



PORTLAND MAINE

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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. Each year, the Inspection Division's field staff conducts thousands of inspections to ensure quality construction, the cleanliness of restaurants, the safety of Portland's housing and the proper use of the land.

To ensure the safety of some of our most vulnerable citizens, Code Officers perform pre-qualification housing inspections on all dwelling units receiving assistance through General Assistance rental vouchers. In addition to this regular work, hundreds of complaints are investigated and resolved each year.

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 15th through May 15th** of each year.

Does my landlord need to provide waste receptacles?

Yes, adequate water tight receptacles should be supplied on premises are required.

Where do I go to find out information on trash pick-up?

You may call 756-8189 or stop by the office of Public Services at 55 Portland St Portland, ME 756-8189

Does the inspections office handle complaints in regards to mold?

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

Does the inspections office handle infestations – bed bugs, roaches, mice complaints?

Yes, We handle complaints about bed bugs, roaches, mice etc. An inspector will be assigned to address these complaints with 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, and various other violations.

How Do I Make a Complaint?

You may call or e-mail (buildinginspections@portlandmaine.gov) our office 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. *Although we respect your right to remain anonymous, it is important that we have a number where you can be reached in case we need to contact you.*

