



Serena Neal-Sanjurjo
Executive Director

LIVABLE CITY INITIATIVE
165 Church Street, 3rd Floor
New Haven, CT 06510
Phone: (203) 946-7090 Fax: (203) 946-4899



Toni Harp
Mayor

Property owner Frequently Asked Questions

Housing Code Enforcement

Q: As an owner, can I make a complaint about my tenant?

A: Yes, as an owner, you can make a complaint about your tenant not maintaining the dwelling unit clean, safe and sanitary.

Q: Where can I make this complaint?

A: Contact Livable City Initiative (LCI) at (203) 946-7090 or (203) 946-8386 to make a complaint

Q: What happens after owners submits a housing code complaint to LCI?

A: Depending on the nature of the complaint, the inspector will contact the tenant/owner within 72 hours to set up an inspection. If the complaint is justified, tenant will be sent a Housing Code Order to correct conditions found.

Q: As the owner, what should I do if I receive a Housing Code Order letter?

A: Proceed to make repairs and contact inspector to discuss any issues or concerns. Should you have any questions, you may contact the inspector or you may call the front desk at (203) 946-7090 or (203) 946-8386.

Q: What is the minimum temperature required for heat in a residential building?

A: Any temperature less than 65°F is deemed a Housing Code violation.

Q: Is there a turn on or turn off date for heat in residential building?

A: No.