



Is your apartment safe to live in?

The Inspections Division is responsible for the enforcement of the City's building, plumbing, electrical, housing, solid waste, health and land use codes. Enforcement is crucial to protect the health, safety and welfare of all Portland residents.

Commonly asked Questions

What is the minimum heating standard?

Every habitable room, except rooms used primarily for sleeping purposes, shall be provided with a minimum heating of (68) degrees Fahrenheit, as required by prevailing weather conditions from **September 15 through May 15** of each year.

Does my landlord need to provide waste receptacles?

Yes, adequate water tight receptacles shall be supplied on premises.

Does the Inspections Office handle complaints in regards to mold?

No, please call the State of Maine Division of Health Indoor Air Quality at 1-800-232-0842.

Does the Inspections Office handle infestation complaints (bed bugs, roaches, mice)?

Yes, we handle complaints about bed bugs, roaches, mice etc. An inspector will be assigned to address these complaints with the landlord

What type of complaints will the City help me resolve?

Housing complaints include concerns about water/plumbing leaks, heat, electric, supplied appliances, repair or removal of an unsafe structure, housing violations in a rental unit, disrepair of a building, inadequate or defective smoke detectors, carbon monoxide detectors, and various other violations.

How Do I Make a Complaint?

You may call 207-874-8703 or e-mail (buildinginspections@portlandmaine.gov) to register a complaint. You will need to provide the following:

- 1) Location, address, and apartment number of the complaint or problem property.
- 2) The issue and relevant information that you believe is important
- 3) The date/ time when issue(s) started to occur.
- 4) Name and phone number of Landlord or property management you have informed of the problem.
- 5) Your name and phone number. *(It is important that we have a number where you can be reached. Your name will remain confidential)*