



The City of
Worcester

Inspectional Services

WORCESTER



MISSION

The Inspectional Services Department strives to deliver the most efficient and transparent permitting and inspection process possible to the city. We aim to ensure that the housing, rental properties and businesses are the healthiest and safest in the Commonwealth.



DIVISIONS

Building and Zoning

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



DIVISIONS



- 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 issued
- 60,000 inspections related to permits
- Over 13,000 work orders received
- 25,000 inspections conducted associated with the work orders



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. It is required to remove a wall, load bearing support, change or move an egress, or supports around it, replacing windows, plumbing or electrical systems including the fire protection system.



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....




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

20 Middle Street Worcester, MA 01608 | Phone (508) 799-1198



ELECTRICITY PERMIT
PERMIT NO: E-24-123



LOCATION: 1 KELLEHER ST
MOHIUDDIN, MOHAMMAD Y
 Owner Name
 Purpose of Building
 Existing Service
 New Service

0001 KELLEHER ST
 Address
 Amps:
 Amps:

WORCESTER
 City
 State
 Utility Authorization No.
 Overhead:
 Overhead:

01604
 Zip
 N/A
 Phone
 Meters:
 Meters:

No. of Feeders & Ampacity /

INSTALLATION OF AN INTERCONNECTED ROOFTOP PV SYSTEM 25 PANELS 10 1250WDC NO ESS NO STRUCTURAL

# of Metered Luminaires	# of Cell-String (2-Wire) Pairs	# of Transformers	Solar ROW
# of Luminaires Outside	# of Ring Main	Grounding	Rock
# of Luminaires	Emergency Panel	# of Emergency Lighting Battery Units	
# of Nonsplicing Outlets	# of CB Systems	Fire Alarm	# of Zones
# of Switches	# of Gas Systems	# of Detection and Initiating Devices	
# of Hangers	# of Air Cords	Time	# of Alerting Devices
# of Smoke Detectors	Heat Traps	Time	# of Self-Contained Alerting Devices
# of Chime/Intercom	Spurious/Non-Heating KVM	Connection	
# of Chime	Heating Appliances	SCN	Security Systems Devices
# of Water Meters	# of Signs	# of Detectors	Date Wiring Devices
Intermessage Distributor	# of Motors	Total HP	Intercom Wiring Devices

Work Sheet:
 Contractor
 Company

Online Application
 Address
 City
 State
 Zip

Coverage Type: true
 Phone
 Email

Lic. Type
 Lic. No.
 Lic. Exp.

241 WILLOW ST
 (A)

Worcester
 MA

01604-1234

078-504-1010
 mpermet@down
 Permit
 Permit
 Permit

21129

Master
 Electrician
 Class A

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 Ordinances listed below.

[Signature]

Issued Date: January 12, 2024

Expiration Date: January 12, 2025

Chief Wiring Inspector

Date

Permit Fee: \$250.00

Call (508) 799-1198 For Inspection

 Commonwealth of Massachusetts City of Worcester 25 Mendon Street Worcester, MA 01608 Phone (508) 799-1208 T210		FEE SCHEDULE: \$100.00 DATE ISSUED: January 14, 2024
Permit # B-24-123		
Electrical	PERMIT TO BUILD	
Underground Service Rough Final	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)	
Building Inspector	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.	
Excavation Footings	NOTE: The recipient of this permit accepts this permit on the condition that, as owner or an 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 is to be located the proper distance from all street lines, with yard lines & required distances from all other zones & is to be located in a zone in which the building & its use is allowed. Additional conditions listed below:	
Foundation Certified As-Built Submitted	Plan Review Comments:	
Rough Frame	Restrictions:	
Fireplace Insulation Final	<div style="text-align: center;"> January 11, 2024 </div>	
Fire Department	Building Official	Date
Underground Rough Final	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		
	Mechanical	Rough Final
	Plumbing	Underground Rough Final
	Gas	Underground Meter Rough Final
	PW	Meter House# Water Sewer

- 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?
- How long is my permit good for?
 - A year, 2 years? I see projects in the city that take that long to finish.



Repair work versus renovation

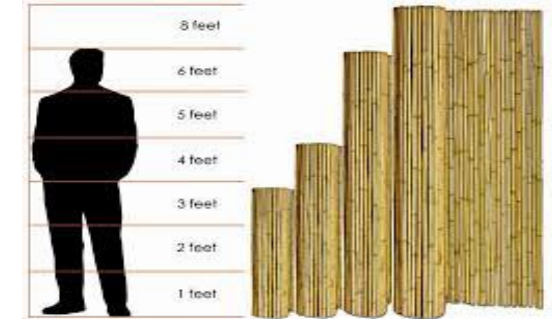
Any maintenance which does not affect the structure, egress, fire protection system, fire ratings, energy conservation provision, plumbing, sanitary, gas, electrical or other utilities.

- So, what's left?
 - Painting, landscaping, locks, gutters, shutters and wait there's more!!

Exemptions from permits

Fences not over six feet high

- do not need a permit
- can be put on the property line
- to know where your property line is you have to hire a surveyor



Retaining walls less than 4 feet

- Sometimes you have to call a professional.
- The wall needs drainage and supports it is holding up a great deal of weight/earth



Exemptions Continued

Does not require a permit

- A permit is not needed to build a one story detached building not exceeding 120 sq feet – a shed
- Cabinets work
 - Installing new cabinets is allowed however the plumbing fixtures around it will need a permit
 - Painting and adding trim



Be mindful if your home was built before 1978 if you are removing paint as it may contain lead!

Illegal Apartments

- As the demand for housing in Worcester grows and rent prices rise, property owners may be tempted to make an apartment out of a basement, attic, or sub-divide an existing apartment.
- Conversion of these spaces without proper permits could pose significant fire and 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 the Department Inspectional Services before you begin construction.
- Some can be extremely dangerous while others can be permitted to be made legal.
- 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



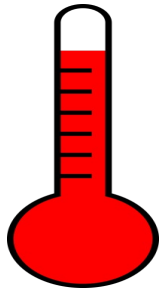
The State Sanitary Code

- 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)



Highlights

- 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 31st Instead of June 15th

Notable Changes



Excessive moisture vs
Chronic dampness



Chronic or acute, landlords
must prevent excess moisture
and mold in their homes.



Facilities (bathrooms &
kitchens) must be smooth,
noncorrosive, nonabsorbent
with watertight seals



Mechanical ventilation
must be capable of
exhausting air *to the
outdoors*



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.



IPM

Integrated Pest Management

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



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.

Condemnation

When a residence or portion thereof has been condemned as unfit for human habitation and the occupant 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've been issued an order from your office, now what?

- **Immediately make any emergency repairs needed and contact the inspector**
- **Contact the tenant**
- **Obtain the proper permits needed**
- **Contact the inspector!**
- **The tenant isn't paying the rent, I don't want to fix the problem. It 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 | 508-799-1198 F | 508-799-8541
inspections@worcestermia.gov

Approved for delivery by
Constable

Christopher P. Spencer

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

Jasmine Rivera

2/6/2024

SIGNED:

Jasmine Rivera

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 |
| * Violation: Hot Water
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:
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123 Main Street

Page 2 of 3

- | | | | |
|-------------|------------|----------|---------|
| 2. Interior | Throughout | Basement | 410.160 |
|-------------|------------|----------|---------|

*** Violation: Heating Systems**

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. Es es un documento legal importante. Por favor tenga un interprete.

Very Truly Yours,

Jasmine Rivera

Jasmine Rivera
Work Order #: 2086521

Christopher P. Spencer

Christopher P. Spencer

How can I avoid an Enforcement Order?

- Know the code CMR. 410.00-State Sanitary Code
- Be Present – know what is going on at your property, the only way you can do that is to be there
- Be a good neighbor
- Communicate with your tenants
- Respond to your tenants



Property Registrations

Vacant and/or Foreclosed Property Registration

To protect and preserve public health and safety, security and quiet enjoyment of occupants, abutters and neighborhoods, the Inspectional Services Department requires all owners of vacant and/or foreclosed properties, including lenders, trustees, and service companies to register such properties.

Rental Registry Program

The City of Worcester has officially launched its Rental Registration Program, which requires owners of all rental properties to register each property within the City. All rental properties must be registered annually to provide up-to-date owner and property manager contact information. Even if your property is owner-occupied and not rented, you should consider registering it. This will allow the City to contact you should there be an issue you should be aware of, such as a water-main break, sewage issue, or other emergency issue that could negatively affect your property.

*****All rental properties must be registered**

THE RENTAL REGISTRY & INSPECTION PROGRAM



REGISTRATION



SCHEDULING



INSPECTION

RENTAL REGISTRY

OVERVIEW

- What is it?
- Who does it apply to?
- Why are we doing it?
- What information is needed?
- What are the benefits?
- What does it cost?






RENTAL REGISTRY

WHAT IS IT?

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.





RENTAL REGISTRY

WHY ARE WE DOING IT?

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






RENTAL REGISTRY

WHO DOES IT APPLY TO?


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





RENTAL REGISTRY

WHAT DOES IT COST?

- FIRST TIME
\$15 / per rental unit
 - ANNUAL RENEWAL
\$5 / per rental unit
- 



RENTAL REGISTRY

REQUIRED INFORMATION:

- **PROPERTY:**

Address, property use, type and number of units

- **OWNER:**

Mailing address, phone number, email address

- **PROPERTY MANAGER:**


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





RENTAL REGISTRY


WHAT ARE THE BENEFITS?

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

SCHEDULING & INSPECTION

WHAT IS INSPECTED?

Inspections include:

- Yard
 - Exterior entrances, stairways
 - Interior hallways, utility areas common areas, attic spaces
 - All egress routes
 - All spaces within each individual unit
- 

WHAT IS THE INSPECTION FREQUENCY?

Required once every five (5) years

These inspections must meet minimum standards and are conducted under:

- Massachusetts State Sanitary Code CMR 105, Sec. 410
 - Massachusetts State Building Code CMR 780, Sec. 110
- 

WHO SCHEDULES THE INSPECTION?

Based on information provided in the registration; property owners will receive an email when inspectors will be in the area and how an inspection can be scheduled.



WHAT DOES IT COST?

- **INSPECTIONS**

\$50 / per rental unit


- **MISSED OR RE-INSPECTIONS**

First time, no charge.

\$100 / per subsequent inspection




ADDED BENEFITS:

- Public Safety
 - Snapshot in time regarding property
 - Pathway to making property compliant
 - Allows for marketing of compliant property
- 

TENANT & LANDLORD RESPONSIBILITIES



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 disposing and recycled, know when to put to the curb
 - Comply with local regulations, including parking restrictions
 - Respect neighbors' peace and quiet, do not be disruptive to neighbors in the building, or nearby
- 

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
- Get renters insurance!!

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
- Maintain proper levels and types of insurance for all such events.

CONTACT US



Inspectional Services

25 Meade Street
Worcester, MA 01610



Call Us on

508-799-1012



Website / Mail

inspections@worcesterma.gov





THANK YOU

