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February 26, 2025

To: The Honorable Marc Korman  
Chair, Environment and Transportation Committee

From: Kira Wilpone-Welborn, Assistant Attorney General  
Consumer Protection Division

Re: House Bill 1177 – Landlord and Tenant - Tenant Repair and Maintenance Complaint  
Hotline - Establishment (OPPOSE)

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The Consumer Protection Division of the Office of the Attorney General (the “Division”) opposes House Bill 1177 sponsored by Delegates Hill, Acevero, Kaufman, Patterson, Ruth, and Woorman because it imposes on the Division obligations that would substantially change the Division’s current role and would require significant additional resources.

Landlord-tenant complaints, including maintenance complaints, are consistently among the top complaints received each year by the Division. Specifically, in the past three years, the Division’s Mediation Unit has closed over 600 maintenance and habitability complaints. While the Division already receives and mediates housing condition complaints, House Bill 1177 would require the Division to establish an additional toll-free hotline to receive complaints, including anonymous complaints. Then House Bill 1177 would require the Division to investigate the complaints, refer complaints to the appropriate local code enforcement officials or the Maryland Legal Services Corporation (“MLSC”), and provide individual representation to consumers. House Bill 1177’s requirements that the Division investigate individual complaints and provide individual representation, would require the Division to have additional investigators and Assistant Attorneys General. The Division does not currently represent individuals; instead, the Division acts on behalf of the State of Maryland. As such, House Bill 1177 would impose additional obligations that run counter to the Division’s current role and practices.

The Division understands that the sponsors intend to introduce an amendment that removes the Division from House Bill 1177. If the sponsors’ amendment is adopted, the Division would withdraw its opposition to the bill.

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cc: The Honorable Terri L. Hill, *et al.*  
Members, Environment and Transportation Committee