



Some Basic Rights and Responsibilities of Landlords and Tenants

Landlords must:

- Ensure that their apartments meet state and local fire, housing, and health codes;
- Provide electricity and heating systems. By law the temperature must stay above 65 degrees in the winter;
- Keep their apartments free of rodent and insect infestations;
- Keep their apartment safe and, for example, supply smoke detectors, eliminate peeling paint and fix broken windows;
- Give tenants advance notice, and get tenants' permission, before entering their apartments, except in emergencies;
- Never lock tenants out of their apartments; and
- Within 30 days of move outs, either return tenants' security deposits and/ or provide them with written notice itemizing the damages you are claiming.

TENANTS: EVEN IF YOU THINK YOUR RIGHTS ARE BEING VIOLATED, YOU MUST KEEP PAYING RENT OR YOU RISK EVICTION.

Tenants must:

- Pay rent on time. Tenants who don't pay with checks are legally entitled to receipts from their landlords. Keep all rent receipts for your records;
- Know what your leases say, and do what they require;
- Keep your apartments, and any other areas for which you are responsible, clean and safe;
- Allow your landlords to enter the apartment at reasonable times;
- Notify your landlords before making changes to the apartment;
- Be sure to move out on the day you're supposed to. If you don't have a written lease, you should move by the last day of the lease month or you may be charged another full month's rent;
- Return all keys to the apartment to your landlord; and
- Provide your landlord with a forwarding address, in writing.

If you think your rights are being violated, you should:

1. First, talk to your landlord and try to work out a solution. Make and keep notes of all conversations.
2. If talking doesn't work, write a letter to your landlord explaining the situation. Include details about what you are asking for and why. Keep a copy of your letter.
3. If you and your landlord aren't able to resolve a problem about the physical condition of your apartment, contact the Housing Code Enforcement division of the City's Department of Health and Social Services at 977-4363 to schedule an inspection.
4. If you and your landlord are unable to resolve a problem and you need more information about your rights or the law, you may contact the City's Fair Rent program office at 977-4029.
5. If you need legal representation call your attorney or, if you are income-eligible, Connecticut Legal Services.