

## RODENT PREVENTION TIPS



- Keep unit clean.
- Seal all holes around pipes, heating ducts and under cabinets.
- Clean all hidden areas under stoves and refrigerators on a regular basis.
- Store garbage in metal or heavy plastic containers with tight fitting lids.
- Do not leave pet food outside.
- Keep yard clean, cut grass.
- Remove weeds and debris near buildings and in yards.
- Keep grass and shrubbery well trimmed.
- Place bird food in a feeder, not on the ground, clean up spillage daily.
- Clean up animal waste frequently!
- Be sure to seal any openings to the house, even above ground level.
- Repair any breaks in the sewer line connecting your home with the main sewer system.
- If you see signs of rodent activity, hire a licensed, insured pest control company familiar with IPM (Integrated Pest Management) techniques.
- Report all rat sightings to the Environmental Services Division of Inspectional Services.

**Mayor's Office**  
24-Hour Hotline 617-635-4500  
Office of Neighborhood Svcs. 617-635-3485

**Inspectional Services Dept.**  
Code Enforcement 617-635-4896  
Housing Division 617-635-5322  
Environmental Division 617 635 5352  
Building (Zoning) Division 617-635-5312

**Rental Housing Resource Ctr.** 617-635-4200

**Public Works Department**  
Trash and Recycling 617-635-4900

**Transportation Department**  
BTD Parking tickets/stickers 617-635-4410

**Public Health Commission**  
617-534-5395

**Boston Police Department**  
Area A-1 (Beacon Hill) 617-343-4240  
Area B-2 (Mission Hill) 617-343-4270  
Area D-4 (Fenway) 617-343-4250  
Area D-14(Allston/Brighton) 617-343-4260

**MBTA Information** 617-222-3200  
[www.mbta.com](http://www.mbta.com)

**National Grid (gas)** 1-800-322-3223  
[www.nationalgridus.com](http://www.nationalgridus.com)

**Nstar (electric)** 1-800-592-2000

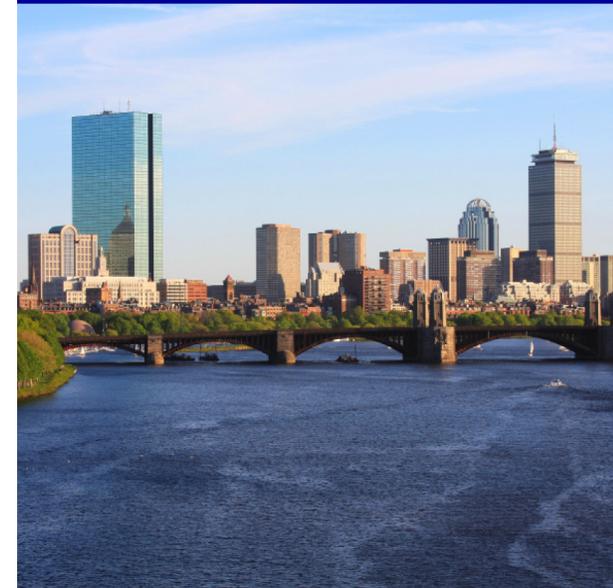


**Inspectional Services  
Department**  
1010 Mass Ave.  
Boston, MA 02118  
Tel. 617-635-5300  
[www.cityofboston.gov/isd](http://www.cityofboston.gov/isd)



## Tenant Informational Brochure

**MAYOR  
THOMAS M. MENINO  
WELCOMES YOU TO BOSTON**



## SAFE & HEALTHY HOUSING

**DELIVERY STANDARDS:** rental units must be delivered meeting the following criteria on move-in day:

- they must be **clean and sanitary**
- they must have working **smoke alarms**
- they must have working **carbon monoxide alarms**
- absentee owners **must post their name, address and telephone number**
- and they must be **safe**

*Complaints should be reported within 24-hours of moving in.*

**Penalty: \$300 Fine**



**FULL INSPECTIONS:** landlords must request full inspections from ISD within 45 days of new occupancy.

**Penalty: \$300 Fine**

To find out if your apartment has been inspected or to request an inspection log onto: [www.cityofboston.gov/isd/housing](http://www.cityofboston.gov/isd/housing) or call 617-635-5300.

## ZONING OCCUPANCY LIMITS

5 or more full-time undergraduate students sharing an apartment violates city zoning regulations.

Before a lease is signed the landlord is responsible for ensuring that the property is in compliance with the zoning code.

Penalties include enforcement in court.

## BED BUG ALERT



The following tips will help you avoid or address an infestation:

- **AVOID USED FURNITURE**
- **NOTIFY YOUR LANDLORD SO THEY ARE ABLE TO HIRE A PEST CONTROL PROFESSIONAL**
- **CALL ISD FOR AN INSPECTION: 617-535-5300**

For additional information on bedbugs contact the Boston Public Health Commission at 617-534-5611 or [www.bphc.org](http://www.bphc.org)

## TRASH REGULATIONS



Maintaining the quality of life for Boston residents is a must. Therefore, ensuring garbage, trash and debris are properly disposed of is very important.

- Garbage, trash and debris must be stored in two-ply plastic bags or rodent proof containers.  
*“Rodent proof containers are defined as a barrel or dumpster with a tight fitting lid.”*
- The use of “grocery store” plastic or paper bags is not allowed under Boston’s trash ordinance.
- City litter baskets are for pedestrian use only. Do not use for disposal of household trash.
- Improper storage and disposal of trash brings problems with odors, cleanliness and rodents. If your receptacles are inadequate or your storage area is not clean, contact your landlord or property manager. For more information call 617-635-4896.

*Note: Trash pickup days and times vary by neighborhood. If you are unsure of the exact pick up day and time for your neighborhood call the Public Works Department at 617-635-7555.*