

**105 CMR DEPARTMENT OF PUBLIC HEALTH  
105 CMR 410.000: MINIMUM STANDARDS OF FITNESS FOR HUMAN HABITATION (STATE SANITARY CODE, CHAPTER II)**

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## **HOUSING CODE HELPS**

1. All windows must have no cracked panes, must have locks, must stay up when opened, must have screens. (410.501)
2. Doors must not stick, must close easily, must latch securely. (410.500)
3. Caulk all sink splashguards, and seal around the openings of pipes. (410.500)
4. Graspable handrails are needed if there are 4 or more risers on a step. Guarding is necessary only if the porch or stairs are 30" above grade. (410.503)
  - a. If 4 or more risers, handrails must be at least 34" – 38" above the front of each step.
    - i. Handrails with integral guards are permitted.
    - ii. All handrails must be graspable (1 ¼ - 2 inches outside diameter).
    - iii. Must continue full length of stairs.
  - b. Guards must be 36" high.
  - c. Rails and guards must be balustered so that a 6" sphere cannot fit through them.
    - i. If constructed or repaired after August 28, 1997, a 4½" sphere (1 and 2 family dwellings) must not pass through them.
  - d. All buildings of 3 or more units must have 34" – 38" handrails and guardrails of at least 42".
    - i. Balustered to not greater than 4".
5. Vent pipes on water heaters and furnaces must be secured at the pipes junctures with 3 screws. (410.351)
6. There must be adequate combustion air to support all fuel-fired heating devices. (410.351)
  - a. combustion air = 50 ft.<sup>3</sup> for each 1000 BTU
7. All smoke detectors must be ceiling mounted. (410.482)
8. Smoke detectors are needed in basement near bottom of stairs, at the top of stairs, and within six feet of every bedroom. (410.482)
9. Carbon monoxide detectors are needed on each habitable level, and within 10 feet of each bedroom. (410.482)
10. All doors opening to the outside from a dwelling unit must have a screen door, and an exterior light. (410.501) (410.253)
11. All windows must have screens. Expandable screens are not allowed. (410.551)
12. Sinks and tubs must not have leaks, must work properly, must have drain stoppers. (410.351)
13. Circuit panel and fuse boxes must have all circuits and fuses labeled, or provide a directory on the panel/fuse box cover. (410.351)
14. Attics must have adequate light, must have a handrail, and a guardrail at the top of the stairwell enclosing all open sides. (410. 253) (410.254) (410.503)
15. Landlord is responsible for water and sewer bills (unless separately metered with certified low-flow fixtures), tenant may be responsible for other utilities if separately metered and written into lease. (410.180)
16. Hot water must be 110° – 130°F. (410.190)
17. Flaking paint, broken plaster, and loose floors must be repaired. (410.500)
18. All structural parts must be solid, and fit for their intended use. (410.500)
19. Work must be performed by licensed contractors, properly permitted and inspected by the authority having jurisdiction. (410.020)

#### **410.201: Temperature Requirements**

The owner shall provide heat in every habitable room and every room containing a toilet, shower, or bathtub to at least 68°F (20° C) between 7:00 A.M. and 11:00 P.M. and at least 64°F (17° C) between 11:01 P.M. and 6:59 A.M. every day other than during the period from June 15th to September 15th, both inclusive, in each year except and to the extent the occupant is required to provide the fuel under a written letting agreement. The temperature shall at no time exceed 78°F (25° C) during the heating season. The temperature may be read and the requirement shall be met at a height of five feet above floor level on a wall any point more than five feet from the exterior wall. The number of days per year during which heat must be provided in accordance with 105 CMR 410.000 may be increased or decreased through a variance granted in accordance with the provisions of 105 CMR 410.840 notwithstanding the prohibitions of the first clause of the first sentence of 105 CMR 410.840(A).

#### **410.351: Owner's Installation and Maintenance Responsibilities**

The owner shall install or cause to be installed, in accordance with accepted plumbing, gasfitting and electrical wiring standards, and shall maintain free from leaks, obstructions or other defects, the following:

- (A) all facilities and equipment which the owner is or may be required to provide including, but not limited to, all sinks, washbasins, bathtubs, showers, toilets, waterheating facilities, gas pipes, heating equipment, water pipes, owner installed stoves and ovens, catch basins, drains, vents and other similar supplied fixtures; the connections to water, sewer and gas lines; the subsurface sewage disposal system, if any; all electrical fixtures, outlets and wiring, smoke detectors and carbon monoxide alarms, and all heating and ventilating equipment and appurtenances thereto; and
- (B) all owner-installed optional equipment, including but not limited to, refrigerators, dishwashers, clothes washing machines and dryers, garbage grinders, and submetering devices designed to measure the usage of electricity, gas or water.

#### **410.352: Occupant's Installation and Maintenance Responsibilities**

- (A) The occupant shall install in accordance with accepted plumbing, heating, gas fitting, and electrical wiring standards, and shall maintain free from leaks, obstructions and other defects, all occupant owned and installed equipment such as, but not limited to, refrigerators, clothes washing machines and dryers, dishwashers, stoves, garbage grinders and electrical fixtures.
- (B) Every occupant of a dwelling unit shall keep all toilets, wash basins, sinks, showers, bathtubs, stoves, refrigerators and dishwashers in a clean and sanitary condition and exercise reasonable care in the proper use and operation thereof.

#### **410.400: Minimum Square Footage**

- (A) Every dwelling unit shall contain at least 150 square feet of floor space for its first occupant, and at least 100 square feet of floor space for each additional occupant, the floor space to be calculated on the basis of total habitable room area.
- (B) In a dwelling unit, every room occupied for sleeping purposes by one occupant shall contain at least 70 square feet of floor space; every room occupied for sleeping purposes by more than one occupant shall contain at least 50 square feet of floor space for each occupant.
- (C) In a rooming unit, every room occupied for sleeping purposes by one occupant shall contain at least 80 square feet of floor space; every room occupied for sleeping purposes by more than one occupant shall contain at least 60 square feet for each occupant.

#### **410.401: Ceiling Height**

- (A) No room shall be considered habitable if more than  $\frac{3}{4}$  of its floor area has a floor-to-ceiling height of less than seven feet.
- (B) In computing total floor area for the purpose of determining maximum permissible occupancy, that part of the floor area where the ceiling height is less than five feet shall not be considered.

#### **410.402: Grade Level**

No room or area in a dwelling may be used for habitation if more than  $\frac{1}{2}$  of its floor-to-ceiling height is below the average grade of the adjoining ground and is subject to chronic dampness.

#### **410.480: Locks**

The owner shall provide, install and maintain locks so that:

- (A) Every dwelling unit shall be capable of being secured against unlawful entry.
- (B) Every door of a dwelling unit shall be capable of being secured from unlawful entry.
- (C) The main entry door of a dwelling containing more than three dwelling units shall be so designed or equipped so as to close and lock automatically with a lock, including a lock with an electrically-operated striker mechanism, a self-closing door and associated equipment. Every door of the main common entryway and every exterior door into said dwelling, other than the door of such main common entryway which is equipped as provided in the preceding sentence shall be equipped with an operating lock. (M.G.L. c. 143, § 3R.)
- (D) Every entry door of a dwelling unit or rooming unit shall be capable of being secured from unlawful entry.
- (E) Every openable exterior window shall be capable of being secured.
- (F) Locking devices shall comply with the requirements of 780 CMR 1017.4.1 to avoid entrapment in the building.

#### **410.481: Posting of Name of Owner**

An owner of a dwelling which is rented for residential use, who does not reside therein and who does not employ a manager or agent for such dwelling who resides therein, shall post and maintain or cause to be posted and maintained on such dwelling adjacent to the mailboxes for such dwelling or elsewhere in the interior of such dwelling in a location visible to the residents a notice constructed of durable material, not less than 20 square inches in size, bearing his name, address and telephone number. If the owner is a realty trust or partnership, the name, address and telephone number of the managing trustee or partner shall be posted. If the owner is a corporation, the name, address and telephone number of the president of the corporation shall be posted. Where the owner employs a manager or agent who does not reside in such dwelling, such manager or agent's name, address and telephone number shall also be included in the notice. (See M.G.L. c. 143, § 3S.)

#### **410.482: Smoke Detectors and Carbon Monoxide Alarms**

- (A) Owners shall provide, install, and maintain in operable condition smoke detectors and carbon monoxide alarms in every dwelling that is required to be equipped with smoke detectors and carbon monoxide alarms in accordance with any provision of the Massachusetts General Laws and any applicable regulations of the State Board of Fire Prevention (527 CMR), State Board of Building Regulations and Standards (780 CMR), or the Board of Examiners of Plumbers and Gas Fitters (248 CMR).
- (B) The board of health shall immediately notify the chief of the local fire department of any violation of 105 CMR 410.482 which is observed during an inspection of any dwelling.
- (C) If any dwelling is found by the local fire department to be adequately equipped with smoke detectors and carbon monoxide alarms, the board of health shall not be authorized by 105 CMR 410.482 to impose any additional or differing smoke detector or carbon monoxide alarm requirement beyond that which has been found sufficient by the local fire department.

#### **410.500: Owner's Responsibility to Maintain Structural Elements**

Every owner shall maintain the foundation, floors, walls, doors, windows, ceilings, roof, staircases, porches, chimneys, and other structural elements of his dwelling so that the dwelling excludes wind, rain and snow, and is rodent-proof, watertight and free from chronic dampness, weathertight, in good repair and in every way fit for the use intended. Further, he shall maintain every structural element free from holes, cracks, loose plaster, or other defect where such holes, cracks, loose plaster or defect renders the area difficult to keep clean or constitutes an accident hazard or an insect or rodent haborage.

#### **410.501: Weathertight Elements**

- (A) A window shall be considered weathertight only if:
  - (1) all panes of glass are in place, unbroken and properly caulked; and
  - (2) the window opens and closes fully without excessive effort; and
  - (3) exterior cracks between the prime window frame and the exterior wall are caulked; and
  - (4) one of the following conditions is met:
    - (a) a storm window is affixed to the prime window frame, with caulking installed so as to fill exterior cracks between the storm window frame and the prime window frame; or
    - (b) weatherstripping is applied such that the space between the window sash and the prime window frame is no larger than 1/16 inch at any point on the perimeter of the sash, in the case of double hung windows and 1/32 inch in the case of casement windows; or
    - (c) the window sash is sufficiently well-fitted such that, without weatherstripping, the space between the window sash and the prime window frame is no larger than 1/16 inch at any point on the perimeter of the sash in the case of double hung windows and 1/32 inch in the case of casement windows.
- (B) An exterior door or a door leading from a dwelling unit to a common passageway shall be considered to be weathertight only if:
  - (1) all panes of glass are in place, unbroken and properly caulked; and
  - (2) the door opens and closes fully without excessive effort; and
  - (3) exterior cracks between the prime door frame and the exterior wall are caulked; and
  - (4) one of the following conditions is met:
    - (a) a storm door is affixed to the prime door frame, with caulking installed so as to fill exterior cracks between the storm door frame and the prime door frame; or
    - (b) weatherstripping is applied such that the space between the door and the prime door frame is no larger than 1/16 inch at any point on the perimeter of the door or
    - (c) the door is sufficiently well-fitted such that, without weather-stripping, the space between the door and the prime door frame is no larger than 1/16 inch at any point on the sides of the door or \_ inch at any point on the top or bottom of the door.

- (C) A wall, floor, ceiling or other structural element shall be considered weathertight only if all cracks and spaces not part of heating, ventilating or air conditioning systems are caulked or filled in as to prevent infiltration of exterior air or moisture.

#### **410.503: Protective Railings and Walls**

The owner of all dwellings shall provide:

- (A) A safe handrail for every stairway that is used or intended for use by the occupant as required by 780 CMR: Massachusetts State Building Code.
- (B) A wall or guardrail on the open side of all stairways no less than 30 inches in height. Any such guardrail replaced or constructed after August 28, 1997 (effective date of Massachusetts State Building Code, Sixth Edition) shall be not less than 34 inches in height (780 CMR 1022.2.2 and 3603.14.2.1).
- (C) A wall or guardrail at least 36 inches in height, enclosing every porch, balcony, mezzanine, landing, roof or similar place, which is 30 inches or more above the ground and that is used or intended for use by the occupants. Any such wall or guardrail for other than Use Group R-4 and along opens sided floor areas, mezzanines and landings in occupancies in Use Group R-3, replaced or constructed after August 28, 1997, shall not be less than 42 inches in height (780 CMR 102 and 3603.14).
- (D) Between all required guardrails and open handrails, balusters placed at intervals of no more than six inches, or any other ornamental pattern between the guardrail or handrail and floor or stair such that a sphere six inches in diameter can not pass through the opening. Any balusters or ornamental work constructed or replaced after August 28, 1997 shall have no space greater than 4½ inches and in all use groups other than R-4, shall not be constructed as to provide a ladder effect (780 CMR 1021 and 3603.14).

#### **410.504: Non-absorbent Surfaces**

The owner shall provide:

- (A) On the floor surfaces of every room containing a toilet, shower or bathtub and every kitchen and pantry, a smooth, noncorrosive, nonabsorbent and water proof covering. This shall not prohibit the use of carpeting in kitchens and bathrooms, nor the use of wood in the kitchen, provided they meet the following qualifications:
- (1) Carpeting must contain a solid, nonabsorbent, water repellent backing which will prevent the passage of moisture through it to the floor below; and
  - (2) Wood flooring must have a water resistant finish and have no cracks to allow the accumulation of dirt and food, or the harborage of insects.
- (B) On the walls of every room containing a toilet, shower or bathtub up to a height of 48 inches, a smooth noncorrosive, nonabsorbent and waterproof covering.
- (C) On wall areas above built-in bathtubs having installed shower heads and in shower compartments up to height not less than six feet above the floor level, with a smooth, noncorrosive, nonabsorbent waterproof covering. Such wall shall form a watertight joint with each other and with either the tub, receptor or shower floor.

#### **410.550: Extermination of Insects, Rodents and Skunks**

- (A) The occupant of a dwelling containing one dwelling unit shall maintain the unit free from all rodents, skunks, cockroaches and insect infestation, and shall be responsible for exterminating them, provided, however, that the owner shall maintain any screen, fence or other structural element necessary to keep rodents and skunks from entering the dwelling.
- (B) The owner of a dwelling containing two or more dwelling units shall maintain it and its premises free from all rodents, skunks, cockroaches and insect infestation and shall be responsible for exterminating them.
- (C) The owner of a rooming house shall maintain it and its premises free from all rodents, skunks, cockroaches and insect infestation, and shall be responsible for exterminating them.
- (D) Extermination shall be accomplished by eliminating the harborage places of insects and rodents, by removing or making inaccessible materials that may serve as their food or breeding ground, by poisoning, spraying, fumigating, trapping or by any other recognized and legal pest elimination method. All use of pesticides within the interior of a dwelling, dwelling unit, rooming house, or mobile home shall be in accordance with applicable laws and regulations of the Department of Food and Agriculture's Pesticide Board, including those appearing at 333 CMR 13.00, which provide, among other things, that pesticide applicators or their employers must give at least 48 hours pre-notification to occupants of all residential units prior to any routine commercial application of pesticides for the control of indoor household or structural indoor pests.

#### **410.551: Screens for Windows**

The owner shall provide screens for all windows designed to be opened on the first four floors opening directly to the outside from any dwelling unit or room unit provided, that in an owner-occupied unit, the owner need provide screens for only those windows used for ventilation. All new or replacement screens shall be of not less than 16 mesh per square inch.

Said screens:

- (1) shall cover that part of the window that is designed to be opened but in no case less than the area as required in 105 CMR 410.280(A); and

- (2) shall be tight fitting as to prevent the entrance of insects and rodents around the perimeter.
- (3) Expandable temporary screens shall not be deemed to satisfy the requirements of 105 CMR 410.551(1) or (2).

#### **410.552: Screens for Doors**

The owner shall provide a screen door for all doorways opening directly to the outside from any dwelling unit or rooming unit where the screen door will be permitted to slide to the side or open in an outward direction, provided, that in an owner-occupied unit, the owner need provide screens only for those doorways used for ventilation. All new or replacement screens in screen doors shall be of not less than 16 mesh per square inch.

Said screen door:

- (1) shall be equipped with a self-closing device except where the screen is designed to slide to the side; and
- (2) shall be tight-fitting as to prevent the entrance of insects and rodents around the perimeter; and

#### **410.553: Installation of Screens**

The owner shall provide and install screens as required in 105 CMR 410.551 and 410.552 so that they shall be in place during the period between April first to October 30th, both inclusive, in each year.

#### **410.600: Storage of Garbage and Rubbish**

- (A) Garbage or mixed garbage and rubbish shall be stored in watertight receptacles with tight-fitting covers. Said receptacles and covers shall be of metal or other durable, rodent-proof material. Rubbish shall be stored in receptacles of metal or other durable, rodent-proof material. Garbage and rubbish shall be put out for collection no earlier than the day of collection.
- (B) Plastic bags shall be used to store garbage or mixed rubbish and garbage only if used as a liner in watertight receptacles with tight-fitting covers as required in 105 CMR 410.600(A), provided that the plastic bags may be put out for collection except in those places where such practice is prohibited by local rule or ordinance or except in those cases where the Department of Public Health determines that such practice constitutes a health problem. For purposes of the preceding sentence, in making its determination the Department shall consider, among other things, evidence of strewn garbage, torn garbage bags, or evidence of rodents.
- (C) The owner of any dwelling that contains three or more dwelling units, the owner of any rooming house, and the occupant of any other dwelling place shall provide as many receptacles for the storage of garbage and rubbish as are sufficient to contain the accumulation before final collection or ultimate disposal, and shall locate them so as to be convenient to the tenant and so that no objectionable odors enter any dwelling.
- (D) The occupants of each dwelling, dwelling unit, and rooming unit shall be responsible for the proper placement of his garbage and rubbish in the receptacles required in 105 CMR 410.600(C) or at the point of collection by the owner.

#### **410.601: Collection of Garbage and Rubbish**

The owner of any dwelling that contains three or more dwelling units, the owner of any rooming house, and the occupant of any other dwelling place shall be responsible for the final collection or ultimate disposal or incineration of garbage and rubbish by means of:

- (A) the regular municipal collection system; or
- (B) any other collection system approved by the board of health; or
- (C) when otherwise lawful, a garbage grinder which grinds garbage into the kitchen sink drain finely enough to ensure its free passage, and which is otherwise maintained in a sanitary condition; or
- (D) when otherwise lawful, a garbage or rubbish incinerator located within the dwelling which is properly installed and which is maintained so as not to create a safety or health hazard; or
- (E) when otherwise lawful, by backyard composting of compostable material, provided that the composting operation does not attract rodents or other vectors and does not create a nuisance, and provided further that in the case of composting by an occupant, the occupant obtain the prior written permission of the owner.
- (F) any other method of disposal which does not endanger any person and which is approved in writing by the board of health. (See 105 CMR 410.840.)

#### **410.602: Maintenance of Areas Free from Garbage and Rubbish**

- (A) Land. The owner of any parcel of land, vacant or otherwise, shall be responsible for maintaining such parcel of land in a clean and sanitary condition and free from garbage, rubbish or other refuse. The owner of such parcel of land shall correct any condition caused by or on such parcel or its appurtenance which affects the health or safety, and well-being of the occupants of any dwelling or of the general public.
- (B) Dwelling Units. The occupant of any dwelling unit shall be responsible for maintaining in a clean and sanitary condition and free of garbage, rubbish, other filth or causes of sickness that part of the dwelling which he exclusively occupies or controls.
- (C) Dwellings Containing Less than Three Dwelling Units. In a dwelling that contains less than three dwelling units, the occupant shall be responsible for maintaining in a clean and sanitary condition, free of garbage, rubbish, other filth or causes of sickness the stairs or stairways leading to his dwelling unit and the landing adjacent to his dwelling unit if the stairs, stairways or landing are not used by another occupant.

- (D) Common Areas. In any dwelling, the owner shall be responsible for maintaining in a clean and sanitary condition free of garbage, rubbish, other filth or causes of sickness that part of the dwelling which is used in common by the occupants and which is not occupied or controlled by one occupant exclusively.

The owner of any dwelling abutting a private passageway or right-of-way owned or used in common with other dwellings or which the owner or occupants under his control have the right to use or are in fact using shall be responsible for maintaining in a clean and sanitary condition free of garbage, rubbish, other filth or causes of sickness that part of the passageway or right-of-way which abuts his property and which he or the occupants under his control have the right to use, or are in fact using, or which he owns.

**410.750: Conditions Deemed to Endanger or Impair Health or Safety**

- (A) Failure to provide a supply of water sufficient in quantity, pressure and temperature, both hot and cold, to meet the ordinary needs of the occupant in accordance with 105 CMR 410.180 and 410.190 for a period of 24 hours or longer.
- (B) Failure to provide heat as required by 105 CMR 410.201 or improper venting or use of a space heater or water heater as prohibited by 105 CMR 410.200(B) and 410.202.
- (C) Shutoff and/or failure to restore electricity, gas or water.
- (D) Failure to provide the electrical facilities required by 105 CMR 410.250(B), 410.251(A), 410.253 and the lighting in common area required by 105 CMR 410.254.
- (E) Failure to provide a safe supply of water.
- (F) Failure to provide a toilet and maintain a sewage disposal system in operable condition as required by 105 CMR 410.150(A)(1) and 410.300.
- (G) Failure to provide adequate exits, or the obstruction of any exit, passageway or common area caused by any object, including garbage or trash, which prevents egress in case of an emergency 105 CMR 410.450, 410.451 and 410.452.
- (H) Failure to comply with the security requirements of 105 CMR 410.480(D).
- (I) Failure to comply with any provisions of 105 CMR 410.600, 410.601, or 410.602 which results in any accumulation of garbage, rubbish, filth or other causes of sickness which may provide a food source or harborage for rodents, insects or other pests or otherwise contribute to accidents or to the creation or spread of disease.
- (J) The presence of leadbased paint on a dwelling or dwelling unit in violation of 105 CMR 460.000: *Lead Poisoning Prevention and Control*. (See M.G.L c. 111, §§ 190 through 199.)
- (K) Roof, foundation, or other structural defects that may expose the occupant or anyone else to fire, burns, shock, accident or other dangers or impairment to health or safety.
- (L) Failure to install electrical, plumbing, heating and gasburning facilities in accordance with accepted plumbing, heating, gasfitting and electrical wiring standards or failure to maintain such facilities as are required by 105 CMR 410.351 and 410.352, so as to expose the occupant or anyone else to fire, burns, shock, accident or other danger or impairment to health or safety.
- (M) Any defect in asbestos material used as insulation or covering on a pipe, boiler or furnace which may result in the release of asbestos dust or which may result in the release of powdered, crumbled or pulverized asbestos material in violation of 105 CMR 410.353.
- (N) Failure to provide a smoke detector or carbon monoxide alarm required by 105 CMR 410.482.
- (O) Any of the following conditions which remain uncorrected for a period of five or more days following the notice to or knowledge of the owner of said condition or conditions:
- (1) Lack of a kitchen sink of sufficient size and capacity for washing dishes and kitchen utensils or lack of a stove and oven or any defect that renders either inoperable.
  - (2) Failure to provide a washbasin and shower or bathtub as required in 105 CMR 410.150(A)(2) and 410.150(A)(3) or any defect which renders them inoperable.
  - (3) Any defect in the electrical, plumbing, or heating system which makes such system or any part thereof in violation of generally accepted plumbing, heating, gasfitting, or electrical wiring standards that do not create an immediate hazard.
  - (4) Failure to maintain a safe handrail or protective railing for every stairway, porch balcony, roof or similar place as required by 105 CMR 410.503(A) and 410.503(B).
  - (5) Failure to eliminate rodents, cockroaches, insect infestations and other pests as required by 105 CMR 410.550.
- (P) Any other violation of 105 CMR 410.000 not enumerated in 105 CMR 410.750(A) through (O) shall be deemed to be a condition which may endanger or materially impair the health or safety and well-being of an occupant upon the failure of the owner to remedy said condition within the time so ordered by the board of health.

**POSTING OF NAME OF OWNER, MANAGING TRUSTEE, OR  
CORPORATE PRESIDENT**

law section 410.481 of the Chapter 2 Housing Code

**Property Owner:**

\_\_\_\_\_

**Telephone #:**

\_\_\_\_\_

**Address:**

\_\_\_\_\_

\_\_\_\_\_

**Manager/Agent:**

\_\_\_\_\_

**Telephone #:**

\_\_\_\_\_

**Address:**

\_\_\_\_\_

\_\_\_\_\_

**POSTING OF NAME OF OWNER, MANAGING TRUSTEE, OR  
CORPORATE PRESIDENT**

law section 410.481 of the Chapter 2 Housing Code

**Property Owner:**

\_\_\_\_\_

**Telephone #:**

\_\_\_\_\_

**Address:**

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\_\_\_\_\_

**Manager/Agent:**

\_\_\_\_\_

**Telephone #:**

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**Address:**

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