**How do I report Health Code violations?**

Each community has its own Board of Health and/or Building Services whose responsibility it is, to enforce state and local housing code.

Health Code violations include:

• contaminated water

• structural/building repairs not completed by the property owner (stairs, porches, windows, etc)

garbage and refuse

• chemical hazards like lead, asbestos, pesticides

• mold and other indoor allergens

• pests and disease carriers like mice, rats, mosquitoes, birds, and bedbugs

Be sure to include the following information in your communication with the Board of Health:

• Address where alleged violation occurred

• Property Owner Name/Phone Number (if known)

• Your name/ phone number

• Description of the alleged violation: Please provide accurate information and state the reason you believe it is a violation of Planning Code. If possible, please include supporting documentation such as photographs, reference to relevant permits and Planning Code Sections.

• Describe the impact of the code violation to your household

• How long have you observed the violation, include dates if possible?

• Include a description of your attempted to resolve the issue with the property

• Have you filed a violation complaint with any other agencies/departments If so, which ones and when? Have those agencies/departments responded?

Your responsibilities as the person making the complaint:

• When communicating with an inspector, make sure you document the conversation you have had noting whom you spoke with, time, date and details of the conversation.

• Obtain copies of all reports generated by the Inspector.

• Keep records regarding the issue(s) you are reporting, together in one place so that you may easily access those documents.

• Do NOT withhold rent. If you opt to withhold rent until the issue is addressed, you must first notify your landlord in writing that you are doing so and you must place those rent payments in escrow account at a bank. If you are unable to access banking services, place those rent payments in a money order.

• If the result is that you must vacate the unit and move to another unit, you will have those funds set aside that will enable you to move to a new unit.

**Health Code Violation Reporting By Community**

Amesbury (978) 388-8134 Merrimac (978) 346-0525

Andover (978) 623-8295 Methuen (978) 983-8655

Beverly (978) 921-8591 Middleton (978) 777-2850

Billerica (978) 671-0931 Nahant (781) 581-5263

Boxford (978) 887-6401 x8135 Newbury (978) 465-0862 x309/311

Byfield (978) 465-0862 x309/311 Newburyport (978) 465-4410

Chelmsford (978) 250-5241 No Andover (978) 688-9500

Danvers (978) 777-0001 x3095 Peabody (978) 538-5926

Dunstable (978) 649-5414 x229 Rockport (978) 546-9218

Essex (978) 768-7614 Rowley (978) 948-2231

Georgetown (978) 352-5736 Salem (978) 619-5640

Gloucester/Magnolia (978) 281-9774 Salisbury (978) 462-3430

Groveland (978) 469-5000 Saugus (781) 231-4115

Hamilton (978) 468-5579 Swampscott (781) 596-8857

Haverhill/Bradford (978) 374-2325 Tewksbury (978) 640-4430/4435

Ipswich (978) 356-6605 Topsfield (978) 887-1522

Lawrence (978) 620-3130 Tyngsboro (978) 649-2300 x112

Lowell (978) 674-1488 Wenham (978) 468-5570 x4

Lynnfield (781) 334-9470 West Newbury (978) 363-1100 x122

Manchester (978) 526-2010 Westford (978) 692-5500

Marblehead (781) 631-2220 Dracut (978) 454-0603