



The City of
Worcester

2024

LANDLORD
SUM[↑]IT

A stylized icon consisting of a hand holding a key, with the key's shaft forming the vertical part of a house's roof. The entire icon is rendered in a white outline style.

With Support by:



REALTOR[®]
ASSOCIATION
of Central Massachusetts



The City of **WORCESTER**

Inspectional Services Department



RENTAL REGISTRATION LANDLORD SUMMIT | MARCH 9, 2024

THE RENTAL REGISTRY & INSPECTION PROGRAM



REGISTRATION



SCHEDULING



INSPECTION

THE RENTAL REGISTRY

How does this benefit you?

What information is needed?

What does it cost?

Who does it apply to?

Why are we doing it?

What is it?

what is it?

THE RENTAL REGISTRY

A registry for all rental properties within the City of Worcester that will provide Inspectional Services with accurate and up-to-date contact information for all registered property owners and managers.

why are we doing it?

THE RENTAL REGISTRY

This information will allow us to get in contact with you in the event of an emergency related to your property or other issues that you should be aware of or need to know about.

who does it apply to?

THE RENTAL REGISTRY

The Rental Registry will apply to any property within the City that is rented out, regardless of the use or the duration of the rental period.

what does it cost?

THE RENTAL REGISTRY

FIRST TIME

\$15 / per rental unit

ANNUAL RENEWAL

\$5 / per rental unit

required information

THE RENTAL REGISTRY

PROPERTY

Address, property use, type and number of units.

OWNER

Mailing address, phone number, email address

required information

THE RENTAL REGISTRY

PROPERTY MANAGER

Manager or management company; address, manager name, phone number, and email.

how does it benefit you?

THE RENTAL REGISTRY

- *Provides an opportunity for correction prior to an order;*
- *Receive information regarding code changes;*
- *Receive information regarding beneficial programs;*

RENTAL INSPECTIONS

How can I get ready?

When does this start?

What are the fees?

Who schedules inspections?

How often are inspections?

What is inspected?

what is inspected?

RENTAL INSPECTIONS

Inspections will include yards, exteriors, entrances, stairways, hallways, utility areas common areas, attic spaces, all egress routes and all spaces within each individual unit.

inspection frequency

RENTAL INSPECTIONS

These inspections, which will be conducted under the Massachusetts Sanitary Code or minimum housing standards, will be required once every five (5) years.

who schedules?

RENTAL INSPECTIONS

Based on information you provide in your registration, you will receive an email letting you know when inspectors will be in your area and how you can schedule an inspection

what does it cost?

RENTAL INSPECTIONS

INSPECTIONS

\$50 / per rental unit

MISSED OR RE-INSPECTIONS

First time, no charge.

\$100 / per occurrence thereafter.

when does this start?

RENTAL INSPECTIONS

We will begin scheduling of inspections soon after the start of the registration process, but will prioritize inspection areas based on age of buildings, past violations, and overall risk factors.

getting prepared

RENTAL INSPECTIONS

Utilize the landlord guide to do a self evaluation going through all units, spaces and areas within your rental property to improve compliance and increase the likelihood of passing.

added benefit

RENTAL INSPECTIONS

- *Snapshot in time regarding your property;*
- *Pathway to making your property compliant; and*
- *Allows for marketing of compliant property;*

State Sanitary Code (Chapter II)

MINIMUM HOUSING STANDARDS

State Sanitary Code (Chapter II)

MINIMUM HOUSING STANDARDS

OR

**MINIMUM STANDARDS OF
FITNESS FOR HUMAN HABITATION**

State Sanitary Code (Chapter II)

For Bathrooms – The code does not require double sink vanities, marble floors, customs showers, etc. but...

State Sanitary Code (Chapter II)

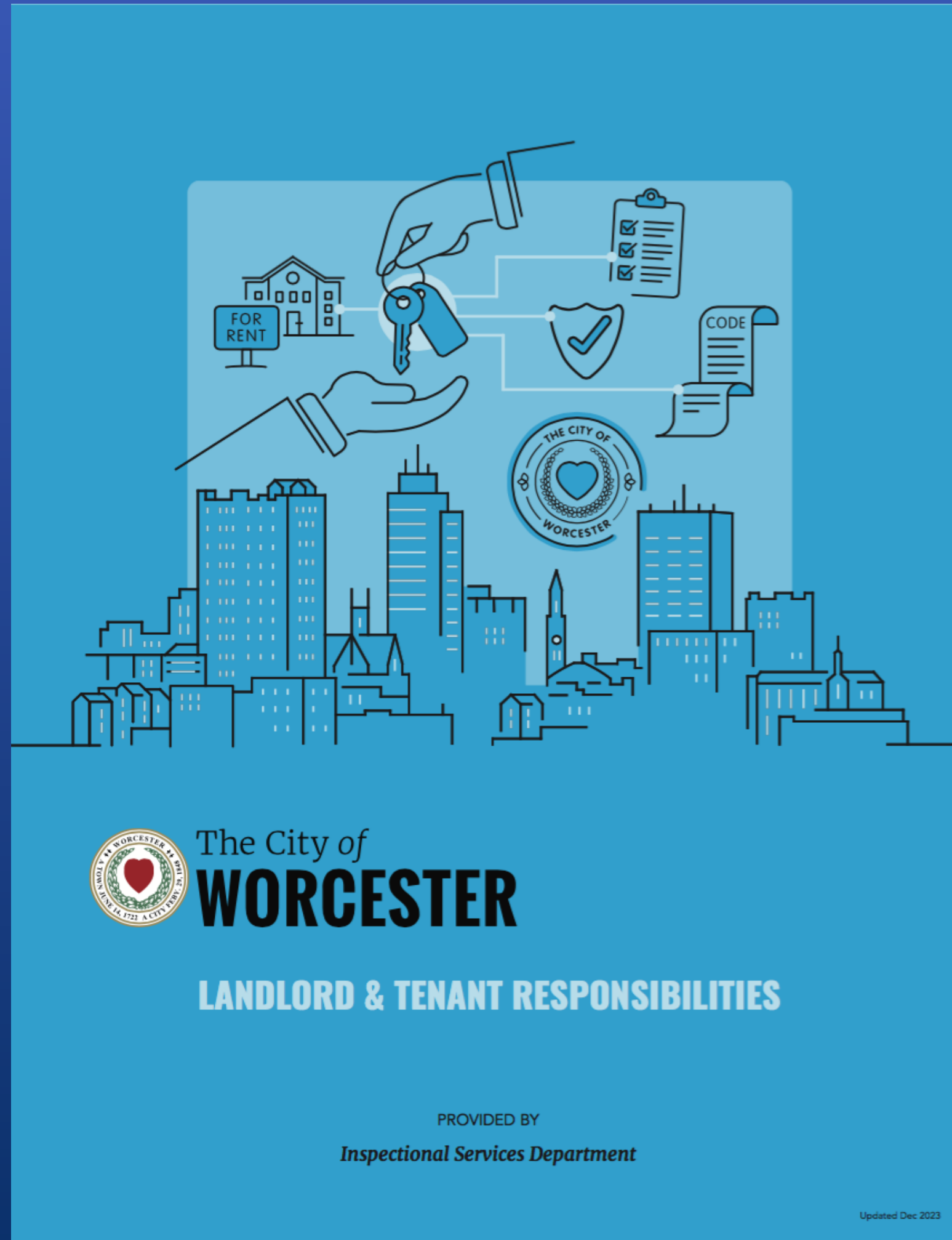
...must have a door, capable of being closed, a toilet with a seat, a tub or shower, and a sink, preferably in the same room as the bathroom.

State Sanitary Code (Chapter II)

...must not be used for living, sleeping, cooking or eating purposes

not

landlord guide



landlord guide

City of Worcester | Inspectional Services Department

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Sanitary Code Quick Reference Guide



The Guide is not a substitute for the Sanitary Code. All owners and property managers should understand the full requirements of the Code.

1. Exterior, Yard & Porch

	EXTERIOR, YARD & PORCH	SANITARY CODE
	RUBBISH - STORAGE AND COLLECTION 1. Owner typically responsible for the cost of refuse collection; 2. Occupant shall follow rules for recycling, yard waste, food waste, or bulk pick up; 3. Owner shall provide sufficient pest-resistant, weather tight containers for all residents; and 4. Recyclables and garbage shall not be stored in such a way as to obstruct egress.	410.560 1. 410.560(A) 2. 410.560(B) 3. 410.560(D)(1) 4. 410.560(D)(4)
	MAINTENANCE OF AREAS 1. The owner must maintain any occupied or vacant property keeping free from refuse, pests, potential injury hazards, standing water, or other conditions which affect the health, safety, or well-being of occupants or general public.	410.570 1. 410.570(A)(1-5)
	BUILDING AND STRUCTURAL ELEMENTS 1. Every owner shall maintain all buildings and structural elements in compliance with acceptable standards, in good repair for the intended use, including: <ul style="list-style-type: none"> • Weather tight and pest resistant; and • Free from holes, or cracks that can create an injury risk or allow for entry or harborage of pests. 	410.570 1. 410.500(A)(1-2)
	BUILDING IDENTIFICATION / ADDRESS 1. Owner must install building number identification, visible to the nearest street.	410.410 1. 410.410

Sanitary Code Quick Reference Guide



RUBBISH - STORAGE AND COLLECTION

1. Owner typically responsible for the cost of refuse collection;
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410.560

1. 410.560(A)
2. 410.560(B)
3. 410.560(D)(1)
4. 410.560(D)(4)



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BUILDING AND STRUCTURAL ELEMENTS

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410.410
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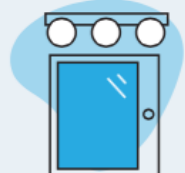
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6. Bathrooms

	BATHROOMS	SANITARY CODE
	BATHROOM FACILITY 1. Bathroom shall not be used for living, sleeping, cooking, or eating purposes.	410.110 1. 410.110(A)(1)
	BATHROOM LOCATION & PRIVACY 1. Must be accessible from inside the building without passing through any part of another dwelling unit. 2. Must have a door capable of being closed.	410.110 1. 410.110(A)(2) 2. 410.110(A)(3)
	BATHROOM FIXTURES- TOILET 1. Bathroom must include a flush toilet with a seat. 2. Must be connected to the water distribution system and sanitary drainage system. 3. Lawful connection to public sewerage system 4. Toilets shall have smooth, impervious surfaces free from defects that make them difficult to clean or create potential for injury.	410.110, 410.140 1. 410.110(B)(1) 2. 410.140(B) 3. 410.130(B)(1) 4. 410.110(C)
	BATHROOM FIXTURES - SINK 1. Must Drain Properly, and be connected to sewerage system 2. Must be connected to hot and cold waterlines. 3. Must have adequate pressure 4. Water temperature must be between 110° F – 130° F 5. Must be located in bathroom or adjacent room (Cannot also be kitchen sink) 6. Sinks shall have smooth, impervious surfaces free from defects that make them difficult to clean or create potential for injury.	410.110,130, 140,150 1. 410.130(B)(1,2,3) 2. 410.140(A) 3. 410.130(A) 4. 410.150(B) 5. 410.110(B)(2)(a)(b) 6. 410.110(C)
	LIGHT FIXTURES - BATHROOMS 1. Rooms containing a toilet, bathtub, or shower shall contain at least one electric light fixture.	410.300 1. 410.300(C)

105 CMR: DEPARTMENT OF PUBLIC HEALTH

410.100: continued

(D) The floor surfaces of every kitchen and pantry shall be smooth, noncorrosive, and nonabsorbent. Wood flooring is allowed provided the flooring has a water-resistant finish and is maintained so as to prevent the accumulation of dirt and food or the harborage of pests.

(E) If the owner of a residence provides use of shared facilities for cooking, the owner shall ensure these facilities are:

- (1) Separate from any rooming unit;
- (2) Accessible without passing through any part of another dwelling unit or rooming unit; and
- (3) Maintained in a clean and sanitary condition and all food contact surfaces sanitized at least once every 24 hours and more often if necessary.

410.110: Bathroom Facilities: Sinks, Toilets, Tubs, and Showers

(A) The owner shall provide a bathroom which:

- (1) Is not used for living, sleeping, cooking or eating purposes;
- (2) Is accessible from within the building without passing through any part of another dwelling unit or rooming unit; and
- (3) Has a door capable of being closed. Bathrooms in homeless shelters shall not require a door capable of being closed provided the entry to the bathroom is designed to block the view from an adjacent room or common area.

(B) Each bathroom shall include:

- (1) A toilet with a toilet seat. When more than one toilet is required by 105 CMR 410.110(E), each toilet shall be separated by walls or partitions and a door, and each urinal shall be separated by walls or partitions to afford privacy;
- (2) A sink in the same room as the toilet provided that:
 - (a) If the sink cannot be placed in the same room as the toilet, it shall be adjacent to the door leading directly into the room in which the toilet is located;
 - (b) The kitchen sink may not be substituted for the sink required by 105 CMR 410.110(B)(2); and
- (3) A bathtub or shower.

(C) Facilities required by 105 CMR 410.110 shall have smooth and impervious surfaces and be free from defects which make them difficult to keep clean or create a risk of injury.

(D) For any residence in which the bathroom facilities required by 105 CMR 410.110 are shared facilities, the owner shall ensure the facilities are maintained in a clean and sanitary condition and the fixtures are sanitized at least once every 24 hours and more often if necessary.

(E) For every eight occupants of each rooming house in which bathroom facilities are not provided in each room, with the exception of Homeless shelters, the owner shall provide:

- (1) One toilet with a toilet seat and sink. One urinal may be substituted for each toilet for up to ½ of the total number of toilets required in any bathroom used exclusively by males; and
- (2) A bathtub or a shower.

410.120: Approved Toilets

The following are approved for residential use:

(A) Flush toilets.

(B) Humus/Composting toilets provided they meet the requirements of 310 CMR 15.000: *The State Environmental Code, Title 5: Standard Requirements for the Siting, Construction, Inspection, Upgrade and Expansion of On-site Sewage Treatment and Disposal Systems and for the Transport and Disposal of Septage.*

(C) Incinerating toilets provided they meet the requirements of 248 CMR 10.00: *Uniform State Plumbing Code.*

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105 CMR: DEPARTMENT OF PUBLIC HEALTH

410.100: continued

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- (2) A sink in the same room as the toilet provided that:
 - (a) If the sink cannot be placed in the same room as the toilet, it shall be adjacent to the door leading directly into the room in which the toilet is located;
 - (b) The kitchen sink may not be substituted for the sink required by 105 CMR 410.110(B)(2); and
- (3) A bathtub or shower.

(C) Facilities required by 105 CMR 410.110 shall have smooth and impervious surfaces and be free from defects which make them difficult to keep clean or create a risk of injury.

(D) For any residence in which the bathroom facilities required by 105 CMR 410.110 are shared facilities, the owner shall ensure the facilities are maintained in a clean and sanitary condition and the fixtures are sanitized at least once every 24 hours and more often if necessary.

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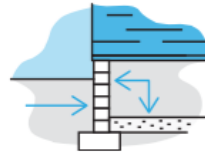

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8. Basement / Cellar

	BASEMENT / CELLAR	SANITARY CODE
	<p>LEAKS & FLOODING</p> <p>1. In the event of leaks or flooding, all surfaces must be clear of water and dried out within 48 hours or after the event.</p>	<p>410.500</p> <p>1. 410.500(B)</p>
	<p>BASEMENT WALLS & FLOORS</p> <p>1. Every owner shall maintain all buildings and structural elements in compliance with acceptable standards, in good repair for the intended use, including:</p> <ul style="list-style-type: none"> Protected from wind, rain, snow and water tight to be free from excess moisture and the appearance of mold; Free from holes, or cracks that can create an injury risk or allow for entry or harborage of pests. 	<p>410.500</p> <p>1. 410.500 (A)</p> <ul style="list-style-type: none"> 410.500 (A)(1) 401.500(A)(2)
	<p>LIGHT FIXTURES AND SWITCHES</p> <p>1. Electric light switches or sensors and fixtures in good working order are required in basement, common areas, or shared spaces if light from adjacent areas does not provide sufficient light.</p> <p>2. Working lightbulbs are required in light fixtures in all common areas.</p> <p>3. In residences containing more than one dwelling unit, light fixtures in good working order controlled by light switches, motion sensors, or always on are required in stairways.</p>	<p>410.300</p> <p>1. 410.300(D)(1)(h)</p> <p>2. 410.300(E)</p> <p>3. 410.300(D)(3)(c)</p>

9. Utilities — Electric

	UTILITIES — ELECTRIC	SANITARY CODE
	<p>PAYMENT OF ELECTRIC SERVICE</p> <p>1. Light fixtures for the illumination of common areas, hallways, passageways, foyer, or stairways may only be wired to adjacent dwelling units and paid for by tenant if noted in a written rental agreement. Such agreement can only be upon commencement of a new tenancy.</p>	<p>410.300</p> <p>1. 410.300(F)(1&2)</p>



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tenant responsibilities

Common Sense Tenant Responsibilities

- ▶ Comply with all requirements of the lease or rental agreement;
- ▶ Pay your rent on time;
- ▶ Pay utilities you are responsible for;
- ▶ Use the dwelling unit and all appliances as intended;
- ▶ Secure your belongings;
- ▶ Do not do damage to the property;
- ▶ Keep your unit clean, sanitary, and safe;
- ▶ Remove trash regularly, follow rules for what can be disposed or recycled, and when to put to the curb.
- ▶ Comply with local regulations, including parking restrictions; and
- ▶ Respect neighbors peace and quiet, do not be disruptive to neighbors in the building, or nearby.

tenant responsibilities

Common Sense Tenant Responsibilities

- ▶ Understand the most common causes of fires:
 - Improper disposal of lighted materials and cigarettes;
 - Candles left unattended;
 - Cooking left unattended;
 - Temporary wiring or overloaded circuits;
 - Clogged or lint-packed dryer vents;
 - Overloading or improper use of power strips;
 - Outdated or improperly placed space heaters;
 - Improper use, storage, charging, or disposal of lithium-ion batteries.
- ▶ DO NOT TAMPER WITH SMOKE DETECTORS and;
- ▶ GET RENTERS INSURANCE!!

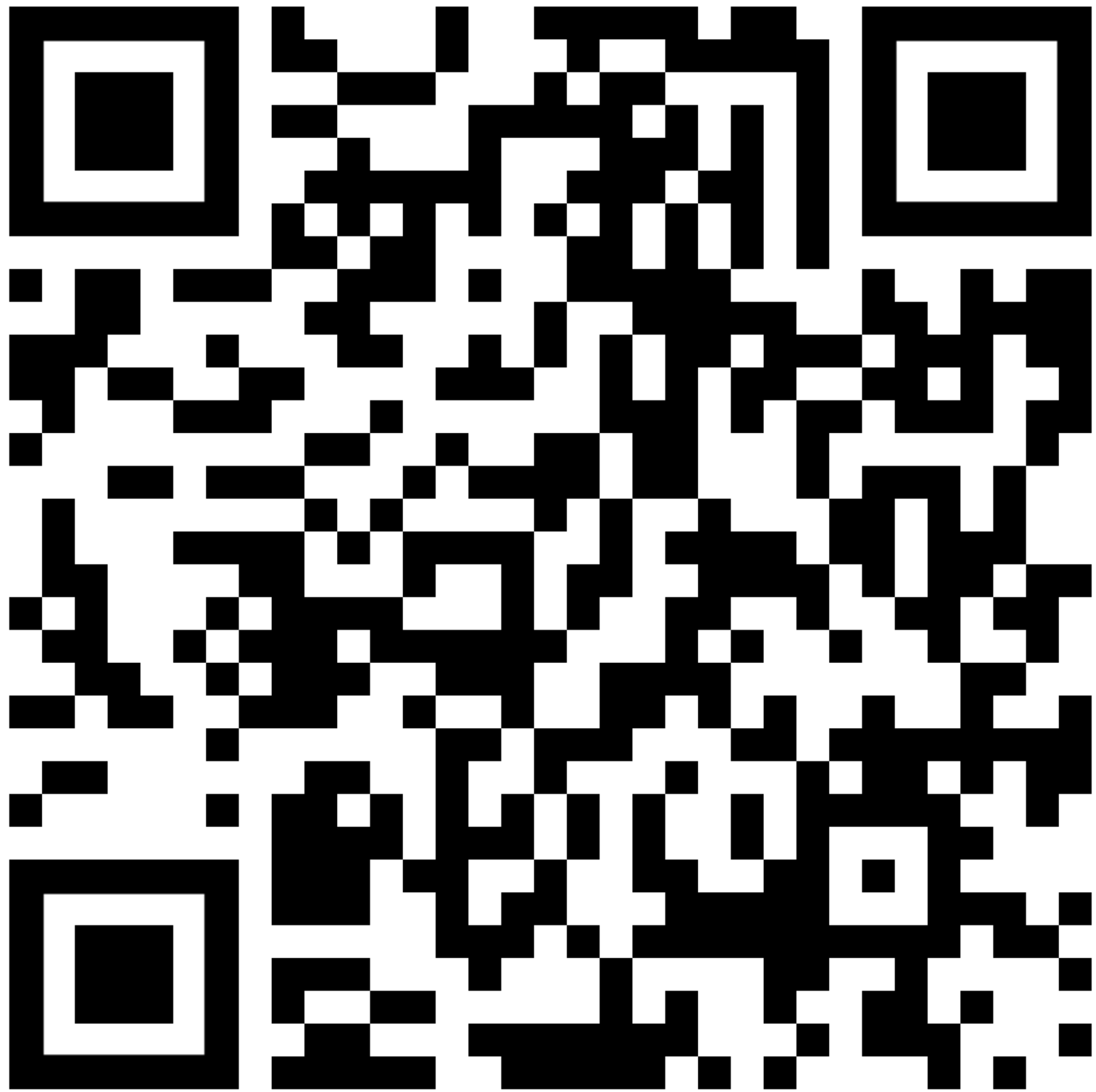
landlord responsibilities

Landlord Responsibilities

- ▶ Provide a clean, safe, sanitary living environment for your tenants;
- ▶ Understand and abide by all state and local laws, codes, and ordinances;
- ▶ Make all required repairs in a timely manner;
- ▶ Obtain required permits whenever work is being done on your building;
- ▶ Hire qualified and licensed contractors;
- ▶ Get required inspections;
- ▶ Register your Property;
- ▶ Understand your obligations to tenants during emergencies or catastrophic events; and
- ▶ Maintain proper levels and types of insurance for all such events.

link to registration

<https://www.worcesterma.gov/inspections>



RENTAL REGISTRATION



LANDLORD GUIDE