



The City of  
Worcester

# Inspectional Services

W O R C E S T E R



# 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

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- 47 Field Inspectors
- More than 24,000 permits issued
- Conducted over that many permit inspections
- 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....



For safety's 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**  
Fee: \$160.00 Application Name: MAREK JANCEWICZ NO. P-24-1  
24 SIGN ST Residential: Type of Work: Plumbing: All Others  
Replacement: on second floor, one tub, one toilet, one lav, one kitchen sink and one  
washmachine connection

Location	Features	Number
Basement	Area Drains	
	Backflow Prev.	
	Drains	
	Dishwashers	
	Drinking Fountain	
	Floor Drains	
	Gas Lines	
	Hot Water Tanks	
	Laundry	
	Laundry Drains	
	Lavatories	
	Leads	
	Roof Drains	
	Sink Drains	
	Step Sticks	
	Tankless	
	Water Heaters	
	Wash. Mach. Conn.	
	Water Piping	

Contractor Name: MAREK JANCEWICZ Contractor Phone: 015371300

**Journeyman Plumber** License No: 23662 License Exp: 05/01/2024

License Type: 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:

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.

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

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	Address	City	State	Zip	Phone
1 KELLEHER ST	6001 KELLEHER ST	WORCESTER	MA	01604	N/A
MORLUDDIN,MOHAMM					
ED Y					
Owner Name					
Purpose of Building					
Existing Service	Amps:	Volts:			
New Service					
No. of Feeders & Ampacity	1				

Location & Nature Electrical Work:  
INSTALLATION OF AN INTERCONNECTED ROOFTOP PV SYSTEM 25 PANELS 10.125KWDC NO ESS NO STRUCTURAL

Bl of Residential Luminaires	Bl of Cfl-Fluorescent (Welded) Lamps	Bl of Transformers	Total Bls
Bl of Luminaires Outlets	Bl of Hot Tubs	Generators	Coks
Bl of Luminaires	Swimming Pool	Bl of Emergency Lighting Delivery Units	
Bl of Household Outlets	Bl of Oil Burners	Bl of Alarms	Bl of Zones
Bl of Switches	Bl of Gas Burners	Bl of Detection and Alerting Devices	
Bl of Hinges	Bl of Air Comps	Bl of Alerting Devices	
Bl of Sockets	Bl of Pumps	Bl of Self-Contained Alerting Devices	
Bl of Outlets	Bl of Power/Recreational RW	Bl of Connections	
Bl of Dryers	Bl of Heating Appliances	Bl of Security Systems Devices	
Bl of Water Heaters	Bl of Sumps	Bl of Wiring Devices	
Bl of Interchangeable Outlets	Bl of Sump Pumps	Bl of Detection, Alerting & Devices	

Work Start: 01/01/2024 Online Application: Coverage Type: true

Contractor	Address	City	State	Zip	Phone	Email	Lic. Type	Lic. No.	Lic. Exp.
241 WINTER ST	BELLEVILLE	MA	018212344	508-594-2519	mapermits@worcester.gov	www.worcester.gov	Master Electrician	21135	2/1/2025
MA									

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:

*Frank Bent*  
Issued Date: January 12, 2024  
Expiration Date: January 12, 2025  
Chief Wiring Inspector  
Date  
Permit Fee: \$250.00

Call (508) 799-1198 For Inspection

**PERMIT TO BUILD**  
Commonwealth of Massachusetts  
**City of Worcester**  
25 Meade Street Worcester, MA 01608 Phone: (508) 799-1210  
FEE PAID: \$100.00  
DATE ISSUED: January 11, 2024

Electrical	Mechanical
Underground	Rough
Service	Final
Rough	
Final	
Building Inspector	Plumbing
Excavation	Underground
Footings	Rough
Foundation	Final
Certified As-Built	
Submitted	
Rough Frame	Gas
Fireplace	Underground
Insulation	Rough
Final	Final
Fire Department	Meter
Underground	Housell
Rough	Water
Final	Sewer
<i>Robert J. Mullen</i>	
Plan Review Comments:	January 11, 2024
Restrictions:	
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 Ordinances 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 the building is to be located the proper distance from all street lines, easy 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:	
<i>Robert J. Mullen</i>	
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	

- 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

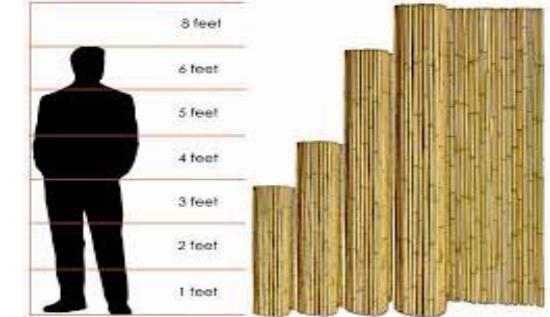
Any maintenance which does not affect the structure, egress, fire protection system, fire ratings, energy conservation provision, plumbing, sanitary, gas, electrical or other utilities.

- 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 Cont.

## 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 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
- 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.



# 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

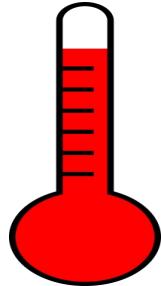
## General Provisions

- 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 31<sup>st</sup> Instead of June 15<sup>th</sup>



# Notable Changes

## General Provisions

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



Excessive moisture  
vs Chronic dampness



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



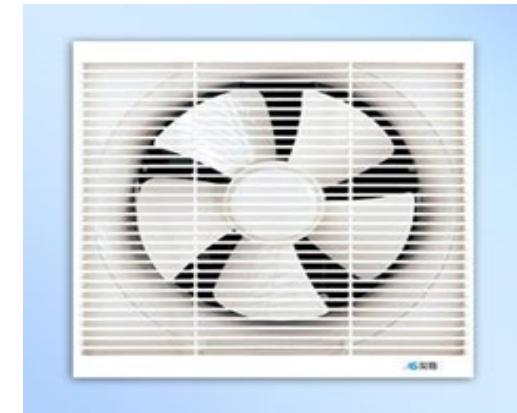
Facilities (bathrooms  
& kitchens) must be  
smooth,  
noncorrosive,  
nonabsorbent with  
watertight seals



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.



# 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



Weather-tight: free from outside elements



Free from cracks, holes, loose plaster

# 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 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'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**

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

*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
<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

**\* 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 – guy vi nho phien dich lai.  
Este es un documento legal importante. Por favor tenga un interprete.

Very Truly Yours,

*Jasmine Rivera* *Christopher P. Spencer*

Jasmine Rivera  
Work Order #: 2086521

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

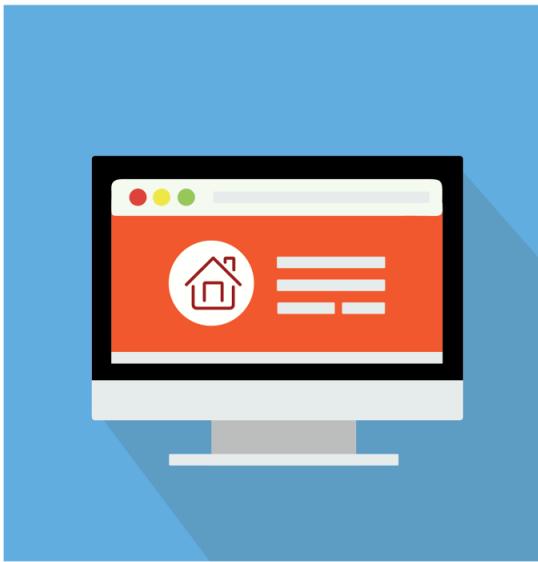
To protect and preserve public health and safety, security and quiet enjoyment of occupants, abutters and neighborhoods, the Inspectional Services Department requires all owners of vacant and/or foreclosed properties, including lenders, trustees, and service companies to register such properties.

## 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

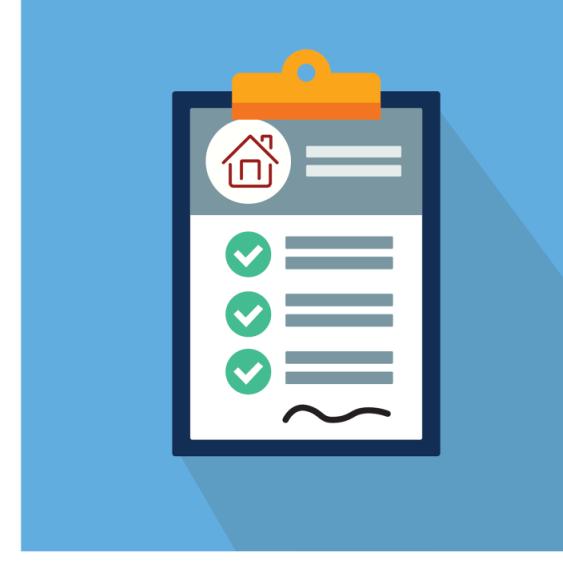
# THE RENTAL REGISTRY & INSPECTION PROGRAM



REGISTRATION



SCHEDULING

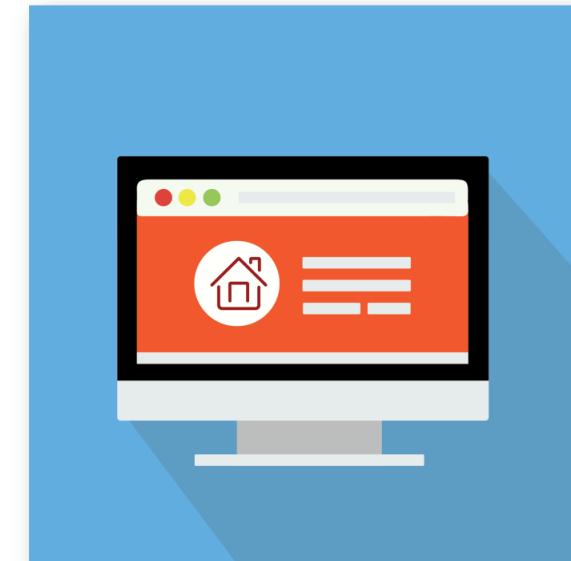


INSPECTION

# 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

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# **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?

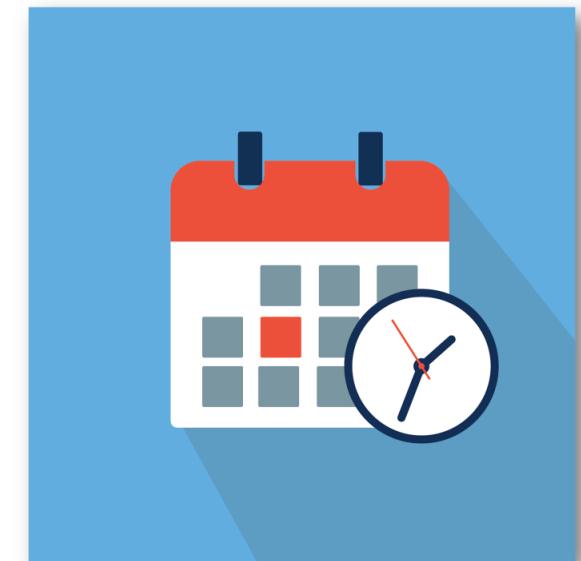
Required once every five (5) years

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

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# **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.

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## CONTACT US



### Inspectional Services

25 Meade Street  
Worcester, MA 01610



### Call Us on

508-799-1012



### Website / Mail

[inspections@worcesterma.gov](mailto:inspections@worcesterma.gov)



THANK YOU