



MAYOR ARUNAN ARULAMPALAM

City of Hartford Resident Guide

**Spring and Summer 2024
Updated Aug 2024**



One Hartford

A communication from the Community Engagement Office of Mayor Arunan Arulampalam



A Message from Mayor Arunan Arulampalam

Dear Residents,

As we enter the spring and summer seasons, the City of Hartford's community engagement team has put together a helpful resource guide so you can stay up-to-date on important programs, initiatives, and information. Please take a moment to look through this booklet, which includes details about a variety of topics for the warmer months, from summer programs to trash collection to homeowner resources and more.

If you have any further questions, our Hartford 311 team is here to help! They can be reached at (860) 757-9311 or 311callcenter@hartford.gov. Staff available Monday – Friday: 8:00AM – 5:00PM.

With warmest regards,
Arunan



**A Message from the Director
Office of Community Engagement**

My Fellow Residents,

As we prepare to head into the great outdoors, my team and I have assembled some information we hope you will find useful.

In this year’s edition, you will find resources focused on maintaining a safe and healthy home for property owners and tenants alike. Information is also available for youth employment, family activities and summer recreation.

The Hartford 311 team and I are here to answer any questions, share information, and be your one stop shop for service requests to the City.

There are multiple ways to stay connected with us:

- **One Hartford Newsletter – weekly updates from the City**
Sign up at: www.hartfordct.gov/emailme
- **Follow us on Facebook:** www.facebook.com/hartford311
- **Visit the 3-1-1 Service Center at Hartford City Hall, 550 Main St, Room 1**
- **Call us directly at (860) 757-9311.** Our team is available Monday – Friday 8:00am – 5:00pm.

Thank you, stay safe, and enjoy the spring and summer season.

Janice C. Castle

Director, Office of Community Engagement
Office of Mayor Arunan Arulampalam

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Email: janice.castle@hartford.gov

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DEPARTMENT OF DEVELOPMENT SERVICES

PROPERTY MAINTENANCE STANDARDS

The City of Hartford Blight Remediation Team wants your help to make our City cleaner, greener and healthier for us all. To assist in your efforts, the Team has assembled an easy to use checklist of Property Maintenance Standards per the City of Hartford Municipal Code and Zoning Regulations for yard/lot and building maintenance.

Yard/Lot Maintenance

- No Pooling or Stagnant Water** - All premises shall be graded, drained, and maintained to prevent the erosion of soil and to prevent the accumulation of stagnant water thereon. Mun. Code § 9-93B(1)(a).
- Fences must be maintained** - Maintenance includes painting as needed, removal or covering of graffiti, and replacement or repair of fences as needed. Mun. Code § 9-93B(1)(c).
- No Weeds** - Grass, weeds or similar vegetation must be mowed and maintained on a regular basis. Maintenance includes the removal or replacement of dead or destroyed trees and shrubs. Property owner is responsible for maintaining grass and vegetation in planting strip between sidewalk and curb. Mun. Code § 9-93B(1)(d).
- Driveways** – Steps, walks, and driveways must be maintained to allow safe passage under normal use and weather conditions. Mun. Code § 9-93B(1)(e).
- No Litter, Trash, or Dumping** – No accumulation of trash, garbage, litter, debris, waste, or rubbish. Discarded or inoperable appliances, furniture, and machinery must be disposed of in compliance with local ordinances and state law. The parking or storage of inoperable vehicles is not permitted without a proper license. Mun. Code §§ 9-93B(1)(g); 9-93A(6).

DEPARTMENT OF DEVELOPMENT SERVICES

PROPERTY MAINTENANCE STANDARDS

Building Maintenance:

- ❑ **Wood/Painted Surfaces** – Exterior wood surfaces, other than decay-resistant woods, must be protected from the elements and decay by painting or other protective covering or treatment. Substantial peeling, flaking, and chipped paint must be removed and surfaces repainted. Mun. Code § 9-93B(2)(a).
- ❑ **No Graffiti** – Exterior surfaces, including fences, must be kept free of graffiti. Mun. Code §§ 9-93B(1)(c), 9-93B(2)(a).
- ❑ **Walls/Foundations** – Exterior walls and foundations must be maintained free from holes, breaks, and open cracks. Mun. Code §§ 9-93B(2)(a), 9-93B(2)(c).
- ❑ **Roofs** – Roofs and flashing must be sound, tight, and not have holes or other defects that admit rain. Roof tiles, shingles, and any other attachments must be properly attached and kept in sound condition. Tarps are permitted only temporarily while work is being performed. Mun. Code § 9-93B(2)(d).
- ❑ **Chimneys** – Chimneys must be maintained structurally sound and safe. Mun. Code § 9-93B(2)(i).
- ❑ **Gutters** – Roof drains, gutters, and downspouts must be maintained and free from obstructions. Roof water cannot discharge onto your neighbor’s property. Mun. Code § 9-93B(2)(d).
- ❑ **Porches & Decks** – Exterior stairs, handrails, balconies, fire escapes, decks, and porches must be maintained structurally sound and safe. Mun. Code § 9-93B(2)(h).
- ❑ **Windows & Screens** – Windows must be kept in sound condition and weather-tight. No broken windows. Screens must be maintained and free from tears and large holes. Boarded up windows and doors are permitted only temporarily to secure property while work is being performed. Mun. Code §§ 9-93B(2)(j); 9-98.
- ❑ **No Rodents** – Yard, courts, and vacant lots shall be kept clean and free of rodent infestations. Buildings and structures must be maintained free of insect, vermin, pigeon, and rodent harborage and infestation. Mun. Code §§ 9-93B(1)(f); 9-93B(2)(k).



CITY OF HARTFORD
DEPARTMENT OF PUBLIC WORKS



THE CITY OF HARTFORD BEGINS A A SUMMER YARD WASTE COLLECTION FOR A LIMITED TIME

Curbside collection of **Brown Leaf Bags** will occur on normal trash days during the 4th week of each month

- June 24th - 28th
- July 22nd - 26th
- August 26th - 30th
- September 23rd - 27th



Branches & Other Debris:

Tree limbs, branches, and other brush debris, tied in 6 ft sections, on normal trash days during the last week of each month



Additional Option:
Bring paper bags to Waste Recycling Center
180 Leibert Road: Tuesday - Saturday,
9am - 1:45 pm



**FOR FURTHER INFORMATION
CALL HARTFORD 311 AT 860.757.9311**

Staff Available Monday-Friday: 8am - 5pm



DEPARTMENT OF PUBLIC WORKS

TRASH COLLECTION INFORMATION

Trash collection is a service we all depend on for the safe and healthy upkeep of our city. For this to happen, Public Works depend on every resident to follow certain guidelines to make the process as easy as possible for all involved.

Free trash collection in the City is provided to:

- Single family homes
- Multifamily with 6 units or less
- Condo association of 6 units or less

For trash collection, please do the following:

- Place trash can curbside after 4pm the day prior to trash collection or before 7am on collection day
- Use City of Hartford issued trash and recycle bins
- Allow 2 – 3 feet between trash bins for proper collection
- Place garbage bags in trash bins versus loose trash. Loose trash in bins may result in trash falling into streets during collection

Reasons Trash May Not Get Picked Up

- Trash can not issued by the City of Hartford
- You placed out items that the garbage company doesn't accept such as construction materials or hazardous waste
- Your bin was over the weight limit
- Something was blocking the garbage truck from servicing your container
- Your bins were set out after the truck went by your house. DPW ask that you roll your trash bins to the curb after 4 pm the night before the day of collection or before 7 am the day of collection.

Why the Garbage Truck Didn't Come

- Holiday week – the observance of certain holidays may result in trash collection being delayed by one day.
- Weather delay - If the weather presents a danger to the garbage collectors, services will often be delayed
- Property Not-serviceable – if you live in an apartment complex or multifamily with more than 6 units, your property is not serviced by the City of Hartford. Please contact management
- Human Error – Sometimes we make mistakes and may miss your property unintentionally. Please call Hartford 311 by dialing 311 or (860) 757-9311 if this happens.



HOW TO RECYCLE LIKE A PRO

Connecticut now has a universal list of what belongs in your recycling bin and what doesn't. All items should be **EMPTY, RINSED, CLEAN** and **OPEN**. Do not **SHRED, BOX, BAG** or **BUNDLE** items.



Yes, please!



No, thanks!

PAPER



Junk Mail
Magazines
Newspapers
Office paper
Cardboard boxes
Pizza boxes
Food cartons
Beverage cartons



Gift wraps & gift bags
Ice cream containers
Paper cups (hot & cold)
Shredded paper
Take-out food containers
Tissue paper

GLASS



Beverage bottles & jars
Food bottles & jars



Ceramic mugs & plates



Drinking glasses

METAL



Aluminum foil
Cans & bottles
Foil containers
Metal can and bottle lids
Food related aerosol containers



Aerosol containers (cleaners, pesticides, deodorizers)
Paint cans
Pots & pans
Small pieces of scrap metals

PLASTIC



Plastic bottles
Plastic containers, tubs & lids
Plastic one-use cups (no lids, no straws)



Loose bottle caps
Plastic bags & wraps
Plastic plates, bowls & utensils
Prescription bottles
Coffee containers
Styrofoam cups & containers
Packaging peanuts
Water filters



DEPARTMENT OF PUBLIC WORKS BULKY WASTE COLLECTION PROCESS

STEP

1

CALL

Public Works to Schedule Pick Up for all bulky items at
(860) 757-9311 or (860) 757-9983

All 1 – 6 unit non-commercial properties receive
TWO (2) FREE pick ups per unit of FIVE (5) OR FEWER items per year.
Additional pick-ups are \$75 each.

STEP

2

PLACE

Bulky items should be placed curbside
THE NIGHT BEFORE scheduled pick-up.

STEP

3

AVOID

The fine for placing bulk items curbside
WITHOUT a scheduled pick-up is \$99

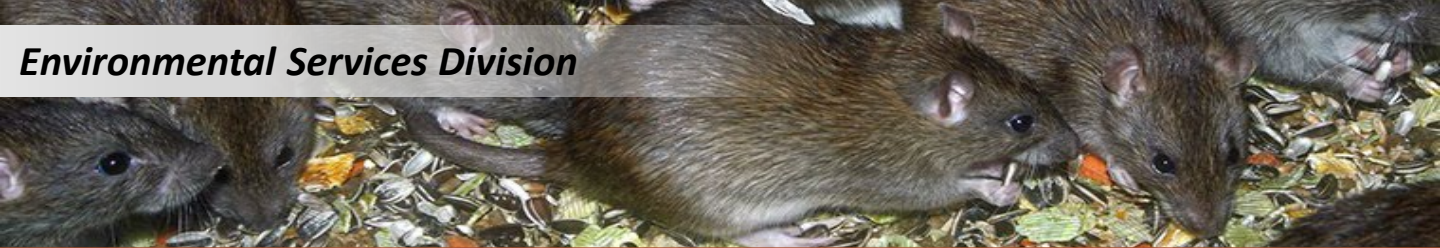
STEP

4

REPORT

All illegally dumped items should be reported to
Hartford 311 by calling **311 (landline)** or
(860) 757-9311 (cell phone)

BULKY items are large solid waste such as appliances, electronics, tree limbs, tires, furniture, mattresses and other items too large to fit reasonably in standard-issued collection containers. Bulky waste does not include any hazardous or toxic materials.



HEALTH & HUMAN SERVICES

HELP CONTROL RODENTS WITH THESE SIMPLE STEPS

Oh rats! Let's get these unwelcomed visitors out of our city. Here's how you can do your part to make sure their population is controlled by not giving them access to food or places to nest. See below for how you can keep your property rodent free.

RECOMMENDED ACTIONS:

- **PICK UP AFTER YOUR DOG EVERY TIME AND SECURE BIRD FEEDERS**

Dog feces are meals for rodents, if you do not pick up after your dog, you are giving rodents an invitation to dine on your property. Bird feeders should be used with a weather guard or use seed tray.

- **REMOVE SOURCES OF WATER**

Rodents need a source of water to survive. Decorative birdbaths, dripping outdoor faucets, hoses, or your dog's water bowl are all places where rodents can access water. By removing the source of water, you remove a reason for rodents to be on your property.

- **STORE YARD TRASH APPROPRIATELY**

Do not use your yard as a place to store trash. Having unused vehicles or furniture creates a space for rodents to seek shelter. The same is true of yard waste. Schedule a bulky pick up or take yard clippings to the landfill. Maintaining a clean yard deprives rodents and other wildlife of a habitat and food.

- **PLACE TRASH CANS CURBSIDE THE NIGHT BEFORE COLLECTION**

Trash cans sitting curbside for longer than needed can attract rodents and other wild animals to your property. Trash cans should be placed curbside no earlier than the night before your collection day.

- **PLACE GARBAGE IN APPROPRIATE CONTAINERS**

The cleaner we keep our neighborhoods, the less rodents we will see. Encourage others to not litter and to throw trash in appropriate containers or take it home and put it in the trash there. Let's do our part to keep our City clean

- **REDUCE BREEDING GROUNDS FOR RODENTS**

Follow the above steps to reduce the breeding grounds for rodents. Just two rodents could grow their population to nearly half a billion in just 3 years.

The Department of Health and Human Services uses multiple strategies to help control the rodent population. Rodenticide, dry ice, and even liquid birth control are tools used throughout the city to address the rodent population. Inspectors will step up enforcement as well. Enforceable violations include Exterior Garbage and Debris, Overgrown Grass, Weeds and Other vegetation, and blight violations.

Rodent Control Inspectors focus on multifamily dwellings and commercial properties and help property owners get started with a pest management program. They also consult with single family property owners, but do not bait those properties. The City baiting program does not take over the responsibilities of a property manager or owner.



LOUD & UNNECESSARY NOISE ENFORCEMENT

The Hartford Police Department would like to remind all residents and visitors of the City of Hartford's rules and regulations around noise and the impact it can have on quality of life.

A Noise violation results when any emitted sound can be plainly heard at a distance of one hundred (100) feet from its source.

HERE ARE A FEW COMMON NOISE VIOLATIONS:



Loud Music from Car or Property



Large outdoor parties with DJ and Speakers



Businesses that place speakers outdoors



Loud mufflers on motor vehicles



Megaphone use without a permit

Penalties for Violations

If convicted of violating this ordinance, a person or persons involved can be subject to community service, a fine up to ninety dollars (\$90.00) or up to twenty-five (25) days in jail.

To Report: Please contact your community service officer on Page 47 or the non-emergency line at Hartford Police Dispatch at (860) 757-4000.



"DON'T LET YOUR KITCHEN GO UP IN SMOKE: LEARN FIRE SAFETY TODAY!"



COOKING IS THE LEADING CAUSE OF HOME FIRES AND FIRE INJURIES



ALWAYS UNPLUG COUNTERTOP APPLIANCES WHEN NOT IN USE



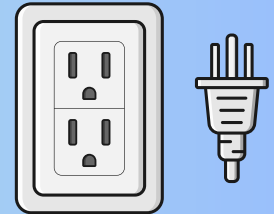
KEEP ANYTHING THAT CAN CATCH FIRE AWAY FROM YOUR STOVETOP



DOUBLE CHECK THAT EVERYTHING IS OFF WHEN YOU FINISH COOKING



NEVER LEAVE THE KITCHEN WHILE COOKING



MAKE SURE YOU HAVE, AND TEST, GFCI RECEPTACLES IN YOUR KITCHEN TO PREVENT SHOCK AND ELECTROCUTION



NEVER DISABLE A SMOKE ALARM WHILE COOKING



NEVER COOK WHILE SLEEPY, DRINKING ALCOHOL, OR TAKING MEDICATION THAT MAKES YOU DROWSY



NEVER USE A COOKING STOVE TO HEAT YOUR HOME



"PROTECT YOUR INVESTMENT: ESSENTIAL FIRE SAFETY TIPS FOR PROPERTY OWNERS"



THE FOLLOWING TIPS APPLY TO BUILDINGS WITH 3 UNITS OR ABOVE

Exits/Mean of Egress

- All exit doors should readily open from the inside without the use of a key, special knowledge, or effort.
- The Exits/Mean of Egress shall be continuously illuminated.
- Exit signs, where required, must be operational, adequately maintained, and tested regularly.
- Emergency Lighting is required in buildings with four or more stories or more than 12 units).
- Exits/Mean of Egress shall be free of all obstructions- no storage allowed.
- Winders (Narrow stairs) in the stairway require Normal Lighting, Emergency Lights, Continuous Handrails, and Strips.

Dwelling Unit

- Doors that open to exit access corridors must meet a fire-resistance rating and be self-closing and self-latching. They should not be secured in an open position.
- Smoke Alarms shall be installed inside and outside of sleeping and on all levels of the dwelling unit, including basements. (Follow the manufacturer's installation specifications for proper locations)
- Smoke alarms older than ten years must be replaced.
- Carbon Monoxide Alarms should be installed outside each separate sleeping area and on every occupiable level of a dwelling unit, including basements, excluding attics and crawl spaces.
- Each living room and sleeping room requires a secondary means of escape window that meets the size requirements. * Unless the dwelling unit is sprinklered
- A window opening for escape/ventilation shall provide a clear opening of not less than 20 inches in width and 22 inches in height.
- Security Devices that could obscure an Exit/Mean of Egress are not allowed.

Fire Alarm System

- If a Fire Alarm System is in place, it must be maintained.
- Detection, Alarm, and Communications are required in buildings with four or more stories or more than 11 units.
- System Testing/Inspection/Maintenance Records must be uploaded to Brycer/ The Compliance Engine.



"PROTECT YOUR INVESTMENT: ESSENTIAL FIRE SAFETY TIPS FOR PROPERTY OWNERS"



Basement or Mechanical Room

- Boiler/Furnace Room with equipment greater than 400K BTU requires 1-hour separation or sprinkler.
- A minimum of one-hour fire-rated doors, one at the top of the basement stairs and one at the bottom of the attic stairs are required.
- Combustibles shall not be stored in a boiler or mechanical or electrical room.
- The door is required to be closed and shall be self-closing/positive latching.
- All gas-fired heat-producing appliances (furnaces, water heaters, etc.) should have a clear space from combustibles of at least 36 inches on all sides.
- The electrical panel shall be clear of all obstructions.

Other

- No grill (propane, gas, or charcoal) or similar item may be stored on a porch or balcony.
- According to Hartford City Ordinance 13-5 requirements, a Knox box may be required.
- An address number is required on the property and visible from the street.
- The dumpster shall be located a minimum of 10 feet away from the building.
- The dumpster area shall be clear of excessive combustible materials.
- A one-hour fire resistance separation shall protect hazardous areas (Furnace rooms, Laundry Rooms, Storage areas). (Holes in ceilings and walls must be repaired appropriately)
- Plastic dryer vent piping should be replaced with a metal duct. Piping and dryer units should be cleaned regularly.
- Emergency Instructions shall be provided annually to each dwelling unit.

The fire safety tips provided above are intended to offer general guidance for enhancing safety in multi-unit properties. However, please be aware that these tips do not encompass all of the specific fire code requirements mandated by the Connecticut Fire Code for buildings of this nature.

To ensure full compliance with the applicable fire safety regulations and to address any specific concerns related to your property, we strongly advise consulting with an inspector from the Hartford Fire Marshal's Office. You can reach our office at 860-757-4530 to schedule an inspection or seek clarification on any fire safety-related matters.

Your safety and compliance are our top priorities, and our team is here to assist you in maintaining a secure living environment for all residents.



EMERGENCY SERVICES & TELECOMMUNICATIONS HOME SECURITY/ALARM REGISTRATION

The City of Hartford Department of Emergency Services & Telecommunications would like to remind owners and operators of Alarm Systems, both residential and business, of the necessity to register all Alarm Systems, to include security and fire. Per the City of Hartford Municipal Ordinance Section 25-14, all alarm owners or operators **must** obtain, complete and return with payment, an Alarm Permit Application **prior to** the installation of an Alarm System.

To register an alarm visit www.Hartford.gov/emergency-services and click on **Alarm Registration Application**.

Completed Alarm Permit Application Forms can be mailed with a **\$25.00** check or money order payable to:

**City of Hartford
Department of Emergency Services & Telecommunications
Alarm Ordinance Division
253 High Street
Hartford, CT 06103**

Failure to Register an Alarm will Result in a Ninety-Nine (\$99.00) Dollar Fine

PENALTIES

For alarm users who have not registered their systems, a ninety-nine dollar (\$99.00) fine will be imposed. In addition to the non-registration fee, any user of a non-permitted Alarm System will be subject to a citation and assessment of a one hundred dollar (\$100.00) fine for each offence of a false alarm dispatch.

The total fine for an alarm user who has not registered their system and who has had a false alarm occurrence is one hundred ninety-nine dollars (\$199).

Due to funding restrictions, loans are available for the types of repairs and improvements that involve housing or building code violations or to improve health and safety such as:

Types of Improvements

- Leaky roofs
- Inoperable furnaces and boilers
- Inoperable hot water heaters
- Chimney and Gutter repairs
- Electrical emergencies
- Smoke and carbon monoxide detectors



There are no application fees or up-front costs submit an application

For more Information

Visit us in person by appointment

Division of Housing
260 Constitution Plaza, Plaza Level
Hartford, CT 06103



Questions?

Staff Contact

Lorie Lurtin or
Beayanka Pinckney-Naraine

Phone

860-757-9022 or
860-757-9035

Website

<https://www.hartfordct.gov/housing>

Email

Lorie.Lurtin@hartford.gov or
PincB001@hartford.gov



www.hartfordct.gov/housing

City of Hartford Housing Preservation Loan Fund

Program Highlights

The Housing Preservation Loan Fund provides financing for the preservation of Hartford's housing stock and the revitalization of its neighborhoods. The program is designed to support efforts to beautify properties and improve Hartford neighborhoods.

The program is supported with Community Development Block Grant funds allocated to the Department of Development Services Division of Housing by the City of Hartford.

The Housing Preservation Loan Fund provides low-interest home improvement loans with rates that may range from 0% to 4% depending upon each applicant's income.

In accordance with federal guidelines, all properties built before 1978 must be inspected for lead-based paint (LBP) hazards. When rehabilitation work will disturb painted surfaces then lead-based paint hazards must be corrected during the rehabilitation project. Low interest loans will be offered to eligible investor owners with household incomes above 80% of the Hartford area median.

Property Owner Eligibility

- Basic eligibility for a loan from the Housing Preservation Loan Fund is determined by the income of the owner and/or the affordability of the rental units for low and moderate-income tenants.
- Very low-income and low owner-occupants of 1-4-unit buildings may be eligible for a deferred loan up to \$10,000 and/or a low interest loan (2%) with monthly payments.
- Deferred loans carry no interest rate (0%) and require no monthly payments. A deferred loan's full principal amount is due upon transfer of title to a non-borrower.
- Owner-occupants of 2-4 unit buildings whose income is not within federally defined limits and owners of 1-4 unit buildings that are not owner-occupied may qualify for 4% loans only if 51% of the units have tenants with low or moderate incomes. (Low and moderate-income tenants must occupy the building after rehabilitation if it is vacant at the time of application.)
- (For 3-4 units) rental limits and occupancy by low-moderate income households may be required in at least 51% of the units for the purpose of maintaining affordability to low & moderate-income households.
- Deferred loans and amortizing loans are available depending on owner's income.
- Only homeowners defined as very low-income (50% AMI or lower) are eligible for deferred loans at 0%.
- Deferred loans are repaid at property transfer and include an owner-occupancy restriction
- All other loans are fully amortizing over 10 years at rates of 2 or 4%
- Eligibility is defined by:
 - Income of owner
 - Income of tenants (if applicable)
 - Ability to make payments (if applicable)
 - Low & moderate-income tenants & rent limits (at least 51% of units)

Maximum loan amounts are:

- For deferred loans
 - The maximum loan amount is \$10,000
- For amortizing loans
 - \$25,000 – single family
 - \$30,000 – two family
 - \$36,000 – three family
 - \$43,000 – four family

CRITICAL HOME REPAIR PROGRAM

Ensuring Hartford's Homeowners have heat, hot water, and access to accessibility modifications



HISTORY

The aim of this program is to help people who have critical and immediate needs that affect their ability to live in warmth, safety, and independence. Since 2002, Rebuilding Together Hartford's Critical Home Repair program has assisted Hartford's low-income homeowners facing these issues by providing equipment to aid in activities of daily living, heat, water, minor electrical, and plumbing. A vast majority of the work is performed by paid contractors to aid community residents including families with young children, seniors, people with disabilities, and veterans.

QUALIFICATIONS

Rebuilding Together Hartford's Critical Home Repair program runs all year long and is available to homeowners who qualify. To qualify you must live in the home you are applying for, and meet income eligibility requirements according to HUD's household income standards. RTH prioritizes applicants who are seniors, families with children, disabled, and Veterans.

HOW TO APPLY

1. Complete the CHR application

Once you have the application for Rebuilding Together Hartford's Critical Home Repair Program fill it out in its entirety! Along with completing its two pages, you must provide both proof of income and proof of residency.

2. Return the Application to RTH

After you have completed the application return it to Rebuilding Together Hartford! There are a number of ways to get your application to us: E-mail, Mail, Fax, or you can bring the application to our office.

3. Wait for RTH to Contact You

Once your application has been received an RTH staff member will reach out to you to schedule a home visit or assessment (assessment will either be conducted by a staff member, volunteer, or contractor). **This does not guarantee program acceptance.**

REPAIRS MAY INCLUDE

- Furnace Repairs
- Hot water Heater Repairs
- Small Roof Repairs
- Wheelchair Ramp Installations
- Stair lift installations

MAXIMUM HOUSEHOLD INCOME

1. Person: \$66,150
2. Person: \$75,600
3. Person: \$85,050
4. Person: \$94,500
5. Person: \$102,100



Rebuilding
Together
Hartford

Safe Homes and Communities for Everyone

(860) 757-9425

P.O. Box 230295

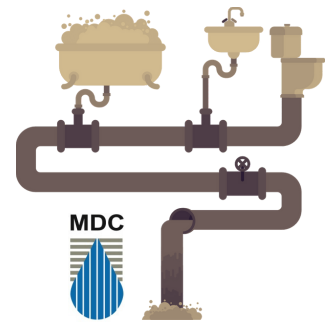
Hartford, CT 06123

Info@rthartford.org

www.Rthartford.org

SEWER HOUSE CONNECTION PROGRAM

FOR EXISTING HOUSE CONNECTIONS



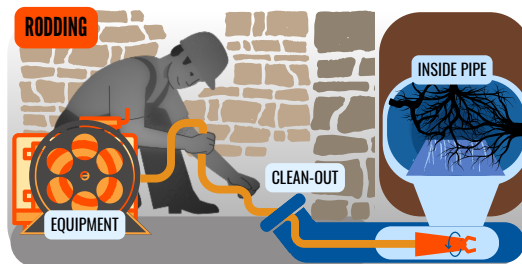
The sewer house connection is the pipe that carries wastewater from your home to the sanitary sewer main located in the street.

MAINTENANCE AND/ OR INSPECTION OF EXISTING HOUSE CONNECTIONS

For property owners with existing sanitary sewer house connections (laterals), **the property owners are responsible for maintenance of the entire length of house connection** per MDC Sewer Ordinance § S3s, “Maintenance of Sewer Connections.” As part of the Sewer House Connection Program (“Program”), **the District offers emergency and non-emergency maintenance and inspection services and provides funding for renewal of the house connection upon request of the Property Owner.**

Reimbursement is dependent upon the property owner’s contractor contacting Utility Services to arrange for a Rodding Permit and District inspector to be on-site to witness the work. The District does not assume any responsibility over the house connection by performing sewer rodding and/or CCTV inspection.

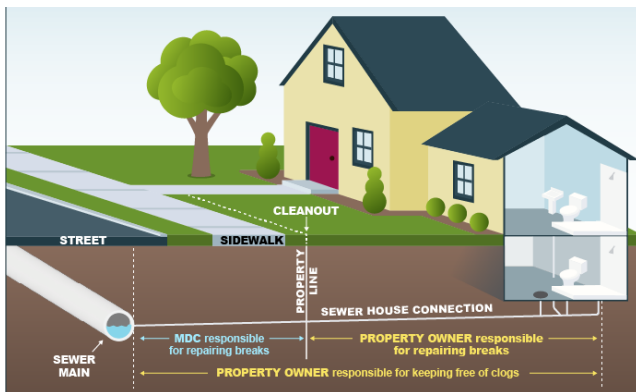
Following the maintenance and inspection services, the District will provide the property owner a report detailing the condition of the house connection based on the inspection.



If the condition report indicates that the house connection presently requires repair, then the procedures defined in the “Renewal of



Existing House Connection” section on the other side will be followed. If the condition report indicates that renewal of the house connection is not presently needed and routine maintenance can be performed to extend the life of the house connection, the District will provide the property owner a maintenance plan including appropriate maintenance activities with suggested frequencies. Execution of the maintenance plan, including power rodding and/or CCTVing, will be the responsibility of the property owner at his/her own cost. The District will provide an estimated timeline for future inspection of the house connection based on the condition of the pipe.

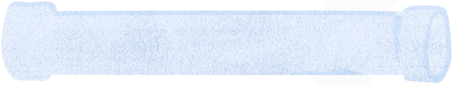


In the event of disruption to a property’s sewer service, **the District will offer the property owner a qualified registered contractor to perform sewer rodding and/or CCTV inspection services at no cost to the property owner.**

Alternatively, the property owner may hire their own contractor to perform the services and the District will reimburse the property owner up to \$200 for a sewer rodding and/or \$300 per CCTV inspection.

RENEWAL OF EXISTING HOUSE CONNECTIONS

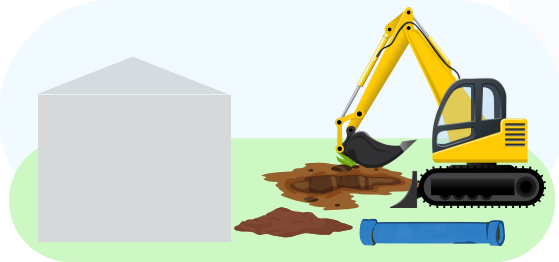
The District will provide funding up to \$10,000 for the property owner to renew the house connection. **This is a one-time funding program per eligible property. The property owner will be responsible for contracting with a licensed drainlayer and qualified, bonded and insured contractor.** The District will provide the property owner its list of qualified contractors. If all requirements of the Program are met, following completion and acceptance of the renewal work, the District will pay the contractor up to \$10,000.



If a property's house connection needs replacement or renewal, the property owner may be eligible for replacement or renewal of the house connection at little to no cost to the property owner. Prior to acceptance into the Program, contract proposals and/or price quotes between the property owner and his/her contractor(s) must be submitted to Utility Services for review to verify the reasonableness of the scope of work and cost proposal. The District reserves the right to deny any price proposal. **Any increase in the price due to unforeseen circumstances must be approved in writing by the District prior to funding.** The property owner shall be bound by the terms of the written contract with his/her contractor. If the contractor requires a deposit, the property owner will be responsible to pay the contractor.



For renewal of sewer house connections, the District will provide the property owner funding for the full renewal of the house connection, up to \$10,000. **House connection renewals may include pipe lining, pipe bursting or pipe replacement. Renewals must be for the full length of the house connection piping rather than only a damaged portion.** The timeline for performing the renewal will be based on the condition of the pipe and the District's contractors' availability. **The Property Owner must fully participate in Sewer Backup Prevention Program before the District will perform renewal of the house connection.** If the property owner wants to point repair only a damaged section of the house connection, it will not be eligible for the Program.

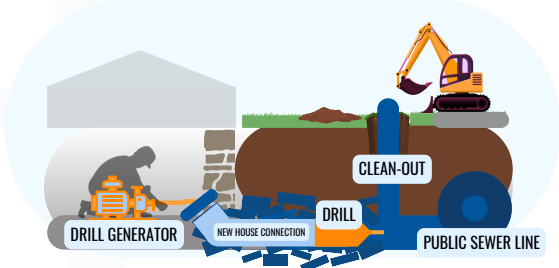
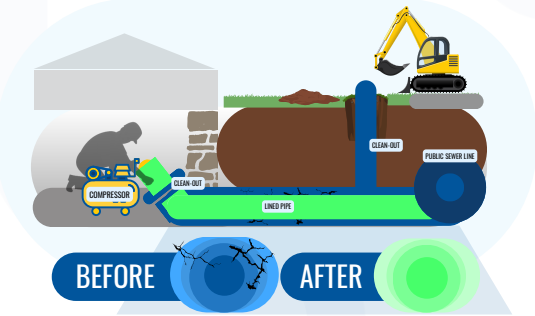


EXCAVATION

DIG UP GROUND BETWEEN THE STREET AND HOUSE TO INSTALL/ REPLACE SEWER LATERAL

CIPP LINING

CURED-IN-PLACE-PIPE LINING (CIPP) IS WHERE A LINING IS INSERTED INTO THE EXISTING CONNECTION PROVIDING A SECURE SEAL FROM THE HOUSE TO THE STREET



PIPE BURSTING

A DRILL IS USED TO SIMULTANEOUSLY BREAK UP EXISTING LATERAL AND INSTALL A NEW LATERAL.



OFFICE OF THE TAX ASSESSOR

TAX RELIEF AND EXEMPTION PROGRAMS

APPLICATIONS OPEN FEB – MARCH 15TH. All applications are accepted **IN PERSON ONLY!** Please visit the Assessor’s Office at City Hall, 550 Main Street in Hartford, room 108 to apply. Walk-ins are welcome Mon - Wed & Fri 8:15am – 2pm and until 7pm on Thurs.

ELDERLY / DISABLED BENEFITS

STATE OF CONNECTICUT ELDERLY TAX RELIEF PROGRAM

- Any taxpayer who is 65 years old by the end of the 2023 calendar year or Totally Disabled
- Owns and occupies a 1-4 family home in the City of Hartford
- Meets certain income guidelines, 2023 income limits were:
 - Single \$43,800
 - Married \$53,400
- File between February 1st and May 15th. To continue the program a biennial filing must be made.

CITY OF HARTFORD ELDERLY TAX RELIEF PROGRAM

- Any taxpayer who is 65 years of age or older by the end of the 2023 calendar year
- Owns and occupies a home in the City of Hartford
- Meets certain income guidelines, may be eligible for a \$750.00 tax credit (\$1,500 for four family homes). 2023 income limits were:
 - Single \$66,160
 - Married \$75,600
- File between February 1st and May 15th. To continue the program biennial filing must be made

DISABILITY EXEMPTION

- An individual who receives a disability pension from the Social Security Administration and has been determined to be permanently and totally disabled is eligible for a \$1,000 assessment exemption.
- To qualify you must file a copy of your award Letter that states disability, with this application(PDF, 6KB) prior to the October 1st on which the exemption is to be first applied.
- If the individual has not been engaged in employment covered by Social Security, he/she must provide proof of eligibility for permanent total disability under any federal, state or local government retirement or disability plan, including the Railroad Retirement Act and any government-related teacher’s retirement plan.

OFFICE OF THE TAX ASSESSOR

TAX RELIEF AND EXEMPTION PROGRAMS

VETERAN'S EXEMPTION

- must have served during an active period of war for at least 90 days, (except if the war, campaign or other operation lasted less than ninety days),
- received an honorable discharge, and have his/her discharge (form dd-214) on file with the Town Clerk prior to October 1.
- Note: If you are entitled to a disability pension as determined by the VA, whether you served during an active period of war or not, you are eligible for a disabled Veteran's Exemption.

Additional Veteran's Exemption Income Limit

- Any veteran who is eligible for the veteran's exemption previously mentioned, and whose adjusted gross income falls below State mandated limits, is eligible for twice the regular exemption.
- income limits:
 - Single Veteran \$38,100
 - Married Veteran \$46,400. This includes all income, both taxable and non-taxable, except Veteran's disability payments.

Additional Veterans Exemption Income limit for the Totally Disabled

- Single Totally Disabled \$18,000
- Married Totally Disabled \$21,000 Totally disabled

Veteran Leased Vehicle

- The Veteran Leased Vehicle Exemption allows a veteran to apply an exemption to a leased motor vehicle that the veteran does not own

CONNECTICUT RESIDENT ACTIVE DUTY/IN-SERVICE EXEMPTION

- A member of the armed forces who is currently on active duty is eligible to have one passenger motor vehicle exempt from property tax

BLIND EXEMPTION

- Individuals legally blind eligible for a \$3,000 exemption. A certificate of legal blindness must be provided prior to the October 1st on which the exemption is to be first applied

HANDICAPPED EQUIPPED VEHICLES

- This exemption would include, but it not limited to vehicles equipped with hand controls for the brake or accelerator and a wheelchair lift.
- This exemption eliminates the motor vehicle tax in full.

COMMERCIAL MOTOR VEHICLES

- Certain new commercial motor vehicles used to transport freight for hire and in excess of 26,000 pounds are eligible for a five-year exemption on their assessment.

MANUFACTURING FACILITIES

- Manufacturing facilities in a distressed municipality or a targeted investment community (Hartford is included) are eligible for exemptions if they are substantially renovated or expanded or in an enterprise zone.
- Eligible for 80% reduction in the assessment, 100% exemption for newly installed machinery and equipment

BLIGHTED ASSESSMENT DEFERRAL PROGRAM

- Reduction the annual assessment for a blighted building that is rehabilitated.

FINANCIAL LITERACY

The City Treasurer's Office provides monthly educational resource articles relating to retirement that focuses on financial matters.



Please check the latest articles below:

59.5—Why Is This Age So Important:

The report at the link below discusses why age 59½ is so important from a retirement planning perspective. Click on the link below to explore your retirement choices:
<https://www.hartfordcitytreasurer.org/1095-why-is-this-age-so-important/file>



Insurance Needs Assessment for Empty Nesters & Retirees:

If you have children, as they move out of the household, financial priorities become more focused on preparing for retirement. Click on the link below to find out more about considerations for protecting your wealth, estate, and legacy:

<https://www.hartfordcitytreasurer.org/1069-insurance-needs-assessment-for-empty-nesters-retirees/file>

Healthcare Costs in Retirement:

35% of all workers are not confident they'll have enough money to pay for their medical expenses in retirement. Check out the link below to learn more about potential in-retirement healthcare costs:

<https://www.hartfordcitytreasurer.org/1055-healthcare-costs-in-retirement/file>



How Retirement Spending Changes with Time:

Whether your spending pattern will follow a U-shaped graph or gradually decline, the key is to have a carefully devised financial plan. Click the link below to learn and build a strong financial plan:

<https://www.hartfordcitytreasurer.org/1041-how-retirement-spending-changes-with-time/file>

Additional articles can be found on our website:

<https://www.hartfordcitytreasurer.org/home/financial-literacy-documents>

Preferred Attorneys

- Brian Ajodhi
 - 860-680-0240
- Jessica Dornelas
 - 860-231-1208
- Otto Iglesias
 - 860-760-0333
- Tony Jorgensen
 - 860-856-8397
- Lynette Mendoza
 - 860-345-5333 Ext. 101
- Stephen H. Minich
 - 860-523-0709

Participating Lenders

- American Eagle Financial C.U.
 - 860-568-2020
- Embrace Home Loans
 - 860-919-7755
- Fairway Independent Mortgage
 - 860-803-0810
- First World Mortgage
 - 860-233-5626
- Guild Mortgage Company, LLC
 - 860-462-8553 or
 - 860-936-3006
- Liberty Bank
 - 860-982-6601

For more Information

Visit us in person by appointment

Division of Housing
260 Constitution Plaza, Plaza Level
Hartford, CT 06103



Questions?

Staff Contact

Celina Caez

Phone

860-757-9028

Website

<https://www.hartfordct.gov/housing>

Email

caezc001@hartford.gov



www.hartfordct.gov

City of Hartford HouseHartford Down Payment Assistance

What is HouseHartford?

- HouseHartford is a HUD funded program that offers down payment assistance for low/moderate income families purchasing 1-4 family homes and condominiums as primary residences in Hartford.
- Homebuyers may receive up to 20% of the purchase price—as long as the purchase mortgage is affordable. The maximum is \$40,000. Some restrictions apply.
- Homebuyers must use their own funds.
 - Minimum of \$1,000 for households with income at ≤50% AMI and a
 - Minimum of \$2,000 for households with income >50%-80% AMI.
- Funds are loaned to buyers with a 2nd mortgage lien on the property. Loans are forgiven over a 5 to 15 year period as long as the property is the primary residence of the buyer.
- Income limits are updated annually, for 2024 80% AMI income limits are:
 - 1 Person — \$66,150
 - 2 Person — \$75,600
 - 3 Person — \$85,050
 - 4 Person — \$94,500
 - 5 Person — \$102,100
- A \$250.00 application fee will be charged after final funding approval is issued by the City and is due and payable at the time of the closing event.

Required Inspections

The property must pass the HouseHartford inspection prior to closing in order to be eligible for down payment assistance. Inspections generally evaluate but are not limited to the following items:

1. Operational heat, hot water, & electricity Systems.
2. Roof, chimney & gutter free of significant defects.
3. Exterior siding & trim free of significant defects, including peeling paint.
4. Smoke detectors & carbon monoxide detectors should be operational with battery back-up in each unit, on every floor level, and common hallways if applicable.
5. GCFI protection on kitchen counters electrical outlets and bathroom electrical outlets.
6. Cracked/damaged/loose/missing electric outlet & light switch covers.
7. Properly operating entry doors & door locks (dead-bolt) operation.
8. Properly operating interior doors and latching mechanisms.
9. Window condition (broken/cracked glass, peeling paint, defective glazing) – proper operation of screens, sashes & locks.
10. Bathroom exhaust fans operational (vented to exterior) or working window for ventilation.
11. Tub/shower free of mold & mildew & properly caulked.
12. Exterior & interior painted surfaces, including ceiling, wall & trim paint, free of flaking, peeling etc.
13. Floor condition - cracked/missing tiles, torn carpet, trip hazards, etc.
14. Kitchen & bathroom sink drains & supply lines - free of leaks.
15. Property free of garbage, debris, insect & rodent infestation, & environmental hazards.
16. Home Improvements conducted without Building Permits; where a Building Permit is required.

How to Apply

- Complete an 8-hour homebuyer class offered by one of our education partners
- Meet with City staff to learn more about HouseHartford.
- Meet with a participating lender to obtain preapproval for a first/purchase mortgage.
- Inform the lender that you would like to apply for HouseHartford assistance.
- Locate a realtor and find your dream home!

Education Partners

- Community Renewal Team (CRT)
 - 860-560-5501 or 860-560-5600
- Mutual Housing Association of Greater Hartford
 - 860-296-1797
- Urban League of Greater Hartford
 - 860-527-0147
- Neighborhood Housing Greater New Britain
 - 860-224-2433

LANDLORD RESPONSIBILITIES

MULTI-UNIT MAINTENANCE EXPECTATIONS TO REMAIN COMPLAINT WITH CITY CODE OF ORDINANCE.

RESIDENTIAL LANDLORDS SHOULD BE MINDFUL OF THE FOLLOWING RESPONSIBILITIES FROM THE HARTFORD MUNICIPAL CODE OF ORDINANCES

18-51(A) Maintain Clean and Sanitary Conditions

Maintain at all times in a clean and sanitary condition every surface, including walls, floors, installed carpets, stairwells, passages, windows, doors, water closets, cesspools, drains, halls, cellars, roofs, porches, decks, stoops, ceilings, and elevators, for the housing or housing unit, whether occupied or not, including the entire exterior structure of the housing or housing unit and any common areas.

18-51(N) Fire Protection

No person may remove or render a smoke detector inoperative except for its periodic maintenance or maintenance or repair to the housing or housing unit.

Each floor of a structure used, any part of which is used, for housing shall have a fire extinguisher in a common area.

Smoke detectors required in group living units, hotel units, and rooming units by the State Fire Safety Code and the State Building Code, owners must periodically test a smoke detector and replace batteries.

18-51(G)(3) Heat and Heating Units

Provide, in the case of heat, heating units that: heat all habitable rooms, bathrooms, and water closet compartments to a minimum temperature of at least sixty-five (65) degrees Fahrenheit whenever the outer or street temperature falls below fifty (50) degrees Fahrenheit; and are equipped with a control valve or thermostat to allow the occupant to regulate the heat supplied.

18-51(I) Exterminate Infestations

Exterminate to prevent or eliminate an infestation of bed bugs in accordance with G.S. § 47a-7a; exterminate to prevent or eliminate infestations throughout a group living dwelling, hotel, or rooming house, or exterminate to prevent, or eliminate infestations in a dwelling. Glue traps, and other temporary measures that do not address the root causes of the infestation, will not be deemed acceptable methods for preventing or eliminating an infestation.

18-51(L) Continuation of Utilities

Prevent from being removed, shut off, or discontinued any service, facility, equipment, or utility required under this chapter, except for such temporary interruption as may be necessary while actual repairs or alterations are in process or during temporary emergencies when discontinuance of service is approved by the director of health.

18-51(K) Moisture and Mold

Maintain the housing, including repairing leaky faucets and plumbing and ensuring a watertight building envelope, in such a physical condition to prevent the accumulation of moisture and visible mold.

18-51(B) Exterior Wood Surfaces

Exterior Wood Surfaces. Protect all exterior wood surfaces, other than decay-resistant woods, from the elements and from decay by paint or other protective covering or treatment, using lead-free materials upon any surface that is readily accessible to children.

Follow the link below to view the entire Hartford Housing Code

https://library.municode.com/ct/hartford/codes/code_of_ordinances?nodeId=PTIIMUCO_C H18HO



CITY OF HARTFORD RENTAL LICENSING PROGRAM

In November 2019, the City of Hartford enacted a new Housing Code containing a Rental Licensing Program (RLP). The RLP requires that all owners of residential properties 3 units or more obtain a separate Rental License for each property.

THE DEADLINE TO APPLY FOR A RENTAL LICENSE IS AS FOLLOWS:

- 40 or more dwelling units, hotels, rooming houses, group living - October 31, 2023.
- 10 – 39 dwelling units – October 31, 2024.
- 4 – 9 dwelling units – October 31, 2025.
- 3 dwelling units – October 31, 2026.

RENTAL LICENSEING FEE By Building Type and Size:

- 40 or more dwelling units - \$60 flat rate plus \$40 per dwelling unit.
- Rooming House: \$500, 1 – 6 units; \$700, 7 – 12 units; \$1,000 more than 12 units.
- Hotel – \$200 flat rate plus \$30 per hotel unit.
- Group Living - \$200 flat rate, \$30 per group living unit.
- 10 – 39 dwelling units – \$60 flat rate plus \$45 per dwelling unit.
- 3 – 9 dwelling units – \$60 flat rate plus \$50 per dwelling unit.

WHAT TO EXPECT WHEN YOU APPLY:

- Owner must submit all required documents and comply with all provisions as outlined in the RLP.
- Owner must provide access and pass Housing Code and Fire Safety inspection.
- Owner must submit a Lead-Risk Assessment Report where children reside.

WHEN DOES A RENTAL LICENSE EXPIRE:

Once issued, the Rental License is good for four years, conditioned on continued compliance with housing and safety requirements. Before it expires, the owner is required to renew with a new application with required documents, inspections and fees.

WHAT IF I DO NOT APPLY FOR A RENTAL LICENSE AS REQUIRED?

Failure to apply for a license as required under municipal code will result in an additional fee of \$1,000.00 per application required, in addition to other penalties that apply for violating this municipal code. To learn more about the Rental License Program, visit

www.hartfordct.gov/rental-license.



”BUILDING-WIDE SAFETY: ESSENTIAL FIRE TIPS FOR MULTI-UNIT LIVING!”

- STAY IN THE KITCHEN WHILE COOKING, AND KEEP A LID NEARBY.
- KEEP CANDLES IN A STURDY, FIRE-PROOF CONTAINER AND ONE FOOT AWAY FROM ANYTHING THAT CAN BURN.
- NEVER OVERLOAD OUTLETS OR POWER STRIPS.
- EXTENSION CORDS SHOULD ONLY BE USED TEMPORARILY, NOT AS A PERMANENT POWER SOURCE.
- INSTALL SMOKE ALARMS IN AND OUTSIDE EVERY BEDROOM & ON EVERY LEVEL.
- INSTALL A CARBON MONOXIDE ALARM ON EACH LEVEL OF THE HOME.
- DO NOT STORE A GRILL OR SIMILAR ITEM ON THE PORCH OR BALCONY.
- SELF-CLOSING DOOR HINGES ARE DESIGNED TO CLOSE FIRE-RATED DOORS SAFELY AFTER THEY HAVE BEEN OPENED.
- KEEP THE STAIRWAY CLEAR OF OBSTRUCTIONS. DO NOT USE THIS AREA FOR STORAGE, AS IT IS A FIRE HAZARD.
- REMOVE HAZARDS FROM THE BASEMENT, WHICH INCLUDE TIRES, PROPANE TANKS, AND GASOLINE.
- MAKE SURE YOUR HOUSE NUMBER IS VISIBLE FROM THE STREET.
- CREATE AN ESCAPE PLAN THAT SHOWS TWO WAYS OUT OF EVERY ROOM.

THE FIRE SAFETY TIPS PROVIDED ABOVE ARE INTENDED TO OFFER GENERAL GUIDANCE FOR ENHANCING SAFETY IN MULTI-UNIT PROPERTIES. HOWEVER, PLEASE BE AWARE THAT THESE TIPS DO NOT ENCOMPASS ALL OF THE SPECIFIC FIRE CODE REQUIREMENTS MANDATED BY THE CONNECTICUT FIRE CODE FOR BUILDINGS OF THIS NATURE.

TO ENSURE FULL COMPLIANCE WITH THE APPLICABLE FIRE SAFETY REGULATIONS AND TO ADDRESS ANY SPECIFIC CONCERNS RELATED TO YOUR PROPERTY, WE STRONGLY ADVISE CONSULTING WITH AN INSPECTOR FROM THE HARTFORD FIRE MARSHAL'S OFFICE. YOU CAN REACH OUR OFFICE AT 860-757-4530 TO SCHEDULE AN INSPECTION OR SEEK CLARIFICATION ON ANY FIRE SAFETY-RELATED MATTERS.

YOUR SAFETY AND COMPLIANCE ARE OUR TOP PRIORITIES, AND OUR TEAM IS HERE TO ASSIST YOU IN MAINTAINING A SECURE LIVING ENVIRONMENT FOR ALL RESIDENTS.



UNDERSTANDING TENANT RESPONSIBILITIES

As a renter, you'll have good landlords, and you'll have bad ones. There's not much you can do when it comes to the person at the other end of your leasing agreement, but there are things you can do as a tenant to keep things copacetic and maintain a good relationship with the person who you rent from according to Moving.com.

HERE ARE A FEW STEPS TO CONSIDER AS A TENANT:

- **Compliance With Lease Terms**
It's important to carefully read and understand your lease agreement and abide by all its terms and conditions. When you sign a contract with your landlord, you're legally obligated to follow it.
- **Having Renters Insurance**
Renters insurance protects your personal belongings in case of unexpected events like fire, theft, or accidents. Not only does it help you, but it can be an essential safeguard for your belongings.
- **Being a Respectful Neighbor**
Keep noise to a level that will not disturb your neighbors. It's important to maintain a peaceful and respectful living environment by being considerate of those who live around you.
- **Keeping Up With Maintenance**
Just as it's important to keep your rental property clean, it's also crucial to keep up with regular maintenance. Repair any damage to the apartment that was the fault of the tenant, or the tenant's family members or guests. If there is major damage, the tenant should let the landlord know at once. Proactive maintenance helps prevent minor issues from turning into major problems.
- **Effective Communication**
Let the landlord know immediately if the apartment needs repairs that were not the tenant's fault. This includes giving the landlord permission to enter the apartment at reasonable agreed-on times to inspect the place or to make any necessary repairs.
- **Pay The Rent On Time.**
If the rent is not paid by midnight of the ninth day after the day it is due (for yearly or month-to-month leases) or midnight of the fourth day after it is due (for week-to-week leases), the landlord may start legal proceedings to evict the tenant.

For more information, please refer to the CT Judicial publication on Rights and Responsibilities of Landlords and Tenants. For housing related issues please call Hartford 311 at (860) 757-9311.

Housing Code Enforcement



SAFE AND HEALTHY HOUSING IS YOUR RIGHT! CONTACT HARTFORD 311 TODAY FOR ASSISTANCE

The City of Hartford Housing Code Enforcement team works to protect the health, safety and welfare of Hartford residents. Every resident in the City of Hartford deserves clean and safe housing.

ARE YOU A RENTER?

- Two Family with landlord living offsite
- Three Family or More
- Apartment building or complex

IS YOUR LANDLORD UNRESPONSIVE TO CALLS FOR REPAIRS?



Mold or Mildew



Holes in Walls/Ceiling



Rodents



Safety Concerns

YOUR RIGHTS!

Any resident can request a housing inspection for any of the above conditions as well as any other concerns related to unsanitary and unhealthy living conditions within their apartment complex and/or residential unit. It is unlawful for any landlord to take retaliatory actions against a tenant who reports unsafe and unsanitary conditions of a rental unit.

NEED HELP? CALL TODAY!

- **Call Hartford 311 at (860) 757-9311.** Our team is available Monday – Friday 8:00am – 5:00pm.
- **In person:** Visit City Hall, 550 Main St. Hartford, Ground Floor, Rm 001 – Welcome Center.



Guide to the Hartford Fair Rent Commission

The Fair Rent Commission is a City Commission that has the power to decide whether a rent increase or rent charged to a tenant is unfairly high.

What does the Fair Rent Commission do?

1. **Provides information** - The office at City of Hartford's Department of Development Services provides information to landlords and tenants regarding their individual rights and responsibilities. The staff responds to telephone calls and accepts walk-ins and appointments.
2. **Resolves Complaints** - The Fair Rent Commission office receives complaints from tenants about rents charged for their apartments. The Commission's staff works with other city departments such as the Licenses and Inspections Division to investigate the complaints and to promote safe housing.

If the staff cannot mediate problems between the landlord and tenant, the Commission holds a public hearing. After a hearing, the Commission may order the landlord to reduce the rent. If the apartment needs repairs, the Commission may order the rent to be reduced or maintained at the current level until the landlord has made all needed repairs. The Commission may also order that rent increases be phased in gradually.

Who may file a complaint with the Fair Rent Commission?

Only tenants may file a complaint with the Commission. Any tenant who lives in Hartford may file a complaint. You do not need a written lease. You do not need a lawyer to file a complaint.

Under what conditions could you file a complaint?

- Your landlord has demanded an increase that you believe is unfair
- Your landlord wants to charge you for utilities/services when they used to be included in the rent or are shared by all tenants

The Fair Rent Commission office is located within the Department of Development Services, Division of Housing. **Contact:** Beayanka Pinckney Narraine, **Phone:** 860-757-9035
Email: Beayanka.Pinckney-Naraine@hartford.gov

LEGAL ASSISTANCE

Asistencia jurídica

If you or a loved one is in need of legal advice, please utilize the professional services provided by various Hartford organizations.

Si usted o un ser querido necesita asesoramiento legal, utilice los servicios profesionales proporcionados por varias organizaciones de Hartford.

GREATER HARTFORD LEGAL AID

**999 Asylum Avenue
3rd floor,
Hartford, CT 06105**

860.541.5000

**Monday - Friday from
8:30 am to 4:00 pm**

www.ghla.org

UConn LAW (CONNECTICUT COMMUNITY LAW CENTER)

**45 Elizabeth Street
Hartford, CT 06105**

860.570.5400

<https://cclc.law.uconn.edu>

CONNECTICUT INSTITUTE FOR REFUGE AND IMMIGRANTS

**175 Main Street, 2nd Fl
Hartford, CT 06105**

**860.692.3085
203.336.0141**

**Monday - Friday from
9:00 am to 5:00 pm**

<https://cirict.org>

SUMMER 2024

HARTFORD SPORTS & RECREATION

RECREATION CENTER HOURS & AGES

ARROYO
30 POPE PARK DRIVE



PARKER
2621 MAIN STREET



Monday - Friday

- 8am - 4pm Summer Camp
- 4pm - 6pm ages 8 - 17
- 6pm - 8pm ages 18 and up

Saturdays

- 12pm - 4pm Families

SPECIAL EVENT & SPECIAL PROGRAMS SITES



METZNER
680 FRANKLIN AVENUE



WILLE WARE
697 WINDSOR AVENUE



NEW CITY WIDE PROGRAMS!!

Follow hartfordct.myrec.com or visit hartfordct.myrec.com to find out where we will be rollin' up!

IS AN ARTS 'N CRAFTS PROGRAM AND MORE!
The adventure part means we will be Crafting:
• STEM projects that fly, or ooze.
• Instead of painting with brushes, we'll use squirt guns.
• We will still do plenty of "traditional" arts 'n crafts,
• while also offering Art inspired Special Events Nights
REGISTER TODAY to join our ARTFUL ADVENTURE!

Visit hartfordct.myrec.com to find out what we have planned for our Hartford residents and how to join us!

follow [#sportsandrecreation](https://twitter.com/sportsandrecreation)



OUTDOOR POOLS

Goodwin Park and Pope Park

**Outdoor Pools are experiencing construction delays.
Reopening dates TBD**

UNTIL THESE POOLS REOPEN...

GO SWIMMING

at these outdoor pools;

COLT PARK & KENEY PARK

OPEN: Monday- Friday 11am – 7:30pm

Sat. 11am-4:30pm | Sun. 12pm - 4:30pm

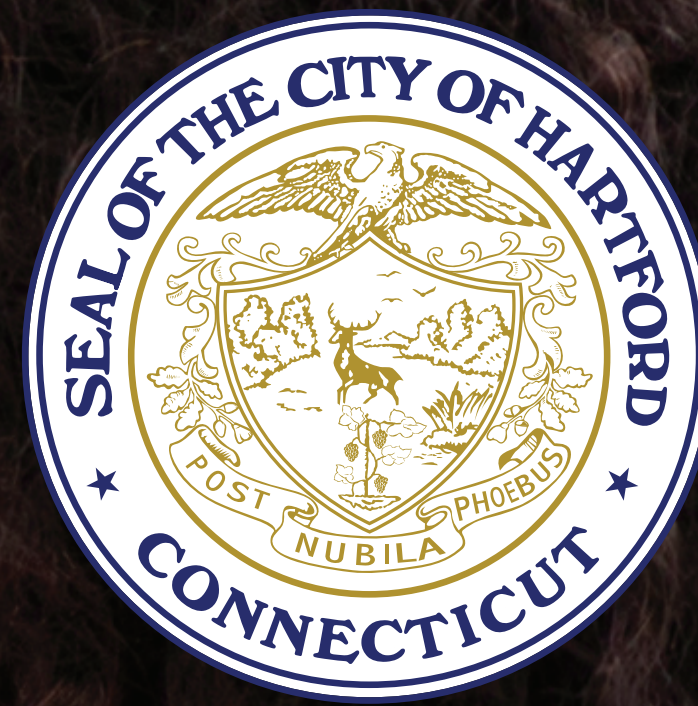


**HARTFORD
SWIMMING**

For more information and announcements
and Aquatics program schedules
visit hartfordct.myrec.com (or scan QR code)



Enroll Today!



**EARLY LEARNING
DIVISION**

City of Hartford

**Hartford's Early
Learning & Child
Care Programs**

HartfordEarlyLearning.com

EARLY LEARNING PARENTS CABINET



Parent Cabinet is a diverse parent- led group that supports the Mayor's Cabinet for Young Children.

This group meets regularly to help make improvements to the lives of children and families throughout Hartford on important matters including child care, home visiting, and early intervention.



Join Today

DINNER AND CHILD CARE PROVIDED

FOR MORE INFORMATION
Scan QR code



OPPORTUNITIES

- Professional Trainings
- Networking
- Leadership Skill Building
- Share Experiences

Contact Magdalene Garcia

 860-757-9537

 Magdalene.Garcia@Hartford.gov



Family Child Care Providers

Receive Reimbursements for Meals and Snacks for Children!

DID YOU KNOW?
The Child and Adult Care Food Program (CACFP) reimburses child care providers for nutritious meals & snacks served to children.

Benefits of CACFP

Under COVID-19 Flexibilities, all CACFP child care home providers can receive the highest CACFP reimbursement rate regardless of location.

Boost providers income & service.



Ensure children receive a nutritious diet



Boosts learning & Development.



Starts good nutrition habits early in life.



**CHILD AND ADULT CARE
FOOD PROGRAM**
City of Hartford



SIGN UP TODAY!

Veronica Barrero
(860)757-9882

Veronica.Barrero@hartford.gov



hartfordtalks



TOGETHER, PROMOTING EARLY TALK AND CHILDHOOD DEVELOPMENT

Hartford Talks assists in increasing language development in children at birth through age three, in order to improve their cognitive, social, and emotional health and to close opportunity gaps.

**LENA
START™**

Build school readiness & strengthens families with parent-group classes

**LENA
GROW™**

Transform interactions in child care through experiential professional development

**LENA
HOME™**

Add an early-language focus to any home-visiting program



LENA Home brought to you in partnership with:



REGISTER
YOUR CHILD
FOR THE 2024-2025
SCHOOL YEAR!

To complete your registration, proof of guardianship, student's age, and residency are required.



Proof of Guardianship

- Parent(s) of Student / Legal Guardian
- Driver's License / State ID / Passport
- Court Documents



Proof of Age

- Child's Birth Certificate
- Passport



Proof of Residency

- Current Mortgage Statement
- Current Rental Lease
- Current Utility Bill

Visit us online at hartfordschools.org/enroll

Scan here for information about the **NEW** Kindergarten Age Requirements



For more information:

Office of Enrollment and School Choice

280 Trumbull Street, Ground Level, Hartford, CT 06103

M-F 8am - 4pm 860-695-8876





The map displays the City of Hartford, Connecticut, with a black outline indicating the city's boundaries. Numerous blue location pins are scattered across the city, representing public WiFi hotspots. The map includes various landmarks, streets, and parks. A legend in the bottom right corner identifies the blue pins as 'WiFi_ProjectStatus_10092022'. A title box in the bottom right corner contains the city's logo, the title 'City of Hartford Public WiFi Status Map', and the date 'Date: October 9, 2022'. A north arrow is also present in the legend area.

City of Hartford
Public WiFi Status Map
Date: October 9, 2022

Legend
WiFi_ProjectStatus_10092022

4 EASY WAYS

to stay safe online

Our online world needs to be protected. There are easy things we can do to ensure our information is safe from those wishing to steal it.

Recognize & report phishing

Most successful online intrusions result from a recipient of a “phishing” message accidentally downloading malware or giving their personal information to a spammer. Do not click or engage with these phishing attempts. Instead, recognize them by their use of alarming language or offers that are too good to be true.

Report the phish and delete phishing messages.

Use strong passwords

Simple passwords can be guessed. **Make passwords at least 16 characters long**, random and unique for each account. Use a password manager, a secure program that maintains and creates passwords. This easy-to-use program will store passwords and fill them in automatically on the web.

Turn on multifactor authentication (MFA)

Use MFA on any site that offers it. MFA provides an extra layer of security in addition to a password when logging into accounts and apps, like a face scan or a code sent by text.

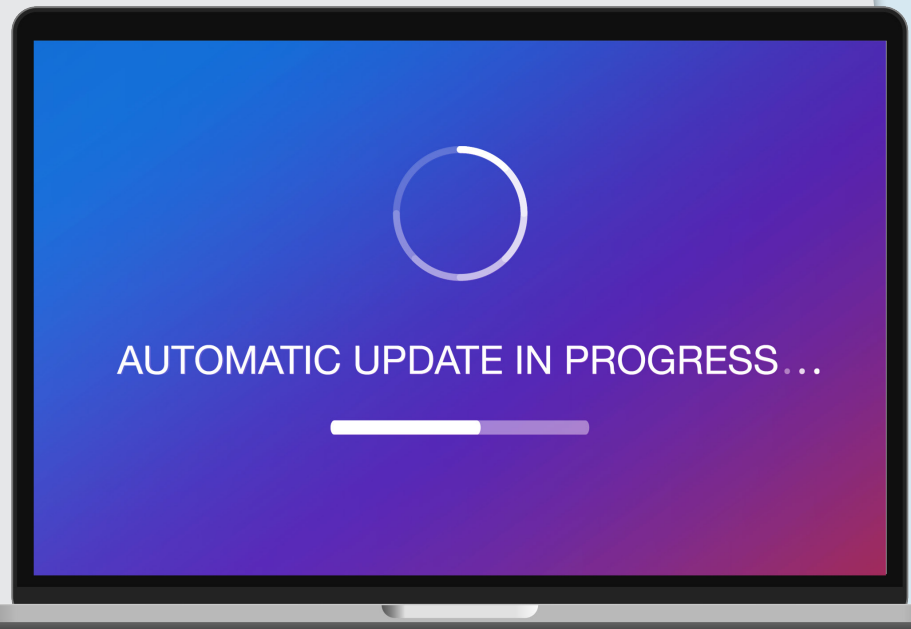
Using MFA will make you much less likely to get hacked.



Update software

When devices, apps or software programs (especially antivirus software) notify us that updates are available, we should install them as soon as possible. Updates close security code bugs to better protect our data.

Turn on automatic updates to make it even easier.



Taking these steps helps
Secure Our World.



We can all help one another stay safer online, so share these tips with a family member or friend!

cisa.gov/SecureOurWorld



UPCOMING EVENTS

**SEPT
15**

**Love Your Block Party
Frog Hollow (Park & Broad)
1PM – 5PM**

**OCT
6**

**Love Your Block Party
Barry Square (Maple Ave)
1PM – 5PM**

**OCT
31**

**City Hall-o-Ween
550 Main Street
4PM – 6PM**

**DEC
14**

**Annual Toy Giveaway
550 Main Street
11AM – 2PM**



**Join in on the fun!
For more info call us
860-757-9311**

LOVE
YOUR
BLOCK

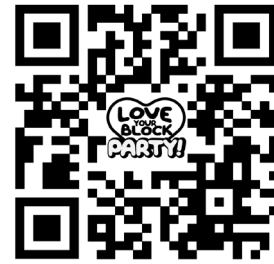
PARTY!

FROG HOLLOW

SEPTEMBER 15TH, 2024 | 1PM-5PM

A block party to celebrate the Frog Hollow neighborhood, centered around health and wellness, social activation and economic stimulation for small businesses!





**SUNDAY, SEPTEMBER 15th, 2024
1PM - 5PM**

Park Street will be closed to vehicular traffic on Sunday, September 15th for a community block party to celebrate the Frog Hollow neighborhood and kick off Hispanic Heritage Month. This block party will center around health and wellness, social activation and economic stimulation for small businesses and entrepreneurs in the Hartford.

**PARK STREET WILL BE CLOSED SUNDAY, SEPTEMBER 15TH
WASHINGTON TO BABCOCK FROM 11AM TO 6PM**

HOW TO PARTICPATE:

- **A FROG HOLLOW RESTAURANT, LOUNGE OR BUSINESS** – Open your doors to new customers by hosting a special event during event hours. The Love Your Block team can provide tables and chairs for outside your business upon request.

Any business without an existing membership can receive a 1-year membership to Hartford Chamber of Commerce.

- **A NON-PROFIT OR FAITH-BASED ORGANIZATION** – Host a resource table at the event. The Love Your Block team can provide a free table, tent and chairs for you to participate.
- **A SMALL BUSINESS OR ARTS AND CRAFTS VENDOR** – sign up to sell your products at the event. The Love Your Block team can provide a free table, tent and chairs for you to participate.
- **A RESIDENT** – come out and support the Frog Hollow neighborhood while enjoying, live music and performances, shop from local businesses and vendors and enjoy fun interactive activities and games for all ages.

For More Information: www.hartfordct.gov/lyb-parties

Community Service Bureau



HARTFORD POLICE DEPARTMENT COMMUNITY SERVICE OFFICERS

Blue Hills

Riley Johnson
C: 860-422-0631
JOHNR003@hartford.gov

Upper Albany

Devanand Budhoo
C: 203-734-7806
BUDHD002@hartford.gov

West End/WECA

Jeffrey Fish
C: 860-734-7770
FISHJ003@hartford.gov

Asylum Hill

Cesidio Palmieri
C: 959-282-5138
PALMC002@hartford.gov

Frog Hollow

Giovanny Rivera
C: 860-734-7721
Giovanny.Rivera@hartford.gov

Parkville

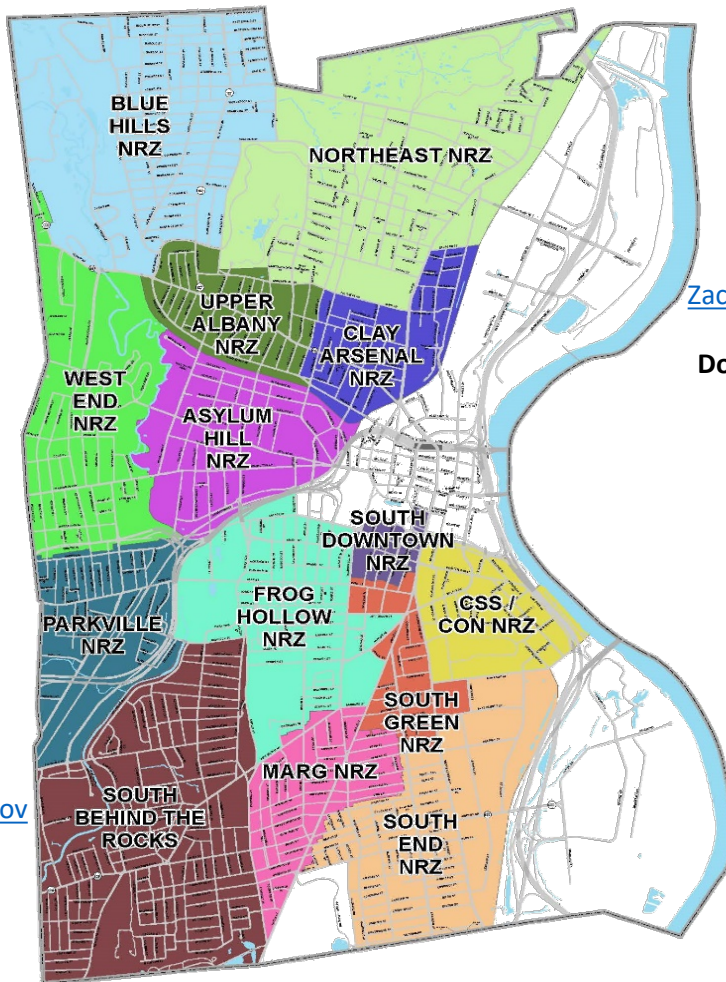
Miguel Varela
C: 959-282-2107
VERRM001@hartford.gov

Behind The Rocks

Nicole Woodruff
C: 860-734-7669
NICOLE.WOODRUFF@hartford.gov

Southwest

Joel Otero
C: 959-282-2092
Oterj002@hartford.gov



Northeast

Kelwin Perez
C: 860-734-7804
PEREK006@hartford.gov

Clay Arsenal

Zachary Romero
C: 860-734-7666
Zachary.Romero@hartford.gov

Downtown/South Downtown

Michael Dizaar
C: 860-734-7792
DIZAM001@hartford.gov

Sheldon- Charter Oak

John Light
C: 860-743-7749
John.Light@hartford.gov

South Green

Aaron Brais
C: 860-249-6137
BRAIA002@hartford.gov

South End

Dino Ahmetovic
C: 860-757-4348
AhmeD001@hartford.gov

Maple Avenue/MARG

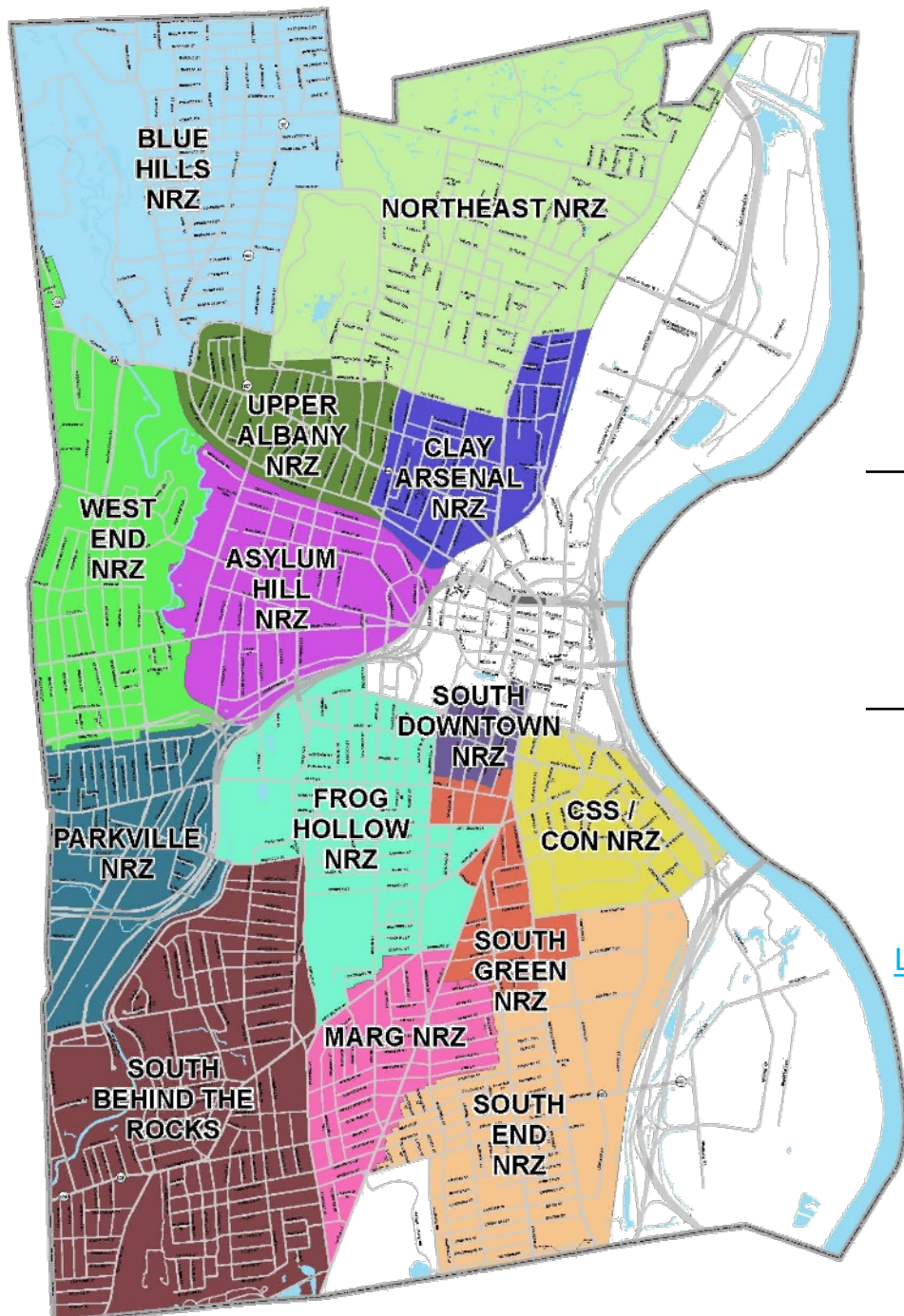
Hariz Mustajbasic
C: 860-734-7719
HARIZ.MUSTAJBASIC@hartford.gov

**FOR ALL EMERGENCIES
CALL 911**

**TO SUBMIT A TIP
ANONYMOUS TIP LINE:
(860) 722-TIPS (8477)**



FIRE DEPARTMENT - SPECIAL SERVICES UNIT



Captain Jose R. Rivera
 Office: 860.757.4521
 Cell Phone: 860.761.4253
rivej0182@hartford.gov

North District Liaison
Lieutenant Felicia Graves
 Office: 860-757- 4525
 Cell Phone: 860-761-4268
GRAVF001@hartford.gov

South District Liaison
Lieutenant Lanitress Terry-Wright
 Office: 860-757-4523
 Cell Phone: 860-989-3489
Lanitress.terry@hartford.gov

FIRE DEPARTMENT – SPECIAL SERVICES PROGRAMS

The Special Services Unit facilitates many Community Programs such as:

- **Public Fire and Life Safety Education** - Provided to daycares, schools, senior centers, businesses, community and faith-based organizations.
- **Community Relations/ Liaison Officers** - Acts as intermediary between the Fire Department and the Community.
- **Fire Relocation** - Assists victims of fire and other natural disasters in relocation and refers to appropriate agencies.
- **Fire Cadet Program** - A paid part-time position for young men and women between the ages of 16-24 years of age prepare for a career in the fire service with the Hartford Fire Department.
- **Fire Explorer Program** - A volunteer program for young men and women between the ages of 14-21 years of age who want to learn about the fire service.
- **Community Emergency Response Team (CERT)** – Training citizens in basic disaster response skills and emergency preparedness incidents within the community.
- **Smoke Alarm Program** - Provides smoke alarms to one, two and owner - occupied three family dwellings in the City of Hartford.
- **Youth Fire Setter Intervention Program** - Identifies youth with fire setting tendencies and offers specialized fire safety programs and/or refers to other agencies.
- **Fire Fighter Recruitment** - Attends schools and career fairs to interest future Fire Fighters, Fire Explorers and Fire Cadets.
- **Child Passenger Safety Technician Program** - Installs child passenger safety seats and educates the community on their proper use.
- **Emergency Preparedness Program** - Educates on emergency/disaster preparation skills.

Please call 860-757-4520 for additional information on any program listed.

IMPORTANT NUMBERS

911

For all emergencies that require immediate assistance from the police, fire department or an ambulance.

211

For 24/7 statewide resources such as emergency housing/shelter, utility assistance, food, childcare, elder care and crisis intervention.

**Hartford 311
(860) 757-9311**

Toll-free, bilingual, non-emergency call center, for information and City services.

(860) 757-4000

Non-emergency Police Dispatch

(800) 286-2000

Eversource - Power Outage

(877) 944-5325

Eversource - The Smell of Gas

(860) 278-7850

Metropolitan District Commission (MDC)

(860) 246-5325

Connecticut Natural Gas (CNG)

(800) 222-1222

CT Poison Control Center

(860) 695-8000

Hartford Public Schools

(860) 247-2732

Capitol Region Education Council (CREC)

(860) 695-6300

Hartford Public Library

(860) 757-9750

Town & City Clerk

(860) 757-9830

Office of The Registrars Of Voters

(860) 331-4646

Roadside/Bike Assistance in Downtown Area

Do you know your Neighborhood Revitalization Zone (NRZ)?

Attend a local monthly meeting to help make decisions about your community.

Most meetings are now virtual please confirm with the NRZs.

Blue Hills
1st Thursday, 6 PM
donnathompsondaniel@yahoo.com

Upper Albany
1st Monday, 5:30 PM
UANRZconnect@gmail.com

Northeast
3rd Monday, 5:30 PM
darlenechilds2003@yahoo.com

West End Civic
3rd Wednesday, 7 PM
president@wecahartford.org

Clay Arsenal
1st Tuesday, 5:30 PM
hollo962@gmail.com

Asylum Hill
1st Monday 6:15 PM
exdir@asylumhill.org

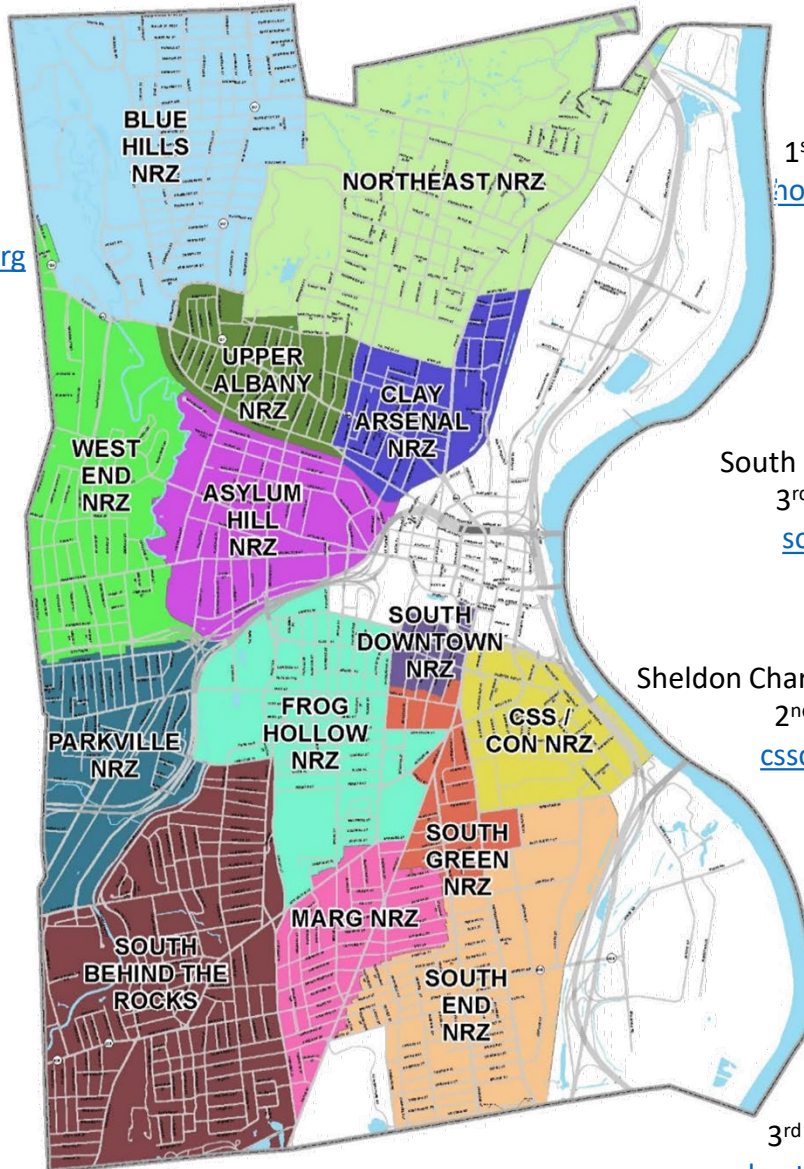
South Downtown (SODO)
3rd Wednesday, 6 PM
sodonrz@gmail.com

Frog Hollow
3rd Tuesday, 5:30 PM
chair@fhnrz.com

Sheldon Charter Oak (CSS/CON)
2nd Monday, 5:30 PM
cssconnrz@gmail.com

Parkville
2nd Wednesday, 6 PM
barridoncorp@aol.com

Harford NEXT
3rd Thursday, 6:00 PM
hnext@hartfordnext.org



South West/Behind the Rocks
2nd Tuesday, 6 PM
kathy.evans@opmad.org

Barry Square/MARG
2nd Thursday, 6 PM
St. Augustine's Church
10 Campfield Ave.
hyennie3@yahoo.com

South End
1st Thursday, 6 PM (Sept. – May)
Metzner Center
680 Franklin Ave.
cabwill@msn.com



Join Hartford Public Schools and REPRESENT.

NOW HIRING STAFF ACROSS OUR SCHOOLS.

Hartford Public Schools has career opportunities of all kinds, in all of our schools. Come represent your community, your culture, and what's possible for our beautiful and, capable students. When you work here, it's not just about making a living...it's about making a difference. And you don't earn a paycheck...you earn lifelong respect.

WE VALUE OUR STAFF...AND IT SHOWS.

We've put together a comprehensive package of benefits and incentives, including:

- Competitive salary
- Career growth opportunities
- Tuition reimbursement
- Rich health care plan
- Professional learning

COME REPRESENT!

Scan the QR code to apply for jobs with HPS, or click the link below:



<https://app.hirenimble.com/jobs/hartford>

Questions? Email:
recruitment@hartfordschools.org

What can you REPRESENT?



WORK FOR THE CITY OF HARTFORD



Love Your Job, Love The City



BENEFITS

- Vacation + Sick Time
- Medical Benefits
- Retirement Benefits
- Community Engagement

CONTACT HR OFFICE

(860)-757-9800

humanresources@hartford.gov

**Hartford residency is NOT
required for all positions.**

APPLY AT

governmentjobs.com/careers/hartfordct

**Walk-in applications
are welcome!**





HARTFORD 311

IS A TOLL-FREE,
NON-EMERGENCY CALL CENTER



Mon. - Fri. 8:00 am - 5:00 pm except holidays

(860) 757-9311

Call 9-1-1 FOR ALL EMERGENCIES

that require immediate assistance from the police, fire department or an ambulance.

FOR ALL OTHER NON-EMERGENCY

POLICE MATTERS, PLEASE CALL 860-757-4000

Do not call 9-1-1 for general information, directory assistance, paying traffic tickets, complaints or as a PRANK. If you mistakenly call 9-1-1, do not hang up. Instead, inform the dispatcher of the mistake.

Call 3-1-1 FOR ALL OTHER INQUIRIES

THERE ARE MANY WAYS TO
ACCESS 311



Application



Online



Telephone

CALL US!

City Information
Pothole Repair
Trash Not Picked Up
Inspection Needed
Bulky Waste
Housing Issues

VISIT US ON THE WEB

www.hartfordct.gov/hartford311

EMAIL US

311CALLCENTER@HARTFORD.GOV



WANT TO BE IN THE KNOW FOR CITY INFO & EVENTS?

**SIGN UP FOR THE ONE HARTFORD WEEKLY
NEWSLETTER FOR TIMELY UPDATES ON CITY
INFORMATION AND EVENTS!**

↓ JOIN NOW ↓



City of Hartford Self-Care & Wellness Initiative

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