

HOUSE BILL 1177

N1, I3

5lr3176

By: **Delegates Hill, Acevero, Kaufman, Patterson, Ruth, and Woorman**

Introduced and read first time: February 6, 2025

Assigned to: Environment and Transportation

A BILL ENTITLED

1 AN ACT concerning

2 **Landlord and Tenant – Tenant Repair and Maintenance Complaint Hotline –**
3 **Establishment**

4 FOR the purpose of requiring the Attorney General to establish a certain toll-free hotline
5 for certain tenant complaints concerning repair and maintenance; authorizing the
6 Office of the Attorney General to take certain actions under certain circumstances;
7 and generally relating to a hotline for tenant repair and maintenance complaints.

8 BY adding to

9 Article – Real Property

10 Section 8–504

11 Annotated Code of Maryland

12 (2023 Replacement Volume and 2024 Supplement)

13 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
14 That the Laws of Maryland read as follows:

15 **Article – Real Property**

16 **8–504.**

17 **(A) THE ATTORNEY GENERAL SHALL ESTABLISH A TOLL-FREE HOTLINE**
18 **TO:**

19 **(1) ALLOW A TENANT TO REPORT A COMPLAINT RELATED TO REPAIRS**
20 **AND MAINTENANCE OF RESIDENTIAL REAL PROPERTY, INCLUDING RESIDENTIAL**
21 **REAL PROPERTY OWNED BY THE FEDERAL GOVERNMENT, THE STATE, OR A LOCAL**
22 **GOVERNMENT; AND**

23 **(2) ALLOW A TENANT TO REPORT A COMPLAINT ANONYMOUSLY.**

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



(B) AFTER REVIEW OF A COMPLAINT REPORTED UNDER SUBSECTION (A) OF THIS SECTION, THE OFFICE OF THE ATTORNEY GENERAL MAY:

(1) REFER A TENANT TO THE MARYLAND LEGAL SERVICES CORPORATION OR OTHER LEGAL SERVICES ENTITY;

(2) REPORT VIOLATIONS FOR LOCAL CODE ENFORCEMENT; OR

(3) BRING AN ACTION IN AN APPROPRIATE COURT TO:

(I) RECOVER FOR INJURY OR LOSS SUSTAINED AS A RESULT OF A VIOLATION OF THIS TITLE; AND

(II) SEEK EQUITABLE RELIEF FOR THE TENANT.

SECTION 2. AND BE IT FURTHER ENACTED, That, on or before February 1, 2026, 2027, 2028, 2029, and 2030, the Office of the Attorney General shall report to the Senate Judicial Proceedings Committee and the House Environment and Transportation Committee, in accordance with § 2–1257 of the State Government Article, for the immediately preceding calendar year, on the hotline established under § 8–504 of the Real Property Article, as enacted by Section 1 of this Act, including:

(1) the total number of complaints reported by tenants using the hotline;

(2) to the extent available, the number of complaints received disaggregated by:

(i) county or geographical region;

(ii) racial and ethnic background;

(iii) age range; and

(iv) type of complaint;

(3) the average time to resolution for complaints received; and

(4) any complaint patterns identified by the Office, including disproportionate numbers of complaints against a particular housing management agency, landlord, or umbrella property management group.

SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect October 1, 2025.