**Commonwealth of Massachusetts Trial Court**

{%p if include\_conditions\_in\_complaint %}

**Tenant’s Verified Complaint for Emergency Repairs**

{%p else %}

**Tenant’s Verified Complaint**

{%p endif %}

|  |  |
| --- | --- |
| {{ trial\_court.address.county }}, ss | {{ trial\_court }} |
|  | Docket number: |
| {{ users }}  {{ users.as\_noun("Tenant") }} / {{ users.as\_noun("Plaintiff") }} | {{users[0].address.block() }}{% if users[0].phone\_numbers() %} {{ users[0].phone\_numbers() }}{% endif %} {{ users[0].email }} |
| **vs.** |  |
| {{ other\_parties }}  {{ other\_parties.as\_noun("Landlord") }} / {{ other\_parties.as\_noun("Defendant") }} | {{ other\_parties[0].address.block() }} {{ other\_parties[0].phone\_numbers() }} {{ showifdef("other\_parties[0].email") }} |

{%p if include\_conditions\_in\_complaint %}

Landlord’s Failure to Make Repairs Violates State Law and is a Breach of the Implied Warranty of Habitability

1. Landlord has not made repairs to the home as required by the State Sanitary Code, 105 C.M.R 410.00, M.G.L. c. 111§127I{% if is\_landlord\_subject\_to\_93a %}, and M.G.L. c. 93A{% endif %}. The problems in the home that need to be repaired on the date that Tenant makes this complaint include but are not limited to:
   1. {%p for condition in bad\_conditions.active\_conditions() %}
   2. {{ condition.original\_description }}
   3. {%p endfor %}
2. {%p if complaint\_ask\_for\_damages and bad\_conditions.resolved\_conditions() %}
3. The problems in the home that have been repaired but were not repaired in a timely way include:
   1. {%p for condition in bad\_conditions.resolved\_conditions() %}
   2. {{ condition.original\_description }}
   3. {%p endfor %}
4. {%p endif %}

Landlord’s Failure to Make Repairs is a Breach of Tenant’s Right to Quiet Enjoyment

1. In addition to violating the Landlord’s implied warranty of habitability, the combined impact of Landlord’s failure to make repairs to serious conditions is a breach of the Tenant’s right to quiet enjoyment. Mass. Gen. Laws c. 239, §8A; c. 186, §14; or c. 93A.{% if bad\_conditions.has\_condition(["heat\_not\_working", "not\_64\_heat\_provided", "not\_68\_heat\_provided", "heating\_over\_78", "water\_shutoff", "no\_water","no\_hot\_water\_heater", "insufficient\_water", "no\_hot\_water"]) %}In addition to allowing serious bad conditions to exist in Tenant’s home, the specific conditions below violated Tenant’s right to quiet enjoyment:{% endif %}
   1. {%p if bad\_conditions.has\_condition(["heat\_not\_working", "not\_64\_heat\_provided", "not\_68\_heat\_provided"]) %}
   2. Landlord failed to provide sufficient heat during the heating season.
   3. {%p endif %}
   4. {%p if bad\_conditions.has\_condition("heating\_over\_78") %}
   5. Landlord allowed the temperature to exceed 78 degrees in the heating season.
   6. {%p endif %}
   7. {%p if bad\_conditions.has\_condition(["water\_shutoff", "no\_water","no\_hot\_water\_heater", "insufficient\_water", "no\_hot\_water"]) %}
   8. Landlord failed to provide water, hot water, or failed to provide safe water.
   9. {%p endif %}

{%p endif %} {# include conditions #}

{%p if verified\_complaint\_claims["illegal lockout"].has\_claim %}

Landlord’s Illegal Lockout or Self-Help Eviction is a Breach of Tenant’s Right to Quiet Enjoyment

1. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord locked Tenant out of Tenant’s home or moved Tenant’s belongings out without permission from the court, or threatened to do so, in violation of M.G.L. c. 186, §§14 and 15F and G.L. c. 184, §18{% if is\_landlord\_subject\_to\_93a %}, and M.G.L. c. 93A{% endif %}. Specifically, {{ fix\_punctuation(verified\_complaint\_claims["illegal lockout"].details) }}

{%p endif %}

{%p if verified\_complaint\_claims["insufficient notice"].has\_claim or verified\_complaint\_claims["entered without permission"].has\_claim %}

Landlord’s Entry into Tenant’s Home Without Reasonable Notice or Without Permission is a Breach of Tenant’s Right to Quiet Enjoyment

1. {%p if verified\_complaint\_claims["insufficient notice"].has\_claim %}
2. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord failed to give Tenant reasonable advance notice for access to the premises in violation of M.G.L. c. 239, §8A, M.G.L. c. 186, §14{% if is\_landlord\_subject\_to\_93a %}, and M.G.L. c. 93A{% endif %}. Specifically, {{ fix\_punctuation(verified\_complaint\_claims["insufficient notice"].details) }}
3. {%p endif %}
4. {%p if verified\_complaint\_claims["entered without permission"].has\_claim %}
5. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord came into the premises without Tenant’s permission in violation of M.G.L. c. 239, §8A, M.G.L. c. 186, §14{% if is\_landlord\_subject\_to\_93a %}, and M.G.L. c. 93A{% endif %}. Specifically, {{ fix\_punctuation(verified\_complaint\_claims["entered without permission"].details) }}
6. {%p endif %}

{%p endif %}

{%p if verified\_complaint\_claims["utility no agreement"].has\_claim %}

Landlord’s Failure to Pay for Utilities is a Breach of Tenant’s Right to Quiet Enjoyment

1. {%p if verified\_complaint\_claims["utility no agreement"].has\_claim %}
2. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord failed to pay for {{ complaint\_utility\_not\_paid.true\_values() }} utilities without an express written agreement requiring Tenant to pay for utilities in violation of M.G.L. c. 239 §8A, M.G.L. c. 186, §14{% if is\_landlord\_subject\_to\_93a %}, and M.G.L. c. 93A{% endif %}. Specifically, {{ fix\_punctuation(verified\_complaint\_claims["utility no agreement"].details) }} (Under the State Sanitary Code, the landlord is responsible for all utilities unless there is a lease or writing making the tenant responsible for one or more utilities.) Tenant does not have a written utility agreement with Landlord.
3. {%p endif %}
4. {%p if verified\_complaint\_claims["utility shutoff"].has\_claim %}
5. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord caused Tenant’s {{ complaint\_utility\_shutoff.true\_values() }} to be shut off. Specifically, {{ fix\_punctuation(verified\_complaint\_claims["utility shutoff"].details) }}
6. {%p endif %}

{%p endif %}

{%p if verified\_complaint\_claims["other"].has\_claim %}

Landlord’s Other Violation of Massachusetts State Law

1. On or around {{ verified\_complaint\_claims["illegal lockout"].date }} Landlord also violated the law when they {{ fix\_punctuation(verified\_complaint\_claims["other"].details) }}

{%p endif %}

Landlord’s Actions Have Harmed the Tenant

1. Tenant is seeking an order from the Court because Landlord’s actions{% if include\_conditions\_in\_complaint %} and failure to make repairs{% endif %} are causing Tenant harm by making the premises unhealthy, unsafe, or causing Tenant distress.
2. {%p if tenant\_gets\_rent\_subsidy and (tenant\_subsidy\_is\_voucher and verified\_complaint\_tenant\_voucher\_at\_risk) or verified\_complaint\_other\_emergency\_basis %}
3. Tenant also needs immediate relief because Landlord’s behavior is causing Tenant harm by:
   1. {%p if tenant\_gets\_rent\_subsidy and tenant\_subsidy\_is\_voucher and verified\_complaint\_tenant\_voucher\_at\_risk %}
   2. Putting Tenant’s housing voucher at risk because the housing authority will not continue a contract with Landlord unless the premises meets the housing quality standards.
   3. {%p endif %}
   4. {%p if verified\_complaint\_other\_emergency\_basis | length > 0 %}
   5. {{ verified\_complaint\_other\_emergency\_basis }}
   6. {%p endif %}
4. {%p endif %}

{%p if is\_landlord\_subject\_to\_93a %}

Landlord is Subject to the Consumer Protection Law, M.G.L. c. 93A

1. Landlord is also subject to the Consumer Protection Act (G.L. c. 93A) because they are in the business of being a landlord, in that:
2. {%p if not landlord\_lives\_in\_building %}
3. Landlord does not live in the building and operates it as a business.
4. {%p endif %}
5. {%p if building\_larger\_than\_4\_units %}
6. The building has more than 4 units.
7. {%p endif %}
8. {%p if landlord\_rents\_other\_property %}
9. Landlord owns multiple buildings for the purposes of rental income.
10. {%p endif %}
11. {%p if demand\_letter\_sent %}
12. On or about {{ date\_of\_93A\_notice }} Tenant sent Landlord a letter demanding a reasonable offer of settlement, pursuant to the consumer protection law, M.G.L. c. 93A.
13. {%p if not got\_93a\_settlement\_offer %}
14. Landlord did not respond to Tenant’s demand letter with a reasonable offer in settlement within 30 days.
15. {%p endif %}}
16. {%p else %} {# demand letter not already sent #}

Demand to Landlord for Reasonable Offer of Settlement Pursuant to M.G.L. C. 93A

1. This Complaint is also a demand that the Landlord stops their unlawful conduct and that Landlord makes a reasonable offer of settlement to compensate Tenant for the harm Tenant has suffered within thirty (30) days.
2. Note: Tenant will seek to file an Amended Complaint if Landlord fails to make a reasonable settlement offer and otherwise comply with the law.
3. {%p endif %} {# demand letter sent #}

{%p endif %} {# is\_landlord\_subject\_to\_93a #}

Demand That Landlord Not Retaliate Against Tenant

To the landlord: this complaint is also a demand that you not retaliate against Tenant or take any action to try to punish Tenant for asserting their rights in violation of M.G.L. c. 186 §18 and M.G.L. c. 239 § 2A. Any action taken to retaliate against Tenant may entitle Tenant to additional damages of up to 3 times their monthly rent.

Tenant’s Request for Relief

Tenant asks the Court to:

1. Issue a Temporary Restraining Order, Preliminary Injunction, and Permanent Injunction requiring Landlord to:
2. {%p if include\_conditions\_in\_complaint %}
3. {%p if bad\_conditions.active\_conditions() %}
4. Make repairs so the premises are up to code.
5. {%p endif %}
6. {%p endif %}
7. {%p if verified\_complaint\_claims["illegal lockout"].has\_claim %}
8. Immediately allow Tenant access to the Tenant’s home and refrain from further attempts or threats of illegal lockouts or illegal removal of the Tenant’s possessions from the premises.
9. {%p endif %}
10. {%p if verified\_complaint\_claims["insufficient notice"].has\_claim %}
11. Give reasonable notice (48 hours) for repairs.
12. {%p endif %}
13. {%p if verified\_complaint\_claims["entered without permission"].has\_claim %}
14. Not enter the premises unless Tenant is there or gives permission in writing.
15. {%p endif %}
16. {%p if verified\_complaint\_claims["utility shutoff"].has\_claim %}
17. Restore Tenant’s utility service.
18. {%p endif %}
19. {%p if verified\_complaint\_claims["utility no agreement"].has\_claim %}
20. Transfer all utilities to Landlord’s name and pay for utilities.
21. {%p endif %}
22. Stop interfering with Tenant’s right to quiet enjoyment of the premises and a safe and sanitary apartment.
23. {%p if complaint\_ask\_for\_damages %}
24. Award Tenant money damages, costs and attorney’s fees. Tenant’s damages include but are not limited to:
25. For breach of Tenant’s right to quiet enjoyment, award Tenant a minimum of three times the monthly rent or actual damages, whichever is greater. The rent is {{ currency(tenant\_unit\_rent) }}.
    * 1. Actual damages include but are not limited to emotional distress and money losses) because the problems in the premises were serious, Tenant’s utilities were shut off, or the Landlord’s actions violated Tenant’s right to enjoy the premises.
      2. {%p if tenant\_gets\_rent\_subsidy %}
      3. Because Tenant gets a rent subsidy, the minimum amount of damages of three months’ rent is based on the full contract rent, not just Tenant’s portion of the rent.
      4. {%p endif %}
26. For breach of the warranty of habitability, award Tenant damages because the rental unit was worth less due to the condition of the premises and the problems that weren’t fixed. Damages are based on the percentage reduction in the value of the home caused by Landlord’s failure to make repairs.
27. {%p if landlord\_subject\_to\_consumer\_protection\_law %}
28. For violation of the Consumer Protection Act (G.L. c. 93A), award Tenant up to 3 times the damages because the Landlord has acted unfairly, deceptively, or failed to make a reasonable offer of settlement within 30 days of Tenant’s demand.
29. {%p endif %}
30. {%p endif %}
31. {%p if include\_conditions\_in\_complaint %}
32. Make repairs so that Tenant’s home is up to code.
33. Give Tenant reasonable notice for repairs: unless there is an emergency, at least 48 hours.
34. {%p endif %}
35. {%p if complaint\_ask\_for\_relocation %}
36. If Tenant is required to move out in order to make repairs or if it is otherwise necessary due to Tenant’s circumstances, order the Landlord to provide alternative housing or to arrange and pay for a hotel that is comparable in size, amenities and location until such time as the repairs have been completed.
37. {%p endif %}
38. Waive the requirement of Rule 65(c) of the Massachusetts Rules of Civil Procedure that Tenant provide security for the issuance of the above Order because Tenant cannot afford to provide such security.
39. Schedule a Preliminary Injunction Hearing prior to the expiration of any Temporary Restraining Order that may be granted.
40. Award such further relief as justice requires.

{%p if person\_answering == "attorney" %}

Signature of Attorney

Respectfully submitted,

{{ users }}, {{ users.as\_noun("Plaintiff") }}

By their attorney,

{{ users[0].attorney.signature\_if\_defined(i) }}

{{ users[0].attorney }}

{{ users[0].attorney.organization }}

{{ users[0].attorney.address.block() }}

{{ users[0].attorney.phone\_numbers() }}

{{ users[0].attorney.email }}

{%p else %}

Signature of Tenant

Respectfully submitted,

{{ users[0].signature\_if\_defined(i) }}

{{ users[0].name.full() }}

{{ users[0].address.block() }}{% if users[0].phone\_numbers() %}

{{ users[0].phone\_numbers() }}{% endif %}  
{{ users[0].email }}

{%p endif %}

Tenant’s Verification

I, {{ users }} *(plaintiff/tenant)*, have personal knowledge of all of the facts stated above and hereby swear under the pains and penalties of perjury that all of those facts are true and accurate.

{{ users[0].signature\_if\_defined(i) }}  
*Signature of tenant*

Date: