

CONSUMER AFFAIRS TIP SHEET

Tenant Resources

If you have an issue with your rental housing, first contact your landlord or community manager and follow up in writing, keeping a copy for your records. If the issue isn't resolved, reach out to the appropriate county agency below or use the online Community Complaint Form. If you're unsure who to contact, call Consumer Affairs.

CODE COMPLIANCE

703-324-1300 TTY 711
codecompliance@fairfaxcounty.gov

- No heat (Oct 15 - May 1) or air conditioning (May 15 - Oct 1)
- Gas, water, or electric problems
- Plumbing issues like leaks or sewage backup
- Broken doors, windows, wall, or structure damage
- Rats, mice, or insect infestations
- Unsafe stairways, walkways, or breezeways
- Construction or demolition done without permits
- Noise complaints (animals, construction, equipment)

PUBLIC WORKS AND ENVIRONMENTAL SERVICES

703-324-5230 TTY 711
trashmail@fairfaxcounty.gov

- Overflowing trash, garbage, or recycling outside the dwelling
- Missed or mixed trash and recycling pick-ups by private haulers
- Bulk items, brush, or yard debris left near the curb for over 10 days
- Trash and recycling set out early or collected during prohibited hours (9 PM - 6 AM)

HEALTH DEPARTMENT, DIVISION OF ENVIRONMENTAL HEALTH

703-246-2201 TTY 711
hdehd@fairfaxcounty.gov

- Information on prevention and control of roach, rat, mouse or other infestations that cause illness
- Tick identification
- Tick and mosquito surveillance and public education
- Bedbug control and prevention information
- Mold, Radon and Lead Paint information
- Inspection and permitting of public and community swimming pools
- Inspection of food establishments

CONSUMER AFFAIRS BRANCH, TENANT-LANDLORD, DEPARTMENT OF CABLE AND CONSUMER SERVICES

703-222-8435 TTY 711
consumer@fairfaxcounty.gov

- Information about the rights, responsibilities, and obligations of tenants and landlords
- Guidance on what to do when there is a dispute or a problem regarding a residential lease agreement
- Voluntary mediation
- Education, information, outreach and publications about tenant-landlord laws, issues and concerns



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