



### How to report repair needs to a landlord

- Talk to your landlord.
- Request resolution of problem in writing (email with date/time, pictures.)
- If it's not resolved after 3 attempts, search for your local inspection office in your town or city or file a complaint with the Board of Health.

**Learn more:** <https://www.masslegalhelp.org/housing-apartments-shelter/repairs-bad-conditions/documenting-problem>

**Learn more:**



### Find out if your house is safe

Use **Up to Code** to see if where you live is safe according to the state sanitation rules.

**Learn more:** <https://madeuptocode.org/>

**Learn more:**



### Pediatric Environmental Health Center at Boston Children's Hospital Healthy Homes (HHOMES) Program

Learn about this clinic and how to address environmental concerns in your home.

**Learn more:** <https://www.childrenshospital.org/programs/pediatric-environmental-health-center/hhomes>

**Learn more:**



### Lead poisoning

Visit [MassLegalHelp.org](http://MassLegalHelp.org) for information on laws protecting tenants from lead poisoning.

**Learn more:** <https://www.masslegalhelp.org/housing-apartments-shelter/repairs-bad-conditions/how-lead-laws-protect-tenants-massachusetts>

**Learn more:**



### Boston Inspectional Services

File Boston311 requests, contact inspectional services departments and more.

**Learn more:** <https://www.boston.gov/departments/inspectional-services>

**Learn more:**



## Housing Consumer Education Centers of Massachusetts (HCEC)

Ask your local HCEC questions related to landlords/tenants, housing problems, etc.

**Find your agency:** <https://masshousinginfo.org/>

**Find your  
agency here:**



## Massachusetts Attorney General's Office Consumer Services Consumer Advocacy & Response Division (CARD)

Find resources for homeowners. CARD can also refer you to other consumer support services available in your area.

**Learn more:** <https://www.mass.gov/info-details/consumer-services-at-the-attorney-generals-office>

**Learn more:**



## Eviction Assistance: Massachusetts Legal Resource Finder

Find free or discounted legal help on housing issues and more.

**Learn more:** <https://masslrf.org/en/home>

**Learn more:**



## Eviction assistance: greater Boston legal services

Use a self-guided eviction help tool.

**Learn more:** <https://www.gbls.org/MADE>

**Learn more:**



## Boston 311

Report non-emergency issues, like potholes and graffiti in your neighborhood. (*Boston.gov*, 2024)

**Learn more:** <https://www.boston.gov/departments/boston-311>

**Learn more:**



Looking for more information on housing conditions?

Visit <https://www.mass211.org/> or call (877) 211-6277

*Boston Children's Hospital takes no responsibility and has no control over the links and information found on these sheets. You should confirm the information is accurate. You should act only if you are comfortable with the action steps. If you have any questions, you should seek the advice of experts and/or an attorney.*