9. Reviews landlord rent registrations, tenant buyout agreements, and applications for no-fault evictions for compliance with requirements of the Rent Stabilization Ordinance (RSO), when assigned, and notifies landlords of deficiencies over the phone, in-person, or via email, in order to ensure compliance.

#### **LEAD WORK**

10. Acts as a lead investigator by reviewing completed work of other Housing Investigators, including investigation reports and letters to tenants or landlords, in order to provide verbal and/or written feedback regarding the correct interpretation and application of the Rent Stabilization Ordinance (RSO).
11. Reviews close out reports of payments/cash collected throughout the day for accuracy, at the end of the day, in order to ensure that cash drawers of clerical staff involved in public counter functions such as Administrative Clerks and Senior Administrative Clerks are balanced and no discrepancies are identified.
12. Assists manager, such as the Senior Housing Investigator, with providing orientation and training to new employees by explaining job requirements, demonstrating work procedures, and providing written materials on topics related to the Rent Stabilization Ordinance (RSO) and Rent Adjustment Commission regulations/guidelines in order to ensure new staff members are prepared to complete their job duties successfully and in accordance with Department standards.
13. Assists manager, such as the Senior Housing Investigator, with planning the work of other Housing Investigators and other clerical staff handling investigation support or

public counter functions such as Administrative Clerks and Senior Administrative Clerks by assigning and directing work, taking into account the priority and difficulty level of each job, the skill set needed to complete the work, and the schedules and workloads of employees, in order to ensure that assignments receive the appropriate level of technical expertise and are completed in a timely manner.

14. Assists manager, such as the Senior Housing Investigator, with applying the principles of Equal Employment Opportunity (EEO) through the promotion of a positive work environment through training, discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation in order to ensure compliance with City and department policies and procedures.
15. Assists manager, such as the Senior Housing Investigator, with counseling employees regarding personnel issues such as rule infractions or inappropriate conduct, and/or disciplining employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
16. Documents job performance of staff by evaluating employees in areas relevant to the job, completing necessary documentation, and discussing evaluations with the employee in order to provide feedback, identify developmental needs, and prepare employees for career advancement opportunities.
17. Communicates information to employees orally and in writing, including information from management such as policy changes or department objectives and priorities including, but not limited to, interpretations of City policies or memorandums of understanding (MOU), Executive Directives (ED) such as updated safety information, and training and promotional opportunities in order to provide employees with relevant information.
18. Reviews and approves employee timesheets including employee requests for time off in order to ensure necessary levels of staffing, timely completion of work, and appropriate documentation.

#### **OTHER**

19. Delivers oral presentations and trainings to members of the public, including tenants, banks and lenders, property managers, and realtors, during monthly informational workshops and/or upon request from community organizations or City Council members, on topics such as appropriate rent increases, in order to develop an awareness of tenant rights and educate the public on the City's Rent Stabilization Ordinance (RSO).