Getting Started

1. If you have not yet told your landlord in writing about the problems you are having, you should send them a Request for Repairs Letter {# link to standalone #}.
2. Print your Letter Requesting an Inspection. **Save a copy for your records.**

Mail your Letter

1. Mail your Letter Requesting an Inspection to {# ideally #}{{ name }} at {{ address }}. {#else not ideal/MVP#} either your city or town’s Inspectional Services Department or Board of Health.
2. To determine whether your city or town’s Inspectional Services Department or Board of Health is the correct one to contact, check your city or town’s website. The website should provide the mailing address, but if it does not there should be a phone number you can call to get the correct address.
3. An inspection will then be scheduled.

Prepare for the Inspection

1. Be sure that the apartment is clean and not severely 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.

During the Inspection

1. Someone must be present on your behalf during any inspection inside your apartment.
2. When the inspector comes, make sure to show them every problem identified using UpToCode.
3. Use the Tenant’s Record of Housing Conditions as a checklist to ensure the inspector sees everything.
4. 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.

What if the inspector fails to do their job?

1. Housing inspectors are required to inspect your apartment upon your request, whether or not you have notified your landlord about bad conditions..
2. If you do not receive an adequate inspection, you have the right to file a complaint with the Board of Health if the inspector failed to do essential parts of their job that prevented you from getting the help and documentation you need to force your landlord to make repairs.

What if {{ other\_parties }} does not make the repairs?

1. If the landlord still does not make the repairs, use UpToCode to explore your options, such as taking your landlord to court.
   * {{ Interview links }}