



The City of  
Worcester

2024

LANDLORD

SUMMIT

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ASSOCIATION  
*of Central Massachusetts*





# The City of **WORCESTER**

*Inspectional Services Department*





# Inspectional Services Department



**Christopher P. Spencer, Commissioner**  
**Lee R. Hall, Director of Housing & Health**  
**David Horne, Building Commissioner**  
**David Carl, Chief Building Official**



The City of  
**WORCESTER**



# INSPECTIONAL SERVICES DEPARTMENT MISSION

**We aim to protect and improve the quality of life for all who come to live, work and play in Worcester. Our mission is to serve the public by protecting the health, safety and environmental stability of Worcester's business and residential community.**



**WORCESTER**



# Divisions

## Building and Zoning Department

- **Building construction permits**
- **Gas/Plumbing permits**
- **Electrical permits**
- **Zoning**
- **Regulatory Inspections**
- **Enforcement**





# DIVISIONS CONTINUED

## Housing and Health Inspections

- **Housing/Nuisance Enforcement**
- **Lead Paint Poisoning Prevention**
- **Food Protection Program**
- **Air, Water and Hazardous Materials**
- **Weights and Measures**
- **Enforcement**





# ISD OVERVIEW

- **47 Field Inspectors**
- **More than 24,000 permits/licenses issued**
- **Conducted over 50,000 permit inspections**
- **Over 9,200 work orders received**
- **25,000 inspections conducted associated with the work orders**





# Online Customer Service

- [www.worcesterma.gov](http://www.worcesterma.gov)
- New City of Worcester website with online customer service and online permitting




**WORCESTER**  
**311**

The City of Worcester  
**WORCESTER**

**Online Permitting Portal**  
CREDIT CARD PAYMENTS ARE CURRENTLY UNAVAILABLE UNDERGOING MAINTENANCE.

Search for something like "Flow Test Permit" or "Outdoor Dining on Public Sidewalk Permit"

**Discover Online Services**  
Choose below to browse services by department

 <p>Inspectional Services: Building &amp; Zoning Building Permit, Certificate of Inspection + 6 more</p>	 <p>Inspectional Services: Housing &amp; Health Division Body Art &amp; Piercing Establishment License, Body Art &amp; Piercing Practitioner License + 24 more</p>	 <p>Property Registration</p>
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# Permits

**Building permits are required to construct, re-construct, alter, repair, remove, or demolish a building or structure or to change the use of or/occupancy of a building or structure**

**Building permits are required when installing or altering any equipment in which the provision is made or the installation of which is regulated by the Massachusetts State Building Code (780 CMR)**

**SO....**



# Permits

- For Safety sake pull a permit!
- Some may feel the permitting process is a hassle or is not necessary
- The reality is that permitting comes with the goal of assuring that the work is done safely

DISPLAY PERMIT IN A CONSPICUOUS PLACE ON THE PREMISES

Commonwealth of Massachusetts  
City of Worcester  
25 Meade Street Worcester, MA 01608 | Phone: (508) 799-1215

**PLUMBING PERMIT** NO. P-24-1

Date: **January 2, 2024** Fee: **\$160.00**  
 Building Location: **24 SIGEL ST** Applicant Name: **MAREK JANCEWCZ**  
 Type of Occupancy: **Residential** Plumbing: **All Others**  
 Work Description: **Replacement: on second floor, one tub, one toilet, one lav, one kitchen sink and one washmachine connection**

Location	Fixtures	Number
	Area Drains	
	Backflow Prev.	
	Bath-Tubs	
	Dishwashers	
	Drainage	
	Drinking Fountain	
	Floor Drains	
	Gas Traps	
	Hot Water Tanks	
	Kitchen Sinks	
	Laundry Trays	
	Levators	
	Other	
	Roof Drains	
	Shower Stalls	
	Slop Sinks	
	Tankless	
	Urinals	
	Wash-Mach Conn	
	Water Closets	
	Water Piping	

Contractor Name: **MAREK JANCEWCZ** Contractor Phone: \_\_\_\_\_  
 Contractor Address: **NORTH OXFORD MA 015371300**  
 License Type: **Journeyman Plumber** License No: **23662** License Exp: **05/01/2024**

*Domenic Delibello*  
Chief Plumbing & Gas Inspector  
January 2, 2024

All permits approved are subject to inspections performed by a representative of this office. Requests for inspections must be made at least 24 hours in advance.

Call (508) 799-1215 For Inspection

DISPLAY PERMIT IN A CONSPICUOUS PLACE ON THE PREMISES

Commonwealth of Massachusetts  
City of Worcester  
25 Meade Street Worcester, MA 01608 | Phone: (508) 799-1198

**ELECTRICAL PERMIT** PERMIT NO: E-24-123

Location: **1 KELLEHER ST**  
**MQHIUDDIN, MOHAMMAD Y**  
 Owner Name: **0001 KELLEHER ST** City: **WORCESTER** State: **MA** Zip: **01604** Phone: \_\_\_\_\_  
 Purpose of Building: \_\_\_\_\_ Utility Authorization No.: **N/A**  
 Existing Service: \_\_\_\_\_ Overhead: \_\_\_\_\_ Underground: \_\_\_\_\_ Meters: \_\_\_\_\_  
 New Service: \_\_\_\_\_ Amps: \_\_\_\_\_ Volts: \_\_\_\_\_ Overhead: \_\_\_\_\_ Underground: \_\_\_\_\_ Meters: \_\_\_\_\_

No. of Feeders & Ampacity: **1** Location & Nature Electrical Work: **INSTALLATION OF AN INTERCONNECTED ROOFTOP PV SYSTEM 25 PANELS 10.125KWDC NO ESS NO STRUCTURAL**

# of New/Existing	# of Old/Supp. (if applicable)	# of Transformers	Other Work
# of Luminaires	# of HSA Tubs	Generators	N/A
# of Luminaires	Swimming Pool	# of Emergency Lighting Battery Units	
# of Receptacle Outlets	# of Oil Burners	# of Alarms	# of Zones
# of Switches	# of Gas Burners	# of Detection and Inhibiting Devices	
# of Therms	# of Air Conds	# of Aiming Devices	
# of Smoke Detectors	Heat Pumps	# of Self-Contained Alerting Devices	
# of Dishwashers	Space/Heat Heating KW	Corrosion	
# of Urinals	Heating Appliances	Security Systems Devices	
# of Water Heaters	# of Stoves	# of Bathrooms	Data Wiring Devices
# of Refrigerators	# of Motors	Load HP	Telecom. Wiring Devices

Work Start: \_\_\_\_\_ Online Application \_\_\_\_\_ Coverage Type: **true**  
 Contractor Company: **241 HUNTERS HILL ST WORCESTER MA 01604-2512** Phone: **508-854-2512** Email: **mperkins@jaguar-run.com** Lic. Type: **Master Electrician Class A** Lic. No: **21126** Lic. Exp: \_\_\_\_\_

NOTE: The recipient of this permit accepts this permit on the condition that, as owner or as agent of the owner, he/she agrees to comply with all Building & Zoning Ordinances of the City of Worcester & the State Statutes of the Commonwealth of Massachusetts regarding the use, occupancy & type of building to be constructed, added to, or altered. Additional conditions listed below:

*[Signature]*  
Chief Wiring Inspector  
Date: \_\_\_\_\_ Permitted Fee: **\$250.00**

Issued Date: **January 12, 2024** Expiration Date: **January 12, 2025**

Call (508) 799-1198 For Inspection

Permit # **B-24-123** FEE PAID: **\$100.00**  
 DATE ISSUED: **January 11, 2024**

Commonwealth of Massachusetts  
City of Worcester  
25 Meade Street Worcester, MA 01608 | Phone: (508) 799-1206 | 1206/1210

**PERMIT TO BUILD**

This Certifies that **Adam Glenn** has permission to erect, alter, or demolish a building on: **42 ANGELO ST** as follows: **Residential weatherization/air sealing. No structural changes. (CAP-10702)**

provided that the person accepting this permit shall in every respect conform to the terms of the application therefore on file in this office, and to the provisions of ordinances relating to the Inspection, Alteration and Construction of Buildings in the City of Worcester.

NOTE: The recipient of this permit accepts this permit on the condition that, as owner or as agent of the owner, he/she agrees to comply with all Building & Zoning Regulations of the City of Worcester & the State Statutes of the Commonwealth of Massachusetts regarding the use, occupancy & type of building to be constructed, added to, demolished, or altered. The recipient also agrees that this building to be located the proper distance from all street lines, side yard lines & required distances from all other zones & is located in a zone in which the building & its use is allowed. Additional conditions listed below:

Plan Review Comments:  
Restrictions:

*[Signature]*  
Building Official  
Date: **January 11, 2024**

To schedule an inspection please call (508) 799-1206

This Card Must Be Displayed in a Conspicuous Place on the Premises and Not Torn Down or Removed

Electrical	Mechanical
Underground Service	Rough
Final	Final
Building Inspector	Plumbing
Excavation	Underground
Footings	Rough
Foundation Certified As-Built Submitted	Final
Rough Frame	Gas
Fireplace	Underground Meter
Insulation	Rough
Final	Final
Fire Department	PW
Underground	Meter
Rough	House#
Final	Water
	Sewer





# Permits

- **I need a new deck – do I need a permit?**
- **My hot water tank just went, its Saturday, do I have to get a permit?**
- **I want to install an above ground pool-do I need a permit?**





# When are permits required

- **A permit is required:**
  - **when removing a wall**
  - **Removing a load bearing support**
  - **When changing or moving an egress or the supports around it**
  - **replacing windows**
  - **Installing or repairing plumbing, electrical systems, or fire protection systems**





# Permits

- How long is my permit good for?

A year maybe two years??





# Permits

- **Repair work versus renovation**
  - **Any maintenance which does not affect the structure, egress, fire protection system, fire ratings, energy conservation provision, plumbing, sanitary, gas, electrical or other utilities.**
  - **So what's left?**
    - **Painting, landscaping, locks, gutters, shutters and wait there's more!!**





# Exemptions from permits

- You mean I don't always have to have a permit?

**Nope!**

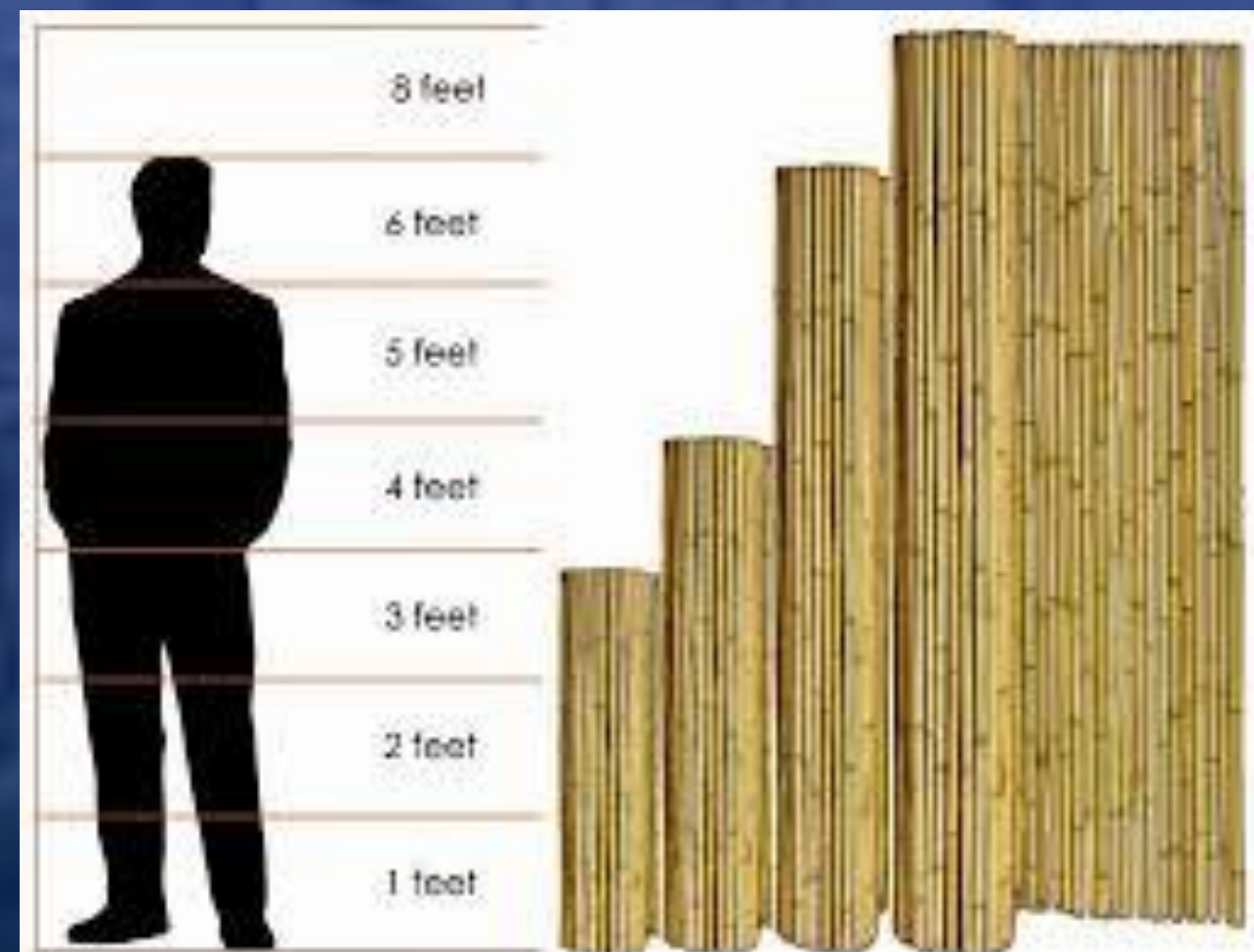
- A permit is not needed to build a one story detached building not exceeding 200 sq feet – a shed.





# Exemptions Continued

- **Fences 6' and under**
  1. **Do not need a permit**
  2. **Can be put on the property line**
  3. **To know where your property line is you must hire a surveyor**





# Exemptions continued

- Retaining walls less than 4'

Sometimes you have to call a professional

Retaining walls need drainage and supports a great deal of weight/earth





# Exemptions Continued

- **Cabinets, trim work, painting do not require permits**
  - **Installing new cabinets is allowed, however plumbing fixtures (sinks and faucets) installed under them do require a permit**
  - **Be mindful that if your home was built prior to 1978 and you are removing paint it may contain lead**





# Illegal Apartments

- **As the demand for housing in Worcester grows and rent prices increase, property owners may be tempted to make an apartment out of a basement, attic, or sub-divide an existing apartment**
- **Some can be extremely dangerous while others can be permitted to make them legal**





# Illegal Apartments Continued

- **Conversion of these spaces without proper permits could pose significant fire and life safety risks as well as be in violation of local zoning ordinances and building code requirements**
- **If you are considering creating a new apartment in your building, you are required to obtain a permit from Inspectional Services before you begin construction**



# Illegal Apartments Continued

- **If you do not seek a permit prior to building, you will be required to remove the new illegal apartment and may be liable to pay for your tenants' relocation**





# The State Sanitary Code

- **105 CMR 410.000 Minimum Standards for Human Habitation**
- **Last updated in 2007**
- **State Department of Public Health held 3 public hearings to listen to oral comments and accept written comments**
- **Amended May 2023**



# Notable Changes

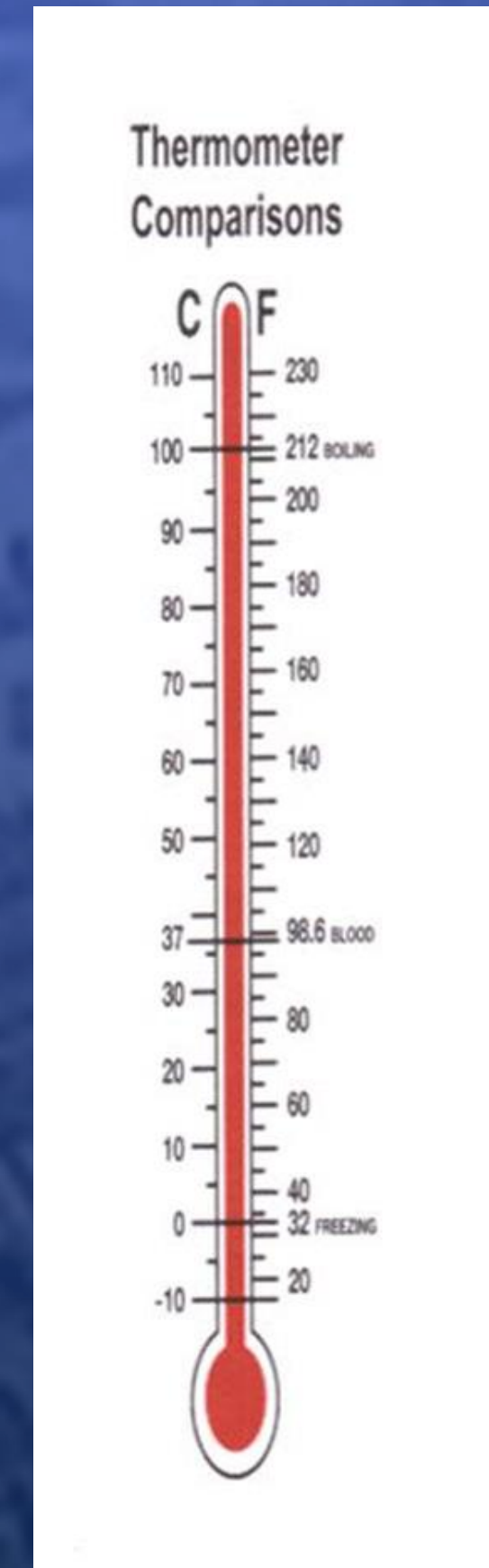
- **General Provisions**
  - **Curtailment of services**
  - **Reasonable access for repairs (tenants)**
  - **Maintenance in a Sanitary Condition (tenants)**





# Notable Changes

- **Heat**
  - **Clarifies that fireplaces, woodstoves, pellet stoves and *portable electric space heaters* are not permanent sources of heat**
  - **A heating system that includes a distribution system capable of heating every habitable room**
  - **Heating season ends on May 31<sup>st</sup> instead of June 15<sup>th</sup>**





# Notable Changes

- **Excessive moisture vs Chronic dampness**
- **Chronic or acute; landlords must prevent excess moisture and mold in their homes**
- **In the event of leaks and flooding, the owner shall ensure all surfaces have been dried within 48 hours from the time they are notified or the end of the event, whichever is sooner**



# Excessive Moisture

- **Facilities (bathrooms & kitchens) must be smooth, noncorrosive, nonabsorbent with watertight seals**
- **Mechanical ventilation must be capable of exhausting air *to the outdoors***





# Owners Installations

- **The owner shall ensure proper installation, in compliance with accepted standards, and shall maintain in operable condition free from leaks, obstructions or other defects, all facilities and equipment which the owner is required to provide, and all owner installed equipment**



# Structural Elements

- **Owner must maintain all buildings & structural elements in compliance with accepted standards so they are in good repair and in every way fit for the intended use**
- **Weathertight: free from outside elements**
- **Free from cracks, holes, loose plaster**



# IPM

- **Integrated Pest Management (IPM)**
- **A systematic strategy for managing pests which considers prevention, avoidance, monitoring, and suppression**
- **Where chemical pesticides are necessary, a preference is given to materials and methods which maximize public safety and reduce environmental health risk**



# Pest Control

- **The owner of a residence, must conduct an inspection of each unit prior to a new occupancy to identify the presence of pests**
- **The occupant of a residence shall maintain their dwelling unit or rooming unit in a sanitary manner so as to prevent the attraction of pests**



# Pest Control

- **Owners and occupants must:**
  - **Provide access to common areas, dwelling units, and rooming units, upon receipt of notice**
  - **Adhere to all instructions provided by the pesticide applicator in preparing common areas and units prior to the application of pesticides**



# Rubbish

- **The owner of any residence containing two or more dwelling units, shall be responsible for the final collection and ultimate disposal of refuse**

*but*

- **For common stairways, the occupants shall be responsible for maintaining the landing, porch, or deck adjacent to their dwelling unit in a sanitary condition, free of obstructions, refuse, filth, causes of sickness, or potential injury hazard.**



# Clear Egresses

- **No person shall cause obstruction of any means of egress or passageway.**
- **The owner shall ensure every means of egress is maintained at all times in a safe, operable condition**

## Smoke & CO Detectors

- **The owner shall provide, install, and maintain in operable condition smoke detectors and carbon monoxide alarms in every residence**



# Condemnation

**When a residence or portion thereof has been condemned as unfit for human habitation and the occupant of a condemned dwelling unit or rooming unit is not the owner of the residence, the owner shall provide comparable, suitable housing for the occupant for the following time period, or whichever is shortest:**

- 1. The remaining term of the lease or rental period;**
- 2. Such time as the residence is deemed suitable for habitation by the board of health;**
- 3. Such time as the occupant finds alternative, permanent housing and voluntarily terminates tenancy**




# Housing Enforcement 101

**I have been issued an order from your office, now what?**

- **Read the order. Have it translated, if needed**
- **What kind of order is this? What is the timeline?**
- **Contact your tenant & the inspector**
- **Make any emergency repairs needed and obtain the proper permits**
- **Contact the Inspector!**
- **The tenant isn't paying the rent! I don't want to fix the problems.**
  - **That doesn't matter. SORRY!**
- **Did I say communicate with the inspector?**




# What Does an Enforcement Order Look like?

 The City of  
**WORCESTER**

Department of Inspectional Services  
Christopher P. Spencer, Commissioner  
25 Meade Street Worcester, MA 01610  
P | 508-799-1199 F | 508-799-8541  
inspections@worcestermas.gov

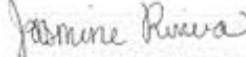
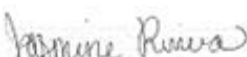
Approved for delivery by  
Constable



February 6, 2024 24-25

I hereby certify under the penalties of perjury that this is a true copy of the inspection report issued as a result of my inspection of the premises at 1 Dixon Ave

**VIOLATIONS MARKED WITH AN ASTERISK (\*) MAY ENDANGER OR MATERIALLY IMPAIR THE HEALTH OR SAFETY OF PERSONS OCCUPYING THESE PREMISES FOR DWELLING PURPOSES.**

  
Jasmine Rivera 2/6/2024 SIGNED: 

John Doe  
123 Main Street  
Worcester, MA 01605

Dear John Doe,

The Commissioner of Inspectional Services, acting under the authority of Massachusetts General Laws, Chapter 111, Sections 127A and 127B as most recently amended and Chapters I and II of the Sanitary Code has caused an examination to be made of the dwelling located at **123 Main Street** in this City of Worcester, MA 01605 on February 5, 2024. According to the records of the Assessor's Department this dwelling is owned by you. The examination has revealed that there are violations of the Minimum Standards of Fitness for Human Habitation of the above mentioned Sanitary Code existing in this dwelling.

In a report of an examination of the dwelling the following violations are listed.

	Int./Ext:	Floor:	Unit No.:	Area:	Code:
1.	Interior			Throughout	410.150
*	<b>Violation: Hot Water</b> Notes: The hot water system is not operating as needed for its intended use due to the gas service being interrupted by Eversource for gas leaks and unpermitted work. The owner shall provide and maintain in good operating condition the facilities capable of heating and delivering hot water, in a temperature range of not less than 110F and not greater than 130F for fixtures other than a bathtub or shower; in a temperature range of not less than 110 F and not greater than 120F for a bathtub or shower.				
	Int./Ext:	Floor:	Unit No.:	Area:	Code:

123 Main Street Page 2 of 3

2.	Interior	Throughout	Basement	410.160
*	<b>Violation: Heating Systems</b> Notes: The heating systems to all units do not operate as intended due to the gas service being interrupted by Eversource for gas leaks and unpermitted work. Heating systems must be restored for all units with all applicable permits and inspections. Gas service must be restored in accordance with all MA state plumbing and gas codes.			

You are hereby ordered to correct the violations within **24 (twenty four) Hours** of receipt by you of this notice. A re-inspection of this dwelling will be conducted after the time for compliance with this order has elapsed. Under Regulation 410.800 of the Sanitary Code you are entitled to a hearing in this matter. Section 410.800(A) reads as follows:

REGULATION 105 CMR 410.800 RIGHT TO HEARING

Unless otherwise specified in 105 CMR 410.000, the following persons may request a hearing before the Commissioner of Inspectional Services by filing a written petition.

A. Any person or persons upon whom any order has been served pursuant to any regulation of 105 CMR 410.000 (except for an order issued after the requirements of Regulation 410.650 have been satisfied); provided, such petition must be filed within seven days after the order was served.

At the expiration of this period, if you have not taken action to correct the violations cited, this department will pursue any prescribed course of action in accordance with applicable laws and regulations which it deems necessary, including the initiation of appropriate court action.

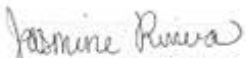
Pursuant to 105 CMR Section 410.940, if a failure to comply with an order requiring that any dwelling or its premises be properly cleaned or repaired results in a condition which endangers or materially impairs the health or well-being of the occupant or the public, the Commissioner of Inspectional Services may cause such proper cleaning or repair and charge the responsible person or persons with any and all expenses incurred.


Owners are required to follow all applicable plumbing, gas-fitting, wiring and building codes as applicable when making all of the necessary repairs. In most cases these regulations require permits to be obtained prior to performing the work.

Effective March 31, 2006, Massachusetts General Law Chapter 148 Section 26F1/2 requires all buildings used for residential purposes that contain fossil-fuel burning equipment or incorporate enclosed parking within the structure, to install approved carbon monoxide alarms as specified in Fire Prevention regulation 527 CMR 31.00. The alarms are required by law to be installed and maintained by the building landlord and/or superintendent. For further information please contact the Worcester Fire Department at (508) 799-1822.

GHI CHU: Day la mot tai lieu trong lien quan den luat phap - quy vi nho phien dich lai.  
Ests es un documento legal importante. Por favor tenga un interprete.

Very Truly Yours,

  
Jasmine Rivera  
Work Order #: 2086521

  
Christopher P. Spencer



# How can I avoid an Enforcement Order?

- **Be Present-know what is going on at your property, the only way you can do that is to be there**
- **Communicate with your tenants**
- **Respond to your tenants**
- **Be a good neighbor**





# Rental Registry

- **New to the City of Worcester**
- **A Rental Property Registration Program is hereby established to promote public health and safety**
- **All rental property must be registered**



# Contact Information

**25 Meade Street, Worcester MA 01610**

**508-799-1198 main phone number**

**508-799-8544 fax**

**Hours: Monday-Friday 8:00 am-5:00 pm**

**[Inspections@worcesterma.gov](mailto:Inspections@worcesterma.gov)**