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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.



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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