

## **Typical Code Enforcement Issues**

Typical issues where Code Enforcement would become involved include, but are not limited to:

- Building owner's failure to maintain minimum housing standards in rental units;
- Unregistered/uninspected vehicles which have accumulated on private property;
- Construction proceeding without a permit;
- Site plan violations;
- Illegal signage displayed;
- Encroachment into wetlands or wetland buffers;
- An in-home business has been established without a permit;
- Property maintenance issues; and
- Accumulation of junk and trash.

## **Tenant Complaints Regarding Apartment Conditions** (Tenant complaint form attached)

In *non-emergency situations*, Code Enforcement requires the tenant first contact their landlord or property manager. By formally writing a dated, certified letter to the landlord listing the problems that exist with the apartment and requesting that the problems be addressed within 14 days. The tenant must also send a copy of the letter to Code Enforcement. If the problems are not fixed within the 14 day period, the tenant must call Code Enforcement to inform them that nothing has been done.

In *emergency situations*, after the landlord has been given a reasonable time frame to respond, and where repeated calls to the landlord have not been answered, you must call Code Enforcement directly. Typical emergencies include, but are not limited to, leaking plumbing/sewerage, no electricity, no running water, no heat during cold weather, and/or structural collapses.

## **All Other Complaints** (Zoning, Building, Site Plan & Land Use)

If you believe there is a code issue you may file a Code Enforcement complaint in person, by mail, or by telephone. The complaint form printed on the back of this brochure may be completed and used to report zoning, building, site plan or land use complaints and sent to Code Enforcement at City Hall or you may speak directly with a Code Enforcement Officer at 589-3100.

## **What to Expect After a Complaint is Filed** (Zoning, Building, Site Plan & Land Use)

Once a complaint is received, a Code Enforcement Officer will visit the site to verify the existence of the violation. Once verified, the Officer will contact the responsible party in person, by phone or by letter to inform them they are in violation of a city ordinance. The party is then given a reasonable time (depending on the nature of the violation) to comply. If there is no compliance, the party may be given a final written notice by certified mail. If there is still no compliance, the responsible party can be

issued a ticket, summoned to District Court, or both, where the violation is prosecuted.

## **Want additional information?**

**Nashua Housing Code**  
Code Enforcement Department  
(603) 589-3100

**Local Land Use Regulations**  
Planning and Zoning Department  
(603) 589-3090

**Building Codes**  
Building Department  
(603) 589-3080

**Wetlands and Wetland Buffers**  
Liaison  
(603) 589-3111

## **To Report Housing Code, Land Use, Building Code or Wetland Violations**

Code Enforcement Department  
(603) 589-3100

Above offices located in:  
Community Development Division  
City Hall, 2<sup>nd</sup> floor  
229 Main Street  
PO Box 2019  
Nashua, New Hampshire 03061-2019

[www.gonashua.com](http://www.gonashua.com)



# City of Nashua – Code Enforcement Department

Community Development Division  
City Hall – 229 Main Street – PO Box 2019 – Nashua, NH 03061-2019  
(603) 589-3100 – FAX (603) 589-3119



## Zoning / Building / Site Plan / Land Use Complaint Form \*

**ALLEGED VIOLATION** Today's date \_\_\_\_\_

Address \_\_\_\_\_

Owner (if known) \_\_\_\_\_

Owner's address (if different from above) \_\_\_\_\_

Violation (please be specific) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**COMPLAINANT INFORMATION**

Address \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

**FIELD CHECK REPORT / ACTION TAKEN** Date complaint received \_\_\_\_\_

Date \_\_\_\_\_ Code Enforcement Officer \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Code Enforcement Services<sup>1</sup> In Nashua NH

Code Enforcement is the enforcement arm of the Community Development Division and responsible for gaining compliance with the City of Nashua's housing, zoning, building, site plan and subdivision regulations and ordinances.

Our mission is twofold:

① To gain voluntary compliance with applicable city ordinances in order to protect the health and safety of the community, to maintain property values and to promote an esthetically pleasing environment; and

② To enforce city ordinances in a consistent, good faith, fair and nondiscriminatory manner.

<sup>1</sup> This brochure is a general guide and is not all-inclusive. For more information please refer to the Nashua Revised Ordinances or contact the Nashua Code Enforcement Department

\* Per New Hampshire RSA 91-A, any information on this form will be available for public inspection