Getting started

1. Print your Letter Requesting an Inspection. Save a copy for your records**.**
2. {% if direct\_inspection\_email and direct\_inspection\_email\_success %}Your request for an inspection has already been emailed directly to Chelsea Inspectional Services.{% else %}Decide if you want to call the inspector or mail in your letter. Most tenants call because it gets a faster response.{% endif %}
3. You may be able to learn more on the City’s website: {{ inspector\_information["URL"] }}.{% if direct\_inspection\_email == False %}

Option 1: Call the inspector

1. Call the city inspector at **{{ inspector\_information["Telephone"] }**}{% if inspector\_information["EXTENSION"] %} **extension {{ inspector\_information["EXTENSION"] }}{% endif %}**.
2. {%p if inspector\_information["Email"] %}
3. {{ users[0].normalized\_address().city }} lists an email address for the inspector. You can also try emailing {{ inspector\_information["Email"] }}. If you do not get an answer, try calling instead.
4. {%p endif %}
5. {%p if inspector\_information["Special Contact"] %}
6. {{ users[0].normalized\_address().city }} also lists this special website to report a housing problem: {{ inspector\_information["Special Contact"] }}
7. {%p endif %}

Option 2: Deliver your letter by mail or in-person

1. If you want, you can also mail your letter or hand deliver it.
2. Send it to:

**{{ users[0].normalized\_address().city }} {{ inspector\_information["Title"] }}  
{{ inspector\_information["Address Line 1"] }}  
{{ inspector\_information["Address Line 2"] }}, MA {{ inspector\_information["Zip"] }}.{% endif %}**

Get ready for the inspection

1. Be sure that the apartment is clean and not badly cluttered.
2. In some cases, housing inspectors have cited tenants for violating the Sanitary Code for things like failure to take out the trash, dirty toilets, unsanitary kitchens, or excessive clutter, or otherwise blocking doorways or hallways.
3. Be aware that “overcrowding” (too many occupants for the number and size of bedrooms, see 105 CMR 410.420), or living in an illegal unit (like an attic or basement with no second exit) can be a problem for tenants. If either applies, you may not want the city or town to inspect unless you have another place to stay, because you could be ordered to leave.

During the inspection

1. You or someone you trust should be home when the inspector comes.
2. Use the letter and your checklist to make sure the inspector checks on all of the problems that you noticed. They may not check every item unless you ask them to.
3. At the end of the inspection, **the inspector must provide a copy of their report.** If they do not, ask for one.

After the inspection

1. The inspector will send your landlord an original, signed copy of the report.
2. The inspector will mail you a copy within 7 days of the inspection.
3. The landlord will then have a certain amount of time to make the repairs. It may be 24 hours, 7 days, or 30 days.

What if the inspector doesn’t show up or doesn’t list all of the problems I have?

1. You have the right to get an inspection. Follow up if the inspector doesn’t show up.
2. If that doesn’t work, you can file a complaint with the Board of Health.

What if {% if ll\_name\_unknown %}your landlord{% else %}{{ other\_parties }}{% endif %}{% if other\_parties | length > 1 %} do{% else %} does{% endif %} not make the repairs?

1. You can come back to UpToCode.org to ask the court to enforce the inspection order.